



# Strategic Plan

**FY 2023-2024**  
*through*  
**FY 2027-2028**

**Department of Children and Family Services**  
**Agency 10-360**



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## **DEPARTMENT MISSION**

The Department of Children and Family Services (DCFS) is working to keep children safe, helping individuals and families become self-sufficient, and providing safe refuge during disasters.

## **DEPARTMENT VISION**

We care for the well-being and safety of Louisiana's people.

## **DEPARTMENT PHILOSOPHY/VALUES**

Treating all people with dignity, compassion, and respect while providing services with integrity.

## **DEPARTMENT GOALS**

- I. Promoting and supporting safe and thriving children and families.
- II. Encouraging and supporting individuals moving into self-sufficiency.
- III. Improving customer service through staff productivity and satisfaction.
- IV. Reducing fraud and abuse.
- V. Modernizing and realigning business practices.
- VI. Improving emergency preparedness, response, recovery and mitigation capacities.

## **DEPARTMENT ORGANIZATIONAL STRUCTURE**

In 1988, the Louisiana Legislature reorganized the State's health and human services agency creating the Department of Social Services (DSS). As the public-funded service organization the Department's purpose is to administer the public assistance and welfare laws of the State and to provide high quality social programs and services to Louisiana residents at the lowest possible cost to taxpayers.

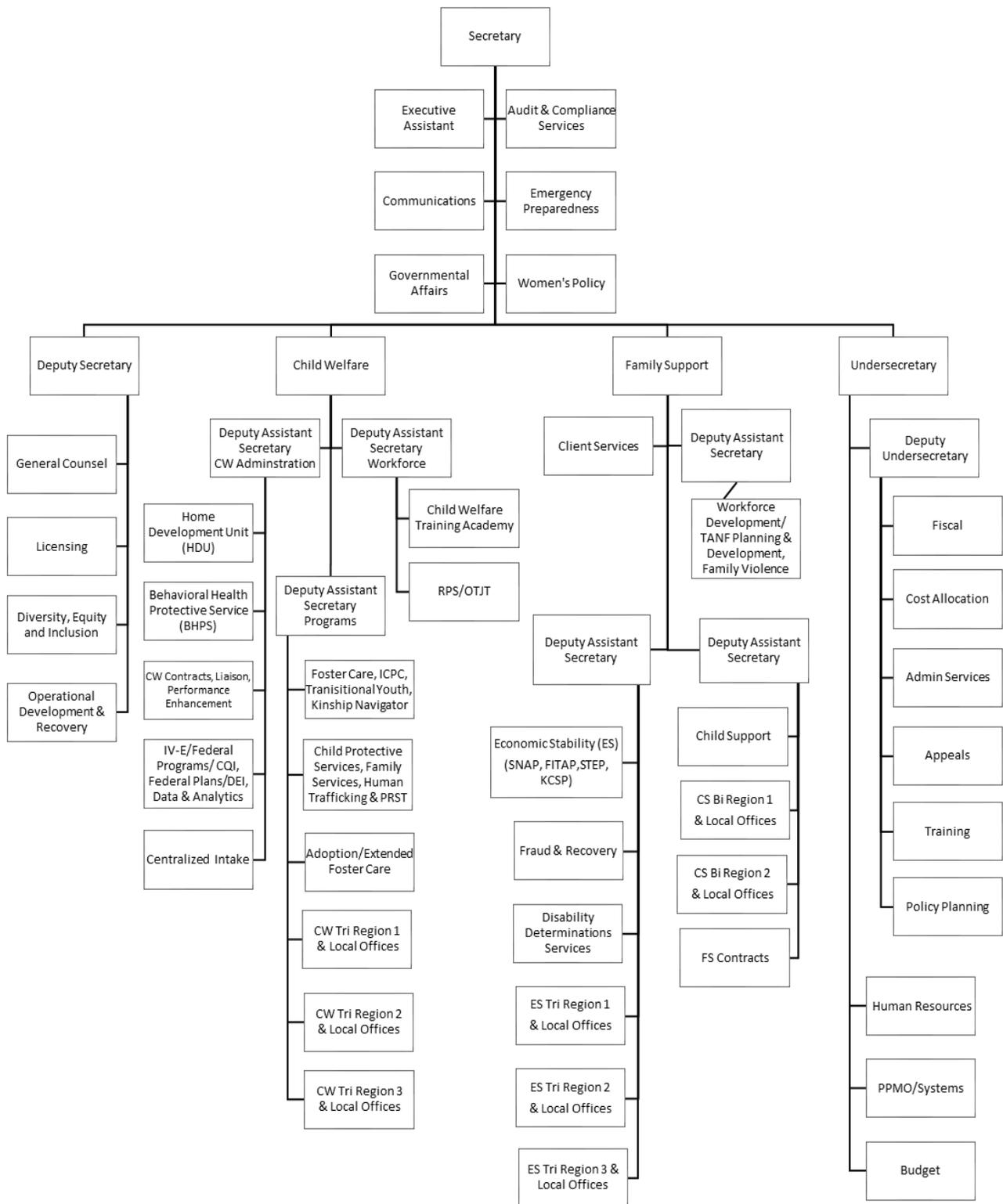
During the 2010 Legislative session, the Louisiana Legislature passed Act 887, a measure that reorganized the department into one agency and restructured appointees and their responsibilities. On July 1, 2010, the Department of Social Services, by law, became the Department of Children and Family Services (DCFS) and was structured as one agency with two divisions (operations and programs).

In the 2016 Regular Legislative session the Louisiana Legislature passed Act 90, a measure that reorganized the management of programs and delivery of services within the department. On July 1, 2016, the division of programs and the division of operations were replaced by the Division of Child Welfare, led by the Assistant Secretary of Child Welfare, and the Division of Family Support, headed by the Assistant Secretary of Family Support. In addition, the position of Deputy Secretary was established.

The department administers approximately 30 various federal and state funded sources for which the ongoing programmatic service delivery activities are organized across four divisions with three appropriation programs as a result of the 2016 reorganization.

1. Division of Management and Finance (1000)
2. Division of Child Welfare (2000)
3. Division of Family Support (3000)

Each division has a mission, goals and objectives that align with those of the department.



## **PROGRAM: Division of Management and Finance (1000)**

### **PROGRAM DESCRIPTION**

**Executive Division** (*appropriation for the Executive Division falls under the Division of Management and Finance*)

The Secretary serves as the executive head and chief administrative officer of the Department of Children and Family Services and holds the responsibility for the policies of the department, and for the administration, control, and operation of the functions, programs, and affairs of the department performing under the general control and supervision of the governor. The Executive Division is comprised of the following sections:

**Bureau of Audit and Compliance Services (BACS)** provides independent, objective assurance services designed to add value and improve the organization's operations.

**Bureau of General Counsel (BGC)** provides ethical, trustworthy, and competent legal advice, representation and support to the Secretary, Divisions and employees of the Louisiana Department of Children and Family Services in order to assist the agency, its representatives and its employees in efficiently and effectively meeting the agency's goals and objectives.

**Communications** works to ensure DCFS's vision, mission, and activities are accurately and effectively communicated to the media, elected officials, stakeholders, the general public and its employees.

**Diversity, Equity, and Inclusion (DEI)** promotes belonging, workforce wellness, equity and inclusion for all staff as well as the population served. The DEI Unit works to create a culture of learning and inclusive excellence where staff members and support programs address the needs of diverse populations through designing and leading diversity, equity and inclusion initiatives with equity at the center.

**Emergency Preparedness** works to address mass care, emergency assistance, mass feeding, and housing and human services needs as well as to ensure safe refuge (sheltering) for Louisiana citizens in response to all hazardous and emergency events by working collaboratively with other state agencies, local governments, federal government, non-governmental organizations (NGO) and other states.

**Governmental Affairs** ensures DCFS's vision, mission, and activities are accurately and effectively communicated to elected officials, other state agencies, community partners and stakeholders, and its employees.

**Licensing** works to protect children and youth who are placed in licensed out-of-home care by monitoring provider compliance with established standards whereby reducing risk to the health, safety, and well-being of children.

#### **Organizational Development and Recovery**

- Organizational Development – This program works to establish a compelling strategy for organizational change required to effectuate the stability of the DCFS workforce through the evaluation of current data and policy regarding human capital at DCFS.

It promotes human capital best practices through policy, tools, and resources across the agency.

- **Recovery** – The Health and Social Services (HSS) Recovery Support Function (RSF) and the Louisiana (LA) RSF-3 works to assist locally led recovery efforts in the restoration of the public health (including behavioral health), healthcare and social services networks to promote the resiliency, health and well-being of affected individuals and communities. The HSS RSF/LA RSF-3 is concerned with restoring the capacity, or assisting in the continuity of, and reconnecting impacted communities and displaced populations to essential health and social services, including services provided to children in schools and childcare settings. The HSS RSF/LA RSF-3 is concerned with disaster impacts to systems of health care, environmental health, behavioral health and social services including educational and other services delivered in schools and childcare settings.

**Women's Policy** identifies and highlights issues of concern to women residing in the state of Louisiana and engages in activities that improve their conditions.

### **Management and Finance**

The Undersecretary manages the functions related to data processing, personnel management, grants management, policy planning, and training for the department and all of its offices. The Undersecretary's Office administers the following sections:

**Administrative Services** supports and manages services for the department's administrative, programmatic and operating offices so that they will function efficiently and effectively on a day-to-day basis. This section manages rental and lease processing, purchasing, LaCarte and Controlled Billed Account (CBA) administration and compliance, property control, fleet management, safety, building management, LaGov security management services and telecommunication services.

**Appeals** ensures compliance with federal and state regulations through the timely processing of claimant appeals and department administrative disqualification requests, as well as assisting with the department's rulemaking procedures.

**Budget** provides leadership, coordination, and accountability with respect to the management of state and federal resources allocated to the department. This unit facilitates the optimal use of the department's financial resources through budgeting, reporting, and analysis of such resources.

**Cost Allocation** works to ensure that costs incurred in the department are proportionately allocated to the benefitting programs in accordance with federal rules and guidelines.

**Fiscal Services** provides centralized accounting and financial services, including payment management (travel and contracts), cash management and financial reporting in support of all divisions and sections department-wide.

**Human Resources** works to provide efficient and effective customer service to all prospective, current, and past employees. The section works collaboratively with leadership to promote best practice human resource management to attract and retain a quality and diverse workforce.

**Policy and Planning** provides supportive services to the department through policy planning and analysis activities such as promulgating rules, managing performance based budgeting activities (LaPAS performance data reporting, AMPAR, strategic plan, operational plan), and processing policy/procedure updates through the online policy management system (PowerDMS) to disseminate essential information to staff so that the department may effectively service its customers.

**Systems, Research and Analysis** provides data analysis as well as guidance and assistance on matters relating to the maintenance and enhancements to the department's computer systems.

**Training** works to improve staff knowledge and awareness through mandatory departmental computer-based trainings in conjunction with any state and federal training requirements/regulations.

**AUTHORIZATION:** LA R.S. 36:471(C), 36:475.1 (A) (B) (C), 36:8, 46:51

## **VISION**

Ensure departmental operations are managed in a fiscally sound and ethical manner.

## **MISSION**

The Division of Management and Finance will support the department's efforts by providing leadership and oversight to all DCFS programs. It will promote efficient, professional and timely responses to employees, partners and clients.

## **PHILOSOPHY/VALUES**

Committed to a diverse and inclusive environment that promotes good stewardship of resources, operates effectively, and emphasizes customer services to stakeholders.

## **GOALS**

- I. Build a unified DCFS that pools human and financial resources in order to better serve internal and external stakeholders.
- II. Provide quality service to consumers internal and external stakeholders.
- III. Promote evidence-based practices and strategic approaches to fulfill the DCFS mission.
- IV. Maximize resources by operating the department in an efficient and effective manner.

## **PROGRAM ACTIVITY: Internal Audit and Compliance**

### **Objective 1**

Coordination of department efforts by providing leadership, information, and oversight to all DCFS programs to promote efficient, professional and timely responses to employees, partners and consumers and for the elimination of fraud, waste and abuse.

### **Strategies**

- 1.1: Audit major federal programs administered by DCFS.
- 1.2: Complete contractor compliance reviews on DCFS qualifying programmatic contracts to reduce risk and exposure to the department and contractors.

### **Performance Indicators**

- Number of major federal programs on which audits were completed. (key)

- Percentage of contractor compliance reviews performed on DCFS qualifying programmatic contracts annually. (key)

**PROGRAM ACTIVITY: Emergency Preparedness**

**Objective 2**

To address the mass care, emergency assistance, mass feeding, housing and human services needs in response to all hazardous and emergency events and working sheltering operations collaboratively with other state agencies, local governments, federal government, NGOs and other states.

**Strategies**

- 1.1: Train staff to be fully prepared for potential evacuation and sheltering operations at any time.
- 1.2: Be prepared for potential Disaster Supplemental Nutrition Assistance Program (DSNAP) operations by having ample DSNAP sites identified and assessed in each parish.
- 1.3: Maintain an inventory of all necessary resources to efficiently operate state shelters.

**Performance Indicators**

- Train 90% of assigned ESF-6 staff on approved emergency preparedness courses per fiscal year. (key)
- Provide sites for Disaster Supplemental Nutritional Assistance Program through assessment and Cooperative Endeavor Agreements. (supporting)
- Number of in-state shelter spaces. (general)

**PROGRAM ACTIVITY: Diversity, Equity and Inclusion (DEI)**

**Objective 3**

To provide strategic governance and oversight of the organization’s diversity, equity, and inclusion strategy and advise executive leadership on operations within the department regarding DEI concerns, and engage in advancing employee satisfaction and identify disconnection between policy and practice at all levels.

**Strategies**

- 1.1: Promote an agency-wide culture that advances respectful engagement among staff, across departments, with an emphasis on belonging.
- 1.2: Enhance the diversity of staff and promote acceptance of diverse perspectives.

**Performance Indicators**

- Percentage of DCFS regions represented in the newly-formed DEI Council.
- Percentage of managers, senior leaders and executive leaders who complete implicit bias and equity assessments.
- Percentage of DCFS staff who participate in equity workshops.

## **PROGRAM ACTIVITY: Appeals**

### **Objective 4**

To process Administrative Disqualification Hearings (ADH) within 90 days of scheduling the hearings, and Public Assistance (PA) claimant appeal hearing requests within 90 days of receipt, as well as Supplemental Nutrition Assistance Program (SNAP) claimant appeal hearing requests within 60 days of receipt.

### **Strategies**

- 1.1:** Communicate with Economic Stability supervisors and managers to facilitate the timely receipt of claimant appeals.
- 1.2:** Monitor the appeal process from receipt of appeal request to rendering of case decision to assure all time limits are adhered to by the department, the Appeals Unit, and the decision issuer.

### **Performance Indicators**

- Percentage of all ADH and PA appeal cases processed in compliance with federal and state regulations. (key)
- Percentage of all SNAP appeal cases processed in compliance with federal and state regulations. (key)

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Management and Finance

**Activity:** Internal Audit and Compliance

**Objective 1:** Coordination of department efforts by providing leadership, information, and oversight to all DCFS programs to promote efficient, professional and timely responses to employees, partners and consumers and for the elimination of fraud, waste and abuse.

**Indicator Name:** Number of major federal programs on which audits were completed.

**Indicator LaPAS PI Code:** 23642

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Conducting DCFS internal audits promotes the reduction of fraud, waste, abuse, and non-compliance by providing early detection and deterrence.
3. **Use:** The findings and observations noted during internal audits identify departmental risk and exposure. Internal Audits serve as a basis for improving DCFS processes and implementing corrective action to enhance processes, compliance with federal program requirements, and increase efficiency.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Internal Audit Plan and monthly executive management committee briefings.
6. **Calculation Methodology:** The total number of major federal program audits completed for the fiscal year.
7. **Scope:** This is a department-wide measure.
8. **Caveats:** The number of audits conducted is constrained by staffing capacity and can be increased with additional staffing authorization.
9. **Accuracy, Maintenance, Support:** The Louisiana Legislative Auditor reviews DCFS BACS annually. Results are reported in the Louisiana Single Audit.
10. **Responsible Person:** Tammy Starnes, Bureau of Audit and Compliance Services  
Director  
[Tammy.Starnes.DCFS@la.gov](mailto:Tammy.Starnes.DCFS@la.gov)  
(225) 342-1043

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Management and Finance

**Activity:** Internal Audit and Compliance

**Objective 1:** Coordination of department efforts by providing leadership, information, and oversight to all DCFS programs to promote efficient, professional and timely responses to employees, partners and consumers and for the elimination of fraud, waste and abuse.

**Indicator Name:** Percentage of contractor compliance reviews performed on DCFS qualifying programmatic contracts annually.

**Indicator LaPAS PI Code:** 24414

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Conducting DCFS programmatic contractor compliance reviews promotes regulatory and contractual compliance while reducing fraud, waste, and abuse.
3. **Use:** The findings and deficiencies noted within contractor compliance review reports identify departmental and contractor risk and exposure. These reviews serve as a basis for improving contractor performance and enhancing processes and efficiency while providing DCFS oversight.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Monthly executive management briefing.
6. **Calculation Methodology:** The total number of annual contractor compliance reviews conducted divided by the total number of qualifying programmatic contracts department wide in the subject year.
7. **Scope:** This is a department wide measure.
8. **Caveats:** The number of compliance reviews conducted is constrained by staffing capacity and can be increased with additional staffing authorization.
9. **Accuracy, Maintenance, Support:** The Louisiana Legislative Auditor reviews DCFS BACS annually. Results are reported in the Louisiana Single Audit.
10. **Responsible Person:** Tammy Starnes, Bureau of Audit and Compliance Services  
Director  
[Tammy.Starnes.DCFS@la.gov](mailto:Tammy.Starnes.DCFS@la.gov)  
(225) 342-1043

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Management and Finance

**Activity:** Emergency Preparedness

**Objective 2:** To address the mass care, emergency assistance, mass feeding, housing and human services needs in response to all hazardous and emergency events and working sheltering operations collaboratively with other state agencies, local governments, federal government, NGOs and other states.

**Indicator Name:** Train 90% of assigned ESF-6 staff on approved emergency preparedness courses per fiscal year.

**Indicator LaPAS PI Code:** 26185

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** DCFS is charged with Lead of Emergency Support Function 6 (Mass Care). As lead it is our responsibility to manage and operate state run shelter, register clients and provide assistance with seeking long term housing solutions for affected clients. Having trained staff to accomplish these missions has proven itself over past events and continues to build confidence in staff to accomplish their mission.
3. **Use:** The outcomes will be used to adjust training yearly and to meet the needs of the missions assigned.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Regional LAMs and RCs maintain accountability of their staff that require training. Spreadsheet is used to keep track. Data is tracked from Regional EP Databases.
6. **Calculation Methodology:** Number of trained ESF-6 staff divided by number assigned.
7. **Scope:** Statewide.
8. **Caveats:** Training is adjusted as needed in Yearly Training Guidance published by DCFS-EP.
9. **Accuracy, Maintenance, Support:** DCFS-EP EOC staff maintain accuracy of training.
10. **Responsible Person:** Ricky Montet, Emergency Preparedness Director  
[Ricky.Montet.DCFS@la.gov](mailto:Ricky.Montet.DCFS@la.gov)  
(225) 342-1306

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Management and Finance

**Activity:** Emergency Preparedness

**Objective 2:** To address the mass care, emergency assistance, mass feeding, housing and human services needs in response to all hazardous and emergency events and working sheltering operations collaboratively with other state agencies, local governments, federal government, NGOs and other states.

**Indicator Name:** Provide sites for Disaster Supplemental Nutritional Assistance Program through assessment and Cooperative Endeavor Agreements.

**Indicator LaPAS PI Code:** 23646

1. **Indicator Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** Attainment of agreements at designated sites will allow for thorough planning and exercising and will result in a well-developed Concept of Operations Plan (CONOPS) and Standard Operating Procedure (SOP).
3. **Use:** The outcomes and figures will be utilized for strategic planning and development of a course of action to access the needs of additional sites in order to assure that needs will be met during disaster response events.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Current list of sites in each parish is reported to and monitored by Regional Administrators and maintained by DCFS EOC staff.
6. **Calculation Methodology:** Total number of sites for each parish must be equal to or greater than 1 and the total number of sites must be equal to or greater than 67 (61 parishes have 1 site each plus 3 parishes have 2 sites each).
7. **Scope:** Statewide.
8. **Caveats:** Funding for large sites require a lease agreement and payment throughout the year and emergency lease does not allow for funding throughout the year.
9. **Accuracy, Maintenance, Support:** Site inventory information is determined by and maintained by the Department EOC staff in coordination with Economic Stability Section staff.
10. **Responsible Person:** Ricky Montet, Emergency Preparedness Director  
[Ricky.Montet.DCFS@la.gov](mailto:Ricky.Montet.DCFS@la.gov)  
(225) 342-1306

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Management and Finance

**Activity:** Emergency Preparedness

**Objective 2:** To address the mass care, emergency assistance, mass feeding, housing and human services needs in response to all hazardous and emergency events and working sheltering operations collaboratively with other state agencies, local governments, federal government, NGOs and other states.

**Indicator Name:** Number of in-state shelter spaces.

**Indicator LaPAS PI Code:** 23644

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** The GOHSEP standard is to be shelter independent for Critical Transportation Needs (CTN) evacuees based on a 50,000 person need thereby reducing the need for out of state sheltering capabilities annually, resulting in overall shelter independence.
3. **Use:** Acquisition of additional shelter space will ultimately result in shelter independence.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Current list of sites in each parish is reported to and monitored by Regional Administrators and maintained by DCFS EOC staff.
6. **Calculation Methodology:** The current number of available in-state shelter spaces plus number of spaces acquired in new-year determines the newly acquired in-state space for the year.
7. **Scope:** Statewide.
8. **Caveats:** Increased state funding will be necessary to attain the 50,000 space goal.
9. **Accuracy, Maintenance, Support:** These figures are included in leases and cooperative endeavors and maintained by the unit and GOSEP.
10. **Responsible Person:** Ricky Montet, Emergency Preparedness Director  
[Ricky.Montet.DCFS@la.gov](mailto:Ricky.Montet.DCFS@la.gov)  
(225) 342-1306

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Management and Finance

**Activity:** Diversity, Equity and Inclusion (DEI)

**Objective 3:** To provide strategic governance and oversight of the organization's diversity, equity, and inclusion strategy and advise executive leadership on operations within the department regarding DEI concerns, and engage in advancing employee satisfaction and identify disconnection between policy and practice at all levels.

**Indicator Name:** Percentage of DCFS regions represented in the newly-formed DEI Council.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** As part of the agency's values, which includes strengthening employee engagement, retention, and a culture of learning, it is pertinent that there is diverse and equitable representation of employees on the Council from all nine regions to reflect employee demographics.
3. **Use:** To advise executive leadership on operations within the department regarding DEI concerns, and engage in advancing employee satisfaction and identify disconnection between policy and practice at all levels. To Promote an agency-wide culture that advances respectful engagement among staff, across departments, with an emphasis on belonging.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** All data is collected from electronic nominations submitted through a survey hosted on DCFS's communication platform. Employee geographical and position demographics are cross-examined with official hiring reports provided by Human Resources.
6. **Calculation Methodology:** DEI staff will review the numbers of employees selected for the DEI council, identify what region they represent, and calculate the percentage by comparing the numbers of regions represented to the total number of DCFS regions. To be considered for Council nomination, employees are required to submit via the quantitative tool indicating region and position description.
7. **Scope:** Statewide
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Geographical and position demographics are reviewed annually per Human Resources hiring reports.
10. **Responsible Person:** Dr. Jessica J. Jones, DEI Director  
[Jessica.Jones.DCFS@la.gov](mailto:Jessica.Jones.DCFS@la.gov)  
(225) 400-5962

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Management and Finance

**Activity:** Diversity, Equity and Inclusion (DEI)

**Objective 3:** To provide strategic governance and oversight of the organization's diversity, equity, and inclusion strategy and advise executive leadership on operations within the department regarding DEI concerns, and engage in advancing employee satisfaction and identify disconnection between policy and practice at all levels.

**Indicator Name:** Number of managers, senior leaders and executive leaders who complete implicit bias and equity assessments

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** As part of the agency's values, which includes strengthening employee engagement, retention, and a culture of learning, it is pertinent that there is diverse and equitable representation of employees on the Council from all nine regions to reflect employee demographics.
3. **Use:** To strengthen executive leadership's capacity on operations within the department regarding DEI concerns, and engage in advancing employee satisfaction and identify disconnection between policy and practice at all levels.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Completion of workshops, webinars, and assessments will be tracked in LEO or another electronic software/dashboard.
6. **Calculation Methodology:** DEI staff will review the number of employees who completed training annually in conjunction with the DCFS Training Division.
7. **Scope:** Statewide
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Completion reports will be reviewed annually for each administrative group (managers, supervisors, areas directors, regional directors).
10. **Responsible Person:** Dr. Jessica J. Jones, DEI Director  
[Jessica.Jones.DCFS@la.gov](mailto:Jessica.Jones.DCFS@la.gov)  
(225) 400-5962

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Management and Finance

**Activity:** Diversity, Equity and Inclusion (DEI)

**Objective 3:** To provide strategic governance and oversight of the organization's diversity, equity, and inclusion strategy and advise executive leadership on operations within the department regarding DEI concerns, and engage in advancing employee satisfaction and identify disconnection between policy and practice at all levels.

**Indicator Name:** Number of DCFS staff who participate in equity workshops.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** As part of the agency's values, which includes strengthening employee engagement, retention, and a culture of learning, it is pertinent that there is an ongoing process that supports employees in the entire employee life cycle, and systems established to monitor career paths.
3. **Use:** To strengthen employee's capacity and knowledge on operations within the department regarding DEI concerns, and engage in advancing employee satisfaction and identify disconnection between policy and practice at all levels.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** All data will be collected from a survey hosted on DCFS's communication platform.
6. **Calculation Methodology:** DEI staff will compile reports and identify the number of employees who participated in these workshops.
7. **Scope:** Statewide
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Completion reports will be reviewed annually per workgroup/division.
10. **Responsible Person:** Dr. Jessica J. Jones, DEI Director  
[Jessica.Jones.DCFS@la.gov](mailto:Jessica.Jones.DCFS@la.gov)  
(225) 400-5962

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Management and Finance

**Activity:** Appeals

**Objective 4:** To process Administrative Disqualification Hearings (ADH) within 90 days of scheduling the hearings, and Public Assistance (PA) claimant appeal hearing requests within 90 days of receipt, as well as Supplemental Nutrition Assistance Program (SNAP) claimant appeal hearing requests within 60 days of receipt.

**Indicator Name:** Percentage of all ADH and PA appeal cases processed in compliance with federal and state regulations.

**Indicator LaPAS PI Code:** 25648

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** To monitor timely processing of appeals cases in order to protect clients' rights and evaluate staff productivity.
3. **Use:** The department can evaluate every facet of the appeals process in order to comply with state and federal guidelines.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Tracking reports produced in the Appeals Data Management System.
6. **Calculation Methodology:** The number of cases ADH and PA recommended decisions processed timely divided by the total number of ADH and PA recommended decision appeal cases requested in a fiscal year as reported quarterly.
7. **Scope:** Statewide.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** The data is pulled from the Appeals LITE system and is reviewed weekly for accuracy by the Appeals Unit manager.
10. **Responsible Person:** Doris M. Weston, Managing Attorney  
[Doris.Weston.DCFS@la.gov](mailto:Doris.Weston.DCFS@la.gov)  
(225) 342-3276

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Management and Finance

**Activity:** Appeals

**Objective 4:** To process Administrative Disqualification Hearings (ADH) within 90 days of scheduling the hearings, and Public Assistance (PA) claimant appeal hearing requests within 90 days of receipt, as well as Supplemental Nutrition Assistance Program (SNAP) claimant appeal hearing requests within 60 days of receipt.

**Indicator Name:** Percentage of all SNAP appeal cases processed in compliance with federal and state regulations.

**Indicator LaPAS PI Code:** 25649

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** To monitor timely processing of appeals cases in order to protect clients' rights and evaluate staff productivity.
3. **Use:** The department can evaluate every facet of the appeals process in order to comply with state and federal guidelines.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Tracking reports produced in the Appeals Data Management System.
6. **Calculation Methodology:** The number of SNAP appeal cases processed within 60 days of receipt divided by the total number of SNAP decision appeal cases requested in a fiscal year as reported quarterly.
7. **Scope:** Statewide
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** The data is pulled from the Appeals LITE system and is reviewed weekly for accuracy by the Appeals unit manager.
10. **Responsible Person:** Doris M. Weston, Managing Attorney  
[Doris.Weston.DCFS@la.gov](mailto:Doris.Weston.DCFS@la.gov)  
(225) 342-3276

## **PROGRAM: Division of Child Welfare (2000)**

### **PROGRAM DESCRIPTION**

The Assistant Secretary for Child Welfare manages the Division of Child Welfare and performs the duties and functions of the department related to program administration, planning, development and direct service delivery for the various programs of the Child Welfare Division of the Department of Children and Family Services. The Child Welfare Division is comprised of the following sections:

**Adoptions** provides quality services to achieve timely, safe and permanent adoptions for children legally available for adoption.

**Centralized Intake** provides quality intake services in order to support the direct service programs that provide services to families to help engender safe and thriving children.

**Child Protective Services** provides services aimed at protecting children from abuse and/or neglect accomplished through a high quality, comprehensive child welfare program with committed professional staff.

**Child Welfare Training Academy/Workforce Development** works to recruit a diversity of current and prospective students/employees into child welfare and offers training and professional development opportunities to equip prospective and current child welfare professionals for their roles.

**Continuous Quality Improvement (CQI)/Federal Plans** maintains a statewide case review process which captures practice compliance with federal measures in the areas of safety, permanency and well-being, resulting in corrective action measures to improve practice.

**Contracts Unit** supports Child Welfare Programmatic staff, providers, and vendors by providing guidance in the process of contract development, fulfilling contract requirements including the invoice process and monitors all CW contract timeframes for completion and budget limits. They serve as a liaison on behalf of the Child Welfare Division by managing communications between DCFS CW and the Office of State Procurement and the Division of Administration.

**Data and Analytics** provides for the data needs of Child Welfare through reporting, data extraction and analysis, and creation of dashboard and scheduled reporting for on demand data access. The unit also provides for or supports federal, state, audit, or other legislative reporting as well as fulfillment of public records requests.

**Diversity, Equity and Inclusion (DEI)** employs data-driven, targeted strategies, programs and resources focused on children, families and communities who need them the most through a diverse and culturally competent workforce that acknowledges the importance of culture, has the capacity for cultural self-assessment, recognizes the dynamics resulting from cultural differences, strives for the expansion of cultural knowledge, and adapts services to meet culturally unique needs.

**Extended Foster Care** is a voluntary program that provides support and guidance to young adults as they transition from foster care into independence.

**Family Services** works to ensure that children are safely maintained in their homes whenever possible and appropriate through the use of home visits and supportive and prevention services.

**Foster Care, Interstate Compact on the Placement of Children (ICPC), Transitional Youth** works to provide quality services to achieve the safety, permanency and well-being needs of children in the Louisiana Foster Care Program.

**Home Development and Behavioral Health** meet the placement needs of children in DCFS custody through developing foster/adoptive family homes or assisting with the placement of children requiring more intensive treatment services.

**Human Trafficking** unit will receive all reports of alleged sex trafficking of minors and will communicate them to Louisiana State Police. DCFS will make care coordination and advocacy services available for child victims of child sex trafficking.

**IVE/Federal Programs** is responsible for interpreting federal Title IV-E policy and applying it to Child Welfare programs and administrative services to ensure that the department remains in compliance with federal statutes. This unit works to ensure that federal and self-generated revenue is allocated and utilized accurately.

**Liaison unit** provides professional and courteous resolution to daily complaints and information inquiries received related to Child Welfare.

**On the Job Training** is a hands on approach of training new employees aimed at enhancing classroom trainings along with support and guidance in case activities in order to increase the knowledge and understanding of department policy/practices.

**Performance Enhancement Unit** assesses staff performance issues, individualizes plans for developing staff exhibiting performance issues, up to and including termination to ensure the continued integrity of Child Welfare service delivery in fulfillment of the mission and values of the department.

**Protective Services Review Team** ensures due process rights are provided to all individuals with a valid finding as a perpetrator of child abuse or neglect as the result of a Child Protective Services investigation. Reviews of a valid finding are completed once an appeal has been requested or for other administrative reasons, when a valid finding may affect an individual's employability, or volunteer rights. The program provides a departmental decision guided by DCFS policy and the Louisiana Children's Code regarding the validity decision and will provide testimony at the administrative appeal.

**Regional Program Specialist (RPS) Team** works to improve child welfare practice by using a variety of interventions to teach and reinforce best practices to ensure the best outcomes from children and families.

**AUTHORIZATION:** R.S. 36:477 B(1)

**VISION**

Safe and thriving families and individuals.

**MISSION**

Caring for the safety and well-being of Louisiana's people.

**PHILOSOPHY/VALUES**

Treating all people with dignity, compassion and respect while providing services with integrity.

**Values:**

1. Quality – Providing individualized services with highly skilled staff.
2. Efficiency – Ensuring accurate services in a timely manner.
3. Respectfulness – Treating others with dignity, compassion, and respect.

**Child Welfare Practice Principles:**

1. Practice focuses on the physical safety and emotional well-being of children.
2. Families are strengthened to care for their children in their homes whenever possible.
3. A permanent family is vital to a child's well-being.
4. Decision-making is guided by the voice of children, young adults, and their families.
5. Everyone who supports children and families is treated as an important partner.
6. The knowledge and well-being of our staff and partners is valued.

**GOALS**

- I. Maximize resources by operating the division in an effective and efficient manner to achieve quality services.
- II. To promote the safety, permanency and well-being of children and families by helping families care for their children successfully or, when that is not possible, helping children find permanency with kin or adoptive families.
- III. Conduct monitoring and continuous quality improvement in a fair, consistent and timely manner through data analysis, on-site observation, and documentation review.

**PROGRAM ACTIVITY: Child Welfare Services**

**Objective 1**

To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high quality, comprehensive Child Welfare Program.

**Strategies**

- 1.1: Provide rapid child protective response services for incoming calls to the Centralized Intake Call Center.
- 1.2 Measure the results of DCFS assessments, interventions, caseloads, and children being maintained safely in their homes.
- 1.3: Measure the results of DCFS assessments, interventions, caseloads and children in foster care to ensure the health, safety and well-being of each child in the custody of the department.
- 1.4: Enhance placement options for children through reviews of foster/adoption population and regional recruitment/retention plans to increase the number of certified foster/adoptive homes.
- 1.5: Monitor staff workload in order to maintain caseload sizes.

### **Performance Indicators**

- Percentage of foster children placed in the same parish as the court of jurisdiction. (key)
- Increase of number of newly certified foster/adoptive homes in current fiscal year over prior year. (key)
- Percentage of new Family Services cases with children who remain home without a valid CPS case within six months of closure. (key)
- Of children exiting foster care during the time period, the average length of time to permanency (in months). (key)
- Average number of new cases per Child Protective Services (CPS) worker per month. (key)
- Percentage of alleged victims seen in child protective services. (key)
- Percentage of services completed within 60 days. (key)
- Of all who were victims of a substantiated maltreatment report during a 12-month period, the percentage that were victims of another substantiated report within 12 months of their initial report. (key)
- Number of children exiting during the fiscal year. (general)

### **Objective 2**

To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high quality, comprehensive Child Welfare Program.

#### **Strategies**

- 2.1** Respond to reported allegations of abuse and/or neglect within response priority timeframe.
- 2.2:** Complete initial and on-going assessments to identify imminent risks.
- 2.3:** Provide direct services to parents and caretakers to maintain children in their homes whenever possible and appropriate.
- 2.4:** Assure the safety, health and well-being of each child in the custody of the Department through the provision of services during monthly home visits.
- 2.5:** Provide direct services to parents and caretakers to achieve safe and timely return of children to their homes or to provide alternative permanent safe living arrangements.
- 2.6:** Develop concurrent plans for children entering foster care to assure children who exit foster care to adoptions do so within 24 months of foster care entry date.

#### **Performance Indicators**

- Absence (in percent) of maltreatment of children receiving Family Services for 6 months after validated CPI report. (key)
- Percentage of children in foster care that exit foster care by adoption within 24 months per quarter. (key)
- Of all children in foster care during a 12-month period, the rate of victimization per day of foster care. (key)
- Of all children in foster care on the first day of a 12-month period, who had been in care between 12 and 23 months, the percentage that discharged from foster care to permanency within 12 months of the first day of the period. (key)
- Percentage of foster children who receive monthly home visits. (key)
- Percentage of alleged victims seen within the assigned response priority on a quarterly basis. (key)

- Of all children who enter foster care in a 12-month period, the percentage of children discharged to permanency within the 12 months from entering foster care. (key)
- Of all children in foster care on the first day of a 12-month period, who had been in care for 24 months or more, the percentage that discharged from foster care to permanency within 12 months of the first day of the period. (key)
- Of all children who enter foster care in a 12-month period who discharged within 12 months to re-unification, live with a relative, or guardianship, the percentage that re-entered foster care within 12 months of their discharge. (key)
- Percent of calls to Centralized Intake Hotline answered directly by intake workers (no voicemail or message) (supporting)
- Average daily payments of 24-hour foster care board payments. (general)
- Number of children receiving foster services per year (cumulative). (general)
- Percentage of USDA average cost for Urban South, which is paid as family foster care board in Louisiana. (general)
- Average cost of foster care per child (annual). (general)
- Number of children who are available for adoption and who are in a prospective adoptive placement. (general)
- Total number of children served in protective day care per month (cumulative). (general)
- Average number of new child protective services cases per month. (general)
- Total number of validated cases annually. (general)
- Percentage of valid findings referred to family services. (general)

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 1:** To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Percentage of foster children placed in the same parish as the court of jurisdiction.

**Indicator LaPAS PI Code:** 23090

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Meeting federal expectations assures safety of children.
3. **Use:** The data obtained will drive programmatic practice.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Data extraction criteria is the last day of the reporting period. It is a point in time measure. Reporting for this measure is quarterly. Calculated by looking at the placement of each child in foster care on the last day of the quarter. This parish is compared to the parish in which the child entered foster care (looking at the parish of the removal court). Therefore, the percentage of children who are placed in the same parish as the parish of their removal court. (number of children in Foster Care with the same entry parish and placement parish / number of children in foster care on that day x 100)
7. **Scope:** This is a statewide measure.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** The data will be maintained and reviewed by DCFS staff.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LeCour.DCFS@la.gov](mailto:LaTrese.LeCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 1:** To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Increase of number of newly certified foster/adoptive homes in current fiscal year over prior year.

**Indicator LaPAS PI Code:** 25870

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** An increased number of certified foster/adoptive homes will enhance placement options for children in custody of the state.
3. **Use:** The data obtained will drive programmatic practice.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract the data from TIPS. WebFocus reports, TIPS, DCFS dash intranet dashboard.
6. **Calculation Methodology:** Calculate quarterly target by counting number of newly certified homes for previous year reporting period +2%.
7. **Scope:** This is an activity specific measure.
8. **Caveats:** The success of this objective is based on accurate and timely TIPS entries by staff.
9. **Accuracy, Maintenance, Support:** The data will be maintained by DCFS staff.
10. **Responsible Person:** Cheryl Tirado, Child Welfare Manager/AD  
[Cheryl.Tirado.DCFS@la.gov](mailto:Cheryl.Tirado.DCFS@la.gov)  
(225) 342-2299

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 1:** To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Percentage of new Family Services cases with children who remain home without a valid CPS case within six months of closure.

**Indicator LaPAS PI Code:** 23091

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** To measure the results of DCFS assessment and monitoring to assure that children are maintained safely in their homes.
3. **Use:** This will drive programmatic practice.
4. **Clarity:** This indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** The number of children who were opened in a Family Services case during the reporting period and the number of children who did not have a valid CPS investigation within 6 months of their in-home services case closure. (the number of children without a valid CPS investigation within 6 months of Family Services case closure / the number of children opened in a new Family Services case within the reporting period x 100).
7. **Scope:** This is a statewide measure.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** The data will be maintained by DCFS staff.
10. **Responsible Person:** Jacqueline Brown, Child Welfare Manager/FS  
[Jacqueline.Brown.DCFS@la.gov](mailto:Jacqueline.Brown.DCFS@la.gov)  
(225) 342-5199

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 1:** To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Of children exiting foster care during the time period, the average length of time to permanency (in months).

**Indicator LaPAS PI Code:** 23094

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Federal measure
3. **Use:** This will be the basis for improving safely returning children home when possible.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract data from TIPS.
6. **Calculation Methodology:** Calculate length of time, in months, each child who exited care spent in foster care. Derive the average by summing the total number of months the children were in Foster Care and divide by the total number of children who exited foster care during that time.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** DCFS will maintain this data.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LaCour.DCFS@la.gov](mailto:LaTrese.LaCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 1:** To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Average number of new cases per Child Protective Services (CPS) worker per month.

**Indicator LaPAS PI Code:** 3173

- Indicator Type and Level:** Outcome; Key.
- Rationale, Relevance, Reliability:** To measure workload of staff.
- Use:** This will be the basis for improving safety for children while remaining in their homes.
- Clarity:** The indicator is clear.
- Data Source, Collection, Reporting:** System of origin is ACESS; the reporting capabilities in ACESS are used to extract data from ACESS.
- Calculation Methodology:** After collecting data from ACESS, count the number of months and number of cases in which a worker received 10 or more cases within a single month during the reporting period to capture '*full time worker months*'. Use the number of cases assigned to these workers during these months divided by the number of '*full time worker months*' to get the average number of new cases per CPS worker
- Scope:** This is a statewide measure.
- Caveats:** None
- Accuracy, Maintenance, Support:** The regional leadership will review this data monthly.
- Responsible Person:** Lori Miller, Child Welfare Manager/CPS  
[Lori.Miller.DCFS@la.gov](mailto:Lori.Miller.DCFS@la.gov)  
(225) 342-9928

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 1:** To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Percentage of alleged victims seen in child protective services.

**Indicator LaPAS PI Code:** 15769

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** To measure the results of DCFS monitoring efforts to assure that children are maintained safely in their homes.
3. **Use:** This will be the basis for improving safety for children while remaining in their homes.
4. **Clarity:** This indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is ACESS; the reporting capabilities in ACESS are used to extract data from ACESS.
6. **Calculation Methodology:** After collecting data from ACESS during the reporting period, count the number of alleged victims in child protective services and count the number of these children with at least one interview. Divide the total number of alleged victims in child protective services by the total number of children with at least one interview.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** DCFS will maintain this data.
10. **Responsible Person:** Lori Miller, Child Welfare Manager/CPS  
[Lori.Miller.DCFS@la.gov](mailto:Lori.Miller.DCFS@la.gov)  
(225) 342-9928

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 1:** To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Percentage of services completed within 60 days.

**Indicator LaPAS PI Code:** 3175

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** To measure the results of DCFS interventions to assure children are safe.
3. **Use:** This will be the basis for improving safety for children.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is ACESS 2.0, currently use of reporting within the Salesforce application is used to extract this data.
6. **Calculation Methodology:** For all services completed within the period, the number of cases that were completed within 60 days of the receipt of the report. (number of cases closed within 60 days of report / total number of cases closed within the period x 100).
7. **Scope:** This is a statewide measure by region.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** The regional leadership will review this data.
10. **Responsible Person:** Lori Miller, Child Welfare Manager/CPS  
[Lori.Miller.DCFS@la.gov](mailto:Lori.Miller.DCFS@la.gov)  
(225) 342-9928

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 1:** To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Of all who were victims of a substantiated maltreatment report during a 12-month period, the percent that were victims of another substantiated report within 12 months of their initial report.

**Indicator LaPAS PI Code:** 26461

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** To measure the results of children being maintained safely in their homes.
3. **Use:** This measure will drive programmatic practice.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS and ACCESS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Denominator: number of children with at least one substantiated or indicated maltreatment report in a 12-month period. Numerator: number of children in the denominator that had another substantiated or indicated maltreatment report within 12 months of their initial report.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This data will be reviewed by DCFS leadership.
10. **Responsible Person:** Lori Miller, Child Welfare Manager/CPS  
[Lori.Miller.DCFS@la.gov](mailto:Lori.Miller.DCFS@la.gov)  
(225) 342-9928

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 1:** To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Number of children existing during the fiscal year.

**Indicator LaPAS PI Code:** 13333

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** Count of children in foster care with a closure date within the fiscal year.
3. **Use:** Data obtained will drive programmatic practice.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Total number of children existing during the fiscal year.
7. **Scope:** This is a statewide measure.
8. **Caveats:** The success of this objective is based on accurate and timely entries.
9. **Accuracy, Maintenance, Support:** This data will be maintained by DCFS staff.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LaCour.DCFS@la.gov](mailto:LaTrese.LaCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Absence (in percent) of maltreatment of children receiving Family Services for 6 months after validated CPS report.

**Indicator LaPAS PI Code:** 23651

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** To measure the results of DCFS monitoring efforts to assure that children are maintained safely in their own homes.
3. **Use:** This will be the basis for improving safety for children while remaining in their own homes.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Total number of children entering family services minus the number of valid maltreatment reports from those children divided by total number of children entering family services.
7. **Scope:** This is a statewide measure by region.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** The regional leadership will review this data monthly.
10. **Responsible Person:** Jacqueline Brown, Child Welfare Manager/FS  
[Jacqueline.Brown.DCFS@la.gov](mailto:Jacqueline.Brown.DCFS@la.gov)  
(225) 342-5199

## PERFORMANCE INDICATOR DOCUMENTATION

**Program: Division of Child Welfare**

**Activity:** Child Welfare Services

**Objective 2:** To promote the safety, permanency and well-being of children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Percentage of children in foster care that exit foster care by adoption within 24 months per quarter.

**Indicator LaPAS PI Code:** 13327

1. **Indicator Type and Level:** Outcome, Key
2. **Rationale, Relevance, Reliability:** This is a federal measure.
3. **Use:** This objective will be used to measure programmatic practice.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; Webfocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Calculate the number of children with a finalized adoption within the quarter; calculate the total time (in months) that each child spent in care (closure date – open date). (number of children with a finalized adoption within 24 months / total number of children with a finalized adoption x 100).
7. **Scope:** This is a statewide measure.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** The regional leadership will review this data regularly.
10. **Responsible Person:** Cheryl Tirado, Child Welfare Manager/AD  
[Cheryl.Tirado.DCFS@la.gov](mailto:Cheryl.Tirado.DCFS@la.gov)  
(225) 342-2299

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Of all children in foster care during a 12-month period, the rate of victimization per day of foster care.

**Indicator LaPAS PI Code:** 26462

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** The objective will be utilized to drive programmatic practice.
3. **Use:** This will be the basis for improving safety for children while in foster care.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS and ACCESS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Of children in care during a 12-month period, total number of days these children were in care as of the end of the 12-month period. Numerator: of children in care during a 12-month period, total number of substantiated or indicated reports of maltreatment (by any perpetrator) during a foster care episode within the 12-month period.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Regional leadership will review the data regularly.
10. **Responsible Person:** Lori Miller, Child Welfare Manager/CPS  
[Lori.Miller.DCFS@la.gov](mailto:Lori.Miller.DCFS@la.gov)  
(225) 342-9928

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high quality, comprehensive Child Welfare Program.

**Indicator Name:** Of all children in foster care on the first day of a 12-month period, who had been in care between 12 and 23 months, the percentage that discharged from foster care to permanency within 12 months of the first day of the period.

**Indicator LaPAS PI Code:** 26463

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Federal measure.
3. **Use:** This will be used to drive programmatic improvement.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS and ACESS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Denominator: number of children in care on the first day of a 12-month period, who had been in care continuously between 12 and 23 months; Numerator: number of children in the denominator who discharged to permanency within 12 months of the 1<sup>st</sup> day.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This data will be reviewed by DCFS leadership.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LaCour.DCFS@la.gov](mailto:LaTrese.LaCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Percentage of foster children who receive monthly home visits.

**Indicator LaPAS PI Code:** 26314

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Monthly home visits to foster children support the safety of children.
3. **Use:** This indicator will be used to measure safety of children.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract the data from FATS.
6. **Calculation Methodology:** Number of children who received a documented home visit divided by the total possible number of children in foster care during that time requiring a home visit. To fall into this category the child must be in foster care for the entire month for the child to require a visit for that month.
7. **Scope:** This is a statewide measure by region.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** Regional leadership will review reports monthly.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LaCour.DCFS@la.gov](mailto:LaTrese.LaCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Percentage of alleged victims seen within the assigned response priority on a quarterly basis.

**Indicator LaPAS PI Code:** 15770

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Timely response to see alleged victims supports safety of children.
3. **Use:** The outcome will be used to measure safety to children.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** WebFocus reports.
6. **Calculation Methodology:** System of origin is ACESS; WebFocus Developer Studio is used to extract the data from ACESS data tables.
7. **Scope:** This is a statewide measure by region.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** Regional leadership will review reports monthly.
10. **Responsible Person:** Lori Miller, Child Welfare Program Manager/CPS  
[Lori.Miller.DCFS@la.gov](mailto:Lori.Miller.DCFS@la.gov)  
(225) 342-9928

## PERFORMANCE INDICATOR DOCUMENTATION

**Program: Division of Child Welfare**

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Of all children who enter foster care in a 12-month period, the percentage of children discharged to permanency within the 12 months from entering foster care.

**Indicator LaPAS PI Code:** 23661

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Federal measure.
3. **Use:** This will be used to drive programmatic improvement.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS and ACESS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Calculate the number of children who entered Foster Care for the first time one year before the reporting period start date; calculate the number of children who exited foster care to reunification (Closure code of CRH or LWR – reunified or custody to a relative) within 12 months of entering care. (number of children who exited foster care with a reason of reunification / number of children who entered care during the timeframe x 100).
7. **Scope:** This is a statewide measure.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** This data will be reviewed by DCFS leadership.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LaCour.DCFS@la.gov](mailto:LaTrese.LaCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Of all children in foster care on the first day of a 12-month period, who had been in care for 24 months or more, the percentage that discharged from foster care to permanency within 12 months of the first day of the period.

**Indicator LaPAS PI Code:** 26465

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Federal measure.
3. **Use:** This will be used to drive programmatic improvement.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS and ACCESS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Number of children in care on the first day of a 12-month period, who had been in care continuously for 24 months or more; Numerator: number of children in the denominator who discharged to permanency within 12 months of the 1<sup>st</sup> day.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** This data will be reviewed by DCFS leadership.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LaCour.DCFS@la.gov](mailto:LaTrese.LaCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Of all children who enter foster care in a 12-month period who discharged within 12 months to re-unification, live with a relative, or guardianship, the percentage that re-entered foster care within 12 months of their discharge.

**Indicator LaPAS PI Code:** 26466

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Federal measure.
3. **Use:** This will be used to drive programmatic improvement.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS and ACCESS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Denominator: number of children who enter care in a 12-month period, who discharged within 12 months to reunification, live with relative, or guardianship; Numerator: number of children in the denominator who re-enter care within 12 months of their discharge.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** This data will be reviewed by DCFS leadership.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LaCour.DCFS@la.gov](mailto:LaTrese.LaCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Percent of calls to Centralized Intake Hotline answered by intake workers (no voicemail or message).

**Indicator LaPAS PI Code:** 25078

1. **Indicator Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** To measure the results of DCFS monitoring efforts to assure that children are maintained safely in their homes.
3. **Use:** This is the basis for monitoring safety.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Data report from contractor.
6. **Calculation Methodology:** Number of calls answered divided by total calls received.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** State leadership will review this data regularly.
10. **Responsible Person:** Denise Evans, Child Welfare Manager 2/CI  
[Denise.Evans2.DCFS@la.gov](mailto:Denise.Evans2.DCFS@la.gov)  
(225) 229-8904

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Average daily payments of 24-hour foster care board payments.

**Indicator LaPAS PI Code:** 15998

1. **Indicator Type and Level:** Output; General
2. **Rationale, Relevance, Reliability:** The information is used to support sufficient board rate pay levels.
3. **Use:** Information used to support rate increase.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Data obtained from DCFS Executive staff/Division of Management and Finance.
6. **Calculation Methodology:** This measure is calculated from the standard board rates that are published in the DCFS policy. There are four board rates based on the age of the child. These four daily rates are summed and divided by 4 to obtain the average board rate. Unless a specific action occurs to increase the board payment, this figure will not change from year to year.
7. **Scope:** This is a statewide amount.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** This is reviewed by DCFS annually.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LeCour.DCFS@la.gov](mailto:LaTrese.LeCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Number of children receiving foster services per year (cumulative).

**Indicator LaPAS PI Code:** 3186

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** This number will indicate the workload capacity.
3. **Use:** This will be the basis for determining staffing numbers.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Calculate the number of children served in foster care during the state fiscal year. The number of children with a Foster Care closure date after the beginning of the state fiscal year or a Foster Care open date prior to the end of the state fiscal year.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** DCFS leadership will review this data.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LaCour.DCFS@la.gov](mailto:LaTrese.LaCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program: Division of Child Welfare**

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Percentage of USDA average cost for Urban South, which is paid as family foster care board in Louisiana.

**Indicator LaPAS PI Code:** 13468

1. **Indicator Type and Level:** Output; General
2. **Rationale, Relevance, Reliability:** This information is used to support LA board rates for foster parents.
3. **Use:** Information used to support board rate for Louisiana.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** USDA reports.
6. **Calculation Methodology:** The measure is derived from a publication of the US Dept. of Agriculture entitled: *Expenditures on Children by Families, Table: Estimated Annual expenditures on a child by husband-wife families, Urban South*, [annual publication]. Google search is done to locate the current volume.
7. **Scope:** This has national scope.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** This is reviewed annually by DCFS.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LeCour.DCFS@la.gov](mailto:LaTrese.LeCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Average cost of foster care per child (annual).

**Indicator LaPAS PI Code:** 3187

1. **Indicator Type and Level:** Output; General
2. **Rationale, Relevance, Reliability:** This information is used to support the budget.
3. **Use:** Budget purposes.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Data is obtained from the DCFS Fiscal Unit in State Office and IVE unit in State Office.
6. **Calculation Methodology:** Obtain the total administrative costs from fiscal and the total foster care hits from IV-E unit to determine Foster Care expenditures; calculate the total number of Foster Care days (total days within the year all children spent in Foster Care). Divide the Foster Care days into the FC expenditures to calculate a daily cost. Multiply the daily cost by 365 to get annual cost.
7. **Scope:** This is a statewide indicator.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** This is reviewed by DCFS annually.
10. **Responsible Person:** LaTrese LeCour, Child Welfare Manager/FC  
[LaTrese.LaCour.DCFS@la.gov](mailto:LaTrese.LaCour.DCFS@la.gov)  
(225) 342-4005

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high quality, comprehensive Child Welfare Program.

**Indicator Name:** Number of children who are available for adoption and who are in a prospective adoptive placement.

**Indicator LaPAS PI Code:** 13332

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** This indicator is related to a federal measure.
3. **Use:** This indicator is used to drive programmatic practice.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Data extraction includes children with an open Adoption Case with a sub-program of APL – Adoptive Placement. Also, children counted within this are children with an open Adoption case related to a subsidy where the Foster Care case is still open, as long as the Adoption case opened after the Foster Care case to ensure the child did not re-enter foster care after an adoption.
7. **Scope:** This is a statewide indicator.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** This data is reviewed by DCFS regularly.
10. **Responsible Person:** Cheryl Tirado, Child Welfare Manager/AD  
[Cheryl.Tirado.DCFS@la.gov](mailto:Cheryl.Tirado.DCFS@la.gov)  
(225) 342-2299

## PERFORMANCE INDICATOR DOCUMENTATION

**Program: Division of Child Welfare**

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Total number of children served in protective day care per month (cumulative).

**Indicator LaPAS PI Code:** 3183

1. **Indicator Type and Level:** Output; General
2. **Rationale, Relevance, Reliability:** Providing protective daycare supports safety for children in their own homes.
3. **Use:** The indicator is for budgeting purposes.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Unduplicated count of children receiving daycare services; determined by children with an open DC (daycare) program line.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This indicator is reviewed annually by DCFS.
10. **Responsible Person:** Lori Miller, Child Welfare Manager/CPS  
[Lori.Miller.DCFS@la.gov](mailto:Lori.Miller.DCFS@la.gov)  
(225) 342-9928

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Average number of new child protective services cases per month.

**Indicator LaPAS PI Code:** 3176

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** To determine numbers served.
3. **Use:** This number will be utilized to determine staffing needs.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is ACESS; the reporting capabilities in ACESS are used to extract data from ACESS.
6. **Calculation Methodology:** After collecting data from ACESS during the reporting period, count the number of services created excluding those open in error. Divide this total by the number of months within the reporting period to get an average number of new child protective services cases per month.
7. **Scope:** This is a statewide number.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** DCFS leadership will review this data.
10. **Responsible Person:** Lori Miller, Child Welfare Manager/CPS  
[Lori.Miller.DCFS@la.gov](mailto:Lori.Miller.DCFS@la.gov)  
(225) 342-9928

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high-quality, comprehensive Child Welfare Program.

**Indicator Name:** Total number of validated cases annually.

**Indicator LaPAS PI Code:** 3178

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** This measure will demonstrate trends.
3. **Use:** The data obtained will be utilized to determine staffing needs.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** ACCESS 2.0 is the current system of origin.
6. **Calculation Methodology:** The total number of cases during the period with a valid overall.
7. **Scope:** This is a statewide measure.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** DCFS leadership will review this data.
10. **Responsible Person:** Lori Miller, Child Welfare Manager/CPS  
[Lori.Miller.DCFS@la.gov](mailto:Lori.Miller.DCFS@la.gov)  
(225) 342-9928

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Child Welfare

**Activity:** Child Welfare Services

**Objective 2:** To improve service delivery to children and youth who are at-risk of or have been abused or neglected through a high quality, comprehensive Child Welfare Program.

**Indicator Name:** Percentage of valid findings referred to family services.

**Indicator LaPAS PI Code:** 13295

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** This data will assist in keeping children safe in their families.
3. **Use:** This indicator will drive programmatic practice.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** System of origin is TIPS; WebFocus Developer Studio is used to extract the data from TIPS.
6. **Calculation Methodology:** Calculate the children involved in CPS investigations; determine families with a case that opened in Family Services during the same time period, plus extend period by 3 months to account delay in findings from CPS investigation. (number of children with a valid allegation that opened in FS / total number of children with a valid allegation x 100).
7. **Scope:** This is a statewide measure.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** This data will be reviewed by DCFS.
10. **Responsible Person:** Jacqueline Brown, Child Welfare Manager/FS  
[Jacqueline.Brown.DCFS@la.gov](mailto:Jacqueline.Brown.DCFS@la.gov)  
(225) 342-5199

## **PROGRAM: Division of Family Support (3000)**

### **PROGRAM DESCRIPTION**

The Assistant Secretary for Family Support manages the Division of Family Support and performs the duties and functions of the department related to program administration, planning, development and direct service delivery for the various programs of the Division of Family Support within the Department of Children and Family Services. The Division of Family Support is comprised of following sections:

**Child Support** section puts children first utilizing a family centered child support approach by helping parents assume responsibility for the economic and social well-being, health, and stability of their children and providing resources and support to families.

**Client Services** section monitors and evaluates the Customer Services Contact Center for effective and efficient entry point into the department's Family Support programs, supports the Economic Stability program by providing quality assurance for services conducted by staff via phone; and manages constituent inquiries and routes them to the appropriate DCFS section contact for response.

**Economic Stability** section works to provide cash, food assistance, self-sufficiency programs, disability services and fraud and recovery oversight.

- **Supplemental Nutrition Assistance Program (SNAP)** helps families become self-sufficient by assisting them to meet their nutritional needs.
- **Disability Determination Services** treats all participants with respect and courtesy at all times and processes disability claims accurately within prescribed time frames.
- **Family Independence Temporary Assistance Program (FITAP) and Kinship Care Subsidy Program (KCSP)** income subsidy programs helps families become self-sufficient by assisting in meeting their financial needs while transitioning them into employment.
- **Fraud and Recovery Unit** works to eliminate fraud and abuse while ensuring that programs administered by the department are operating in compliance with state and federal statutes, rules, policies and regulations.

**Family Violence** section works to provide domestic violence victims who have been discharged from domestic violence programs a continuum of care which includes a comprehensive, personalized, and practical plan that may help them avoid dangerous situations, prepare for the possibility of an incident happening, know the best way to react when in danger, and how to get to safety.

**Workforce Development** section works to provide FITAP, SNAP, and CS participants with assessment, supportive services, education, employment and training to develop the skills necessary to obtain and retain employment to aid in self-sufficiency.

**Family Support (FS) Contracts** unit processes all contracts for Child Support, Economic Stability, and Workforce Development. The unit will also monitor all contracts, manage contract issues, process invoices, ensure timely payments, and facilitate all Office of State Procurement processes.

**AUTHORIZATION:** LA R.S. 36:471 et seq.; LA R.S. 46:331 et seq.; LA R.S. 46:2101 et seq.; LAC 67: VII. 101 et seq.; 29 USC 701 et seq.; 34 CFR Parts 361, 363, 365-367; LA R.S. 46:333; LAC 67: VIJ. 501 et seq.; 20 USC 107 et seq.; 34 CFR Part 395; La. R.S. 46:2116 et seq.; LAC 67: VII. 1101 et seq.; La. R.S. 28:821 et seq.; La. R.S. 46:2651 et seq.; LAC 67: VII. 2101 et seq.; LA R.S. 46:2351 et seq.; LAC 67: VII.301 et seq.; La. R.S. 46:2352; LAC 67: VII. 329 et seq.; LA R.S. 46:2355; LAC 67:VII. 329 et seq.; LA R.S. 46:2631 et seq.; LAC 67:VII. 1901 et seq.; 29 USC 725 et seq.; Executive Order 95-5; 29 USC 796d; Executive Order 93:20; LA R.S. 46:2654 et seq.; LAC 67:VII. 2101 et seq.; LA R.S. 46:2634 et seq.; LAC 67:VII. 1901 et seq. FINANCIAL ASSISTANCE - R.S. 46:231 of 1950; R.S. 36:471-478 of 1988. STRATEGIES TO EMPOWER PEOPLE PROGRAM (STEP) - 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 - R.S. 36:471-478 of 1988; R.S. 46:236.1-236.3; DISABILITY DETERMINATIONS - R.S. 46:151 of 1938; R.S. 36:471-478 of 1988.

## **VISION**

We care for the well-being and safety of Louisiana's people.

## **MISSION**

The Division of Family Support provides resources and services to children and families to help them reach their full potential and become self-sufficient. Programs of focus include Supplemental Nutrition Assistance Program (SNAP - formerly Food Stamps), Kinship Care Subsidy Program (KCSP), and the Family Independence Temporary Assistance Program (FITAP), Child Support Services, Disability Determination Services and Workforce Development.

## **PHILOSOPHY/VALUES**

Treating all people with dignity, compassion and respect, while providing services with integrity.

## **GOALS**

Encompasses the department's mission, vision and values, ensuring respect, equity, diversity and inclusion. We are also working to support the following priorities:

- I. Family Centered: Ensure services have a family centered approach and aide in resiliency.
- II. Full Potential: Help individuals and families reach their full potential.
- III. Efficiencies: Increasing organizational efficiencies, communication, performances, and effectiveness.
- IV. Resources: Ensure staff have a voice and adequate resources.
- V. Client Centered: Ensure policies and programs have a client centered focus and includes feedback and collaboration amongst stakeholders and partners.

## **PROGRAM ACTIVITY: Child Support**

### **Objective 1**

Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments, increase collections by 2.0% per year and ensure self-sufficiency program availability.

## **Strategies**

- 1.1: Enhanced customer service.
- 1.2: Focus on arrears only cases through a specialized unit at State Office.
- 1.3: Establish and monitor contracts with District Attorneys engaging in these efforts.
- 1.4: Specialized services for fatherhood and parenting supports.
- 1.5: Shift towards collaboration.
- 1.6: Parenting time services.
- 1.7: Modernizing technology.

## **Performance Indicators**

- Percent increase in the amount of support collected. (key)
- Percentage of cases with a support order at the end of the current fiscal year. (key)
- Percentage of children born out of wedlock in the Title IV-D caseload with paternity established. (supporting)
- Total support collections (in millions). (key)
- Total number of paternities established. (key)
- Percentage of current support collected. (key)
- Percentage of cases with past due support collected. (key)
- Number of cases with orders. (key)
- Total number of collection cases. (general)
- Total number of intake cases. (general)
- Staff FTEs (full-time equivalents) allocated. (general)
- Collections per staff member. (general)
- Total Non-IVD (Child Support Collections). (general)
- Total number of Non-IVD collection cases. (general)

## **PROGRAM ACTIVITY: Economic Stability – Fraud and Recovery**

### **Objective 2**

To provide direction, coordination, and control of the diverse operations of agency programs through investigations, establishment, and collection of inaccurate payments.

## **Strategies**

- 2.1: Conduct administrative and criminal investigations.
- 2.2: Use system generated reports to mitigate fraud.
- 2.3: Focus on claims generated by Family Support.
- 2.4: Establish and monitor collections.

## **Performance Indicators**

- The number of cases referred for recovery action during the fiscal year. (key)
- The percentage of cases referred for criminal prosecution. (supporting)
- The percentage of established claims and investigations completed. (supporting)
- Collections made by the Fraud and Recovery Unit. (key)
- Number of cases received for investigation. (supporting)
- Number of prosecutions completed. (supporting)
- Number of program recipients disqualified due to fraud. (supporting)
- Losses established. (supporting)

## **PROGRAM ACTIVITY: Economic Stability - SNAP**

### **Objective 3**

To ensure that eligible clients receive assistance to promote self-sufficiency through the Supplemental Nutrition Assistance Program (SNAP) by processing redeterminations and applications within required timeframes, and maintaining or improving the SNAP payment accuracy rates.

#### **Strategies**

- 3.1:** Measure the percentage of residents living below the poverty level and are potentially eligible for SNAP compared to who actually receives SNAP.
- 3.2:** Measure the total dollar amount of SNAP benefits issued annually to track caseload trends.
- 3.3:** Determine eligibility for program participation and provide assistance in compliance with federally mandated criteria.
- 3.4:** Streamline operational practices to improve program delivery efficiency and effectiveness resulting in improved customer satisfaction.

#### **Performance Indicators**

- SNAP reciprocity rate. (key)
- Total value of SNAP benefits (yearly in millions). (supporting)
- Percentage of total SNAP benefit dollars issued accurately. (key)
- Percentage of applications processed timely in the current year. (key)
- Percentage of recertifications processed timely in the current year. (key)

## **PROGRAM ACTIVITY: Economic Stability - FITAP AND KCSP**

### **Objective 4**

Provide eligible clients cash assistance to promote self-sufficiency through the Family Independence Temporary Assistance Program (FITAP) and Kinship Care Subsidy Program (KCSP) by processing redeterminations and applications within required timeframes.

#### **Strategies**

- 4.1:** Conduct case readings to determine understanding of policy.
- 4.2:** Use error factor trends to determine training needs.
- 4.3:** Provide training on new policies and to address problem areas.
- 4.4:** Incorporate existing and updated practice standards into training curriculum.
- 4.5:** Increase program access and services.

#### **Performance Indicators**

- Total FITAP and Kinship Care annual payments (in millions). (key)
- Average FITAP monthly payments. (key)

## **PROGRAM ACTIVITY: Workforce Development – Employment and Training**

### **Objective 5**

Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

## **Strategies**

- 5.1:** Conduct quarterly reporting on programmatic employment and training and work participation by FITAP recipients to assure cost efficiency.
- 5.2:** Streamline operational practices to improve program delivery efficiency and effectiveness through the *Goal 4 it Coaching* program resulting in improved customer satisfaction.
- 5.3:** Engage STEP program participants in the current fiscal year in appropriate educational and work placement activities leading to employment retention.
- 5.4:** Work closely with workforce partners, community based organizations and local businesses to assess workforce needs and tailor engagement with TANF participants to meet those needs.

## **Performance Indicators**

- Average number of STEP participants (monthly). (key)
- Percentage of STEP work-eligible participants meeting requirements. (key)
- Percentage of non-sanctioned STEP families with employment. (key)
- Percentage of individuals leaving cash assistance that returned to the program within 12 months. (key)
- Percentage of adult STEP clients lacking high school diploma/Hi SET who are engaged in work activities leading to completion of diploma or Hi SET. (key)
- Percentage of minor-aged, FITAP parents lacking high school diploma/Hi SET who are engaged in work activities leading to completion of diploma or Hi SET. (key)
- Percentage of STEP cases closed with employment. (key)
- Total annual STEP payments (in millions). (key)
- STEP payments for education and training (in millions). (supporting)
- STEP payments for transportation (in millions). (supporting)
- Annual cost per STEP program participant. (general)

## **Objective 6**

Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) community based organizations are serving and engaging SNAP recipients in appropriate employment and training activities leading to self-sufficiency.

## **Strategies**

- 6.1:** Conduct quarterly reporting on programmatic employment and training activities and supportive services program participation by SNAP recipients to assure cost efficiency.
- 6.2:** Determine number of individuals engaging in employment and training services leading to employment.
- 6.3:** Increase number of community based organizations providing services and braid funds with other programs within workforce development.

## **Performance Indicators**

- The number of SNAP E&T participants who completed job search training and obtained employment. (key)
- The number of SNAP E&T participants who completed job retention and gained employment. (key)
- The number of SNAP E&T participants who completed work experience and gained employment. (key)
- The number of SNAP E&T participants who completed work experience and received a certificate or recognized credential. (key)

- The number of SNAP E&T participants who completed Education – Career Technical Education Programs or Other Vocational Training and received a certificate or recognized credential. (key)
- The number of SNAP E&T participants who completed Education – Career Technical Education Programs or other vocational training and gained employment. (key)
- The number of SNAP E&T participants who completed Education – Basic/Foundational Skills Training and gained employment. (key)
- The number of SNAP E&T participants who completed Education – Basic/Foundational Skills Training and received a high school equivalency certificate. (key)
- The number of SNAP E&T participants who completed Education – Other Programs and gained employment. (key)
- Annual cost per SNAP E&T program participant. (general)

### **Objective 7**

Ensure that the Child Support Employment and Training (CS E&T) program engages the courts and community based organizations to provide custodial parents and non-custodial parents with an assessment, tailored case management, training, education and support services to overcome barriers and move program participants to employment that produces a living wage. Thus reducing poverty, increasing money flow into households and providing parents with the ability to sufficiently, support their families.

### **Strategies**

- 7.1:** Conduct annual reporting on programmatic employment and training work activities and supportive services program participation by custodial parents and non-custodial parents to measure program effectiveness.
- 7.2:** Determine number of individuals engaging in employment and training services leading to employment.
- 7.3:** Increase number of community based organizations providing services and braid funds with other programs within workforce development.

### **Performance Indicators**

- Number of active CS E&T NCP participants (monthly). (key)
- Number of new recruitments into the CS E&T program. (monthly). (key)
- Number of participants placed in initial job placements. (monthly) (key)
- Total monthly obligation amount for the CS E&T NCP caseload combined. (key)
- Total number of active CS E&T CP participants (monthly). (key)
- Total amount of arrears payments collected in the CS E&T NCP caseload combined (monthly). (key)
- Total dollar amount of the current support obligation collected for the CS E&T NCP caseload combined (monthly). (key)
- Total amount owed in arrears for the CS E&T NCP caseload combined (monthly). (key)
- The ratio of program participants and collection amount. (general)

### **PROGRAM ACTIVITY: Disability Determination Services (DDS)**

## **Objective 8**

To provide high-quality, resident-centered service by balancing productivity, cost timeliness, service satisfaction, and achieving an accuracy rate of 95.5% in making determinations for disability benefits.

### **Strategies**

- 8.1:** Monitor the amount of time it takes to process initial disability eligibility decisions.
- 8.2:** Begin case development the same day the case is received.
- 8.3:** Collect documents needed for case processing within required time frames.
- 8.4:** Obtain needed medical consultant case reviews promptly.
- 8.5:** Analyze all available information and report an eligibility decision.

### **Performance Indicators**

- Quarterly mean processing time for initial disability eligibility decisions (in hours). (key)
- Accuracy of initial disability eligibility decisions quarterly. (key)
- Number of completed disability eligibility decisions annually. (general)

## **PROGRAM ACTIVITY: Family Violence Prevention**

### **Objective 9**

Stabilize in a safe home environment, children, families and individuals in crisis or, particularly those at risk of domestic violence.

### **Strategies**

- 9.1:** To monitor the Family Violence Prevention Services Agency (FVPSA) and state funded domestic violence programs' compliance with the FVPSA and state regulations regarding safety plans, and to ensure that all victims discharged from domestic violence programs are given the tools to keep themselves and their children safe.

### **Performance Indicators**

- Percentage of women served in domestic violence programs discharged with safety plans. (key)
- Number of people served in Family Violence Program. (key)
- Percentage of individuals that have developed a safety plan as a result to services. (general)
- Percentage of individuals that have more knowledge of the resources available to them and their families. (general)

## **PROGRAM ACTIVITY: Client Services**

### **Objective 10**

To work to manage, monitor and resolve identified concerns and to enhance the provision of customer service by way of contracts, customer service staff intervention, processes and procedures.

### **Strategies**

- 10.1:** Monitor calls of the Customer Service Center on a daily basis to ensure quality service is given.
- 10.2:** Conduct bi-weekly conference calls with the contractor to discuss matters of concern.

**10.3:** Review contractor submitted monthly report outlining the performance standards met and plan to correct any standards not met.

**10.4:** Ensure quality assurance and customer service of Economic Stability staff providing services via phone.

**10.5:** Ensure timely and responsive resolution of customer relations complaints.

**Performance Indicators**

- Percentage of all performance standards met by the call center each quarter. (key)

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2% per year and ensure self-sufficiency program availability.

**Indicator Name:** Percent increase in the amount of support collected.

**Indicator LaPAS PI Code:** 26315

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** All children are entitled to receive the financial and medical support. In Louisiana, both parents have a legal obligation to support their children.
3. **Use:** To establish a legal obligation for the non-custodial parents to provide financial and medical support to assist in moving the families toward self-sufficiency.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly, and annually.
6. **Calculation Methodology:** The number of cases in the annual caseload with support orders established is divided by the total number of cases in the annual caseload to determine the percentage of cases with support orders established in the current year.
7. **Scope:** Statewide
8. **Caveats:** This is the same statistic as reported for paternity and collections because these two sections work jointly to accomplish the stated objective in ways that cannot be separated for reporting purposes.
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** Konitra Jack, CSE Program Director  
[Konitra.Jack.DCFS@la.gov](mailto:Konitra.Jack.DCFS@la.gov)  
(225) 342-1312

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Percentage of cases with a support order at the end of the current fiscal year.

**Indicator LaPAS PI Code:** 26316

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** All children are entitled to receive the financial and medical support. In Louisiana, both parents have a legal obligation to support their children.
3. **Use:** To establish a legal obligation for the non-custodial parents to provide financial and medical support to assist in moving the families toward self-sufficiency.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly, and annually.
6. **Calculation Methodology:** The number of cases in the annual caseload with support orders established is divided by the total number of cases in the annual caseload to determine the percentage of cases with support orders established in the current year.
7. **Scope:** Statewide
8. **Caveats:** This is the same statistic as reported for paternity and collections because these two sections work jointly to accomplish the stated objective in ways that cannot be separated for reporting purposes.
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** William Tilley, Deputy Assistant Secretary  
[William.Tilley.DCFSS@la.gov](mailto:William.Tilley.DCFSS@la.gov)  
(318) 676-7097

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Percentage of children born out of wedlock in the Title IV-D caseload with paternity established in the current fiscal year.

**Indicator LaPAS PI Code:** 26317

1. **Indicator Type and Level:** Outcome; Supporting.
2. **Rationale, Relevance, Reliability:** All children are entitled to receive the financial and medical support. In Louisiana, both parents have a legal obligation to support their children.
3. **Use:** Provides legal basis for the establishment of a support order.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly, and annually.
6. **Calculation Methodology:** The total number of children with paternity established or acknowledged in the current year divided by the total number of children in Title IV-D caseload in the fiscal year who were born out of wedlock.
7. **Scope:** Statewide
8. **Caveats:** This is the same statistic as reported for paternity and collections because these two sections work jointly to accomplish the stated objective in ways that cannot be separated for reporting purposes.
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** William Tilley, Deputy Assistant Secretary  
[William.Tilley.DCFSS@la.gov](mailto:William.Tilley.DCFSS@la.gov)  
(318) 676-7097

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Total support collection (in millions).

**Indicator LaPAS PI Code:** 20957

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** All children are entitled to receive the financial and medical support. In Louisiana, both parents have a legal obligation to support their children.
3. **Use:** To assist in the collections and distribution of financial and medical support by the non-custodial parent to keep families moving toward self-sufficiency.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly, and annually.
6. **Calculation Methodology:** The total amount of child support collected.
7. **Scope:** Statewide
8. **Caveats:** This is the same statistic as reported for paternity and collections because these two sections work jointly to accomplish the stated objective in ways that cannot be separated for reporting purposes.
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually
10. **Responsible Person:** William Tilley, Deputy Assistant Secretary  
[William.Tilley.DCFS@la.gov](mailto:William.Tilley.DCFS@la.gov)  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Total number of paternities established.

**Indicator LaPAS PI Code:** 3085

1. **Indicator Type and Level:** Outcome, Key
2. **Rationale, Relevance, Reliability:** All children are entitled to receive the financial and medical support. In Louisiana, both parents have a legal obligation to support their children.
3. **Use:** Provides legal basis for the establishment of a support order.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly, and annually.
6. **Calculation Methodology:** The total number of children with paternity established or acknowledged in the current year divided by the total number of children in Title IV-D caseload in the fiscal year who were born out of wedlock.
7. **Scope:** Statewide
8. **Caveats:** This is the same statistic as reported for paternity and collections because these two sections work jointly to accomplish the stated objective in ways that cannot be separated for reporting purposes.
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** William Tilley, Deputy Assistant Secretary  
[William.Tilley.DCFCS@la.gov](mailto:William.Tilley.DCFCS@la.gov)  
(318) 676-7097

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Percentage of current support collected.

**Indicator LaPAS PI Code:** 20954

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** According to the Administration for Children and Families, child support accounts for about half the average income of low income parents who receive it, lifting  $\frac{3}{4}$  of a million people nationally out of poverty in 2016. Current support is child support collected on a current obligation. This money goes directly to the support of minor children.
3. **Use:** To collect the current child support obligation that is due each month. To provide financial and medical support to assist in moving families toward self-sufficiency.
4. **Clarity:** The indicator is clear
5. **Data Source, Collection and Reporting:** Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly and annually.
6. **Calculation Methodology:** Total current support collected divided by total current support obligations due.
7. **Scope:** This is a statewide measure that can be broken down by regional child support office.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** William Tilley, Deputy Assistant Secretary  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Percentage of cases with past due support collected.

**Indicator LaPAS PI Code:** 20955

1. **Indicator Type and Level:** Outcome; Key.
2. **Rationale, Relevance, Reliability:** Arrears are past due child support, meaning the family did not receive the full court ordered child support for a given period.
3. **Use:** This is one of the Federal Incentive Measure indicators.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly and annually.
6. **Calculation Methodology:** Total number of arrears cases with a collection divided by total number of arrears cases.
7. **Scope:** This is a statewide measure that can be broken down by child support regional office
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** William Tilley, Deputy Assistant Secretary  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Number of cases with orders.

**Indicator LaPAS PI Code:** 26759

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** All children are entitled to receive the financial and medical support. In Louisiana, both parents have a legal obligation to support their children.
3. **Use:** The legal obligation for the non-custodial parent to provide financial and medical support to assist in moving the families toward self-sufficiency.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly and annually.
6. **Calculation Methodology:** FITAP and KCSP cases are referred to the IV-D program to establish and enforce child support orders.
7. **Scope:** This is a statewide measure that can be broken down by regional office.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** Konitra Jack, CSE Program Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Total number of collection cases.

**Indicator LaPAS PI Code:** 3084

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** All children are entitled to receive financial and medical support. In Louisiana, both parents have a legal obligation to support their children.
3. **Use:** The legal obligation for the non-custodial parent to provide financial and medical support to assist in moving the families toward self-sufficiency.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly and annually.
6. **Calculation Methodology:** Total of all IV-D cases that have a child support order established.
7. **Scope:** This is a statewide measure that can be broken down by regional office.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** Konitra Jack, CSE Program Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Total number of intake cases.

**Indicator LaPAS PI Code:** 3087

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** Establishing legal paternity for children born outside a marriage is critical to children and families.
3. **Use:** Paternity establishment is encouraged and provides healthy families with involvement from both parents. It is the first necessary step to obtaining child support.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly and annually.
6. **Calculation Methodology:** Total of all IV-D cases that have paternity established.
7. **Scope:** This is a statewide measure that can be broken down by regional office.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** Konitra Jack, CSE Program Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Staff FTEs (full-time equivalents) allocated.

**Indicator LaPAS PI Code:** 3088

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** All children are entitled to receive financial and medical support. In Louisiana, both parents have a legal obligation to support their children.
3. **Use:** Needed to work the child support cases timely and to assure that the families are obtaining and getting financial and medical support.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Monthly reports distributed.
6. **Calculation Methodology:** Standard count
7. **Scope:** This is a statewide measure that can be broken down by regional office.
8. **Caveats:** May not have enough staff to work cases timely. There is a need for significant number of FTEs in order to perform designated goals. Those goals are measured at the end of the federal fiscal year.
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** Konitra Jack, CSE Program Director  
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(225) 342-1312

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Collections per staff member.

**Indicator LaPAS PI Code:** 3094

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** All children are entitled to receive financial and medical support. In Louisiana, both parents have a legal obligation to support their children. With adequate staffing, we can provide timely and efficient support for the family.
3. **Use:** Utilized to determine if more staff is needed as the caseloads increase.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Monthly reports and Louisiana Automated Support Enforcement System (LASES), reported monthly, quarterly and annually.
6. **Calculation Methodology:** Total collections divided by total staff FTE.
7. **Scope:** This is a statewide measure that can be broken down by regional offices.
8. **Caveats:** Number of cases divided by the number of staff as well as performance goals which are measured at the end of the fiscal year. Performance goals include the amount of current collections, number of cases paid on current support, number of cases paid on arrears cases.
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** Konitra Jack, CSE Program Director  
[Konitra.Jack.DCFS@la.gov](mailto:Konitra.Jack.DCFS@la.gov)  
(225) 342-1312

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2.0% per year and ensure self-sufficiency program availability.

**Indicator Name:** Total Non-IVD (Child Support Collections).

**Indicator LaPAS PI Code:** 3095

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** The child support office helps with Non-IV-D collections by keeping track of all payment records, helping with payment distribution, and promoting consistent, ongoing payments via direct deposit and bank direct payment cards.
3. **Use:** Lessens burden on employers by allowing them to send all Non-IV-D child support payments to one place thereby expediting receipt by the custodial parent.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** OCSE 34-A. Reported quarterly.
6. **Calculation Methodology:** Total of Non-IVD collections.
7. **Scope:** All Non-IV-D cases are handled in CSE State Office.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Federal auditors perform reliability audits.
10. **Responsible Person:** Konitra Jack, CSE Program Director  
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(225) 342-1312

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Family Support

**Activity:** Child Support

**Objective 1:** Provide efficient child support services on an ongoing basis, increase paternity and obligation establishments and increase collections by 2% per year and ensure self-sufficiency program availability.

**Indicator Name:** Total number of Non-IVD collection cases.

**Indicator LaPAS PI Code:** 3096

1. **Indicator Type and Level:** Outcome; General.
2. **Rationale, Relevance, Reliability:** The child support office helps with Non-IV-D collections by keeping track of all payment records, helping with payment distribution, and promoting consistent, ongoing payments via direct deposit and bank direct payment cards.
3. **Use:** Lessens burden on employers by allowing them to send all Non-IV-D child support payments to one place thereby expediting receipt by the custodial parent.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Louisiana Automated Support Enforcement System (LASES). Reported monthly.
6. **Calculation Methodology:** Total number of Non-IVD cases in collection.
7. **Scope:** All Non-IV-D cases are handled in CSE State Office.
8. **Caveats:** N/A
9. **Accuracy, Maintenance, Support:** Federal auditors perform data reliability audits annually.
10. **Responsible Person:** Konitra Jack, CSE Program Director  
[Konitra.Jack.DCFS@la.gov](mailto:Konitra.Jack.DCFS@la.gov)  
(225) 342-1312

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – Fraud and Recovery

**Objective 2:** To provide direction, coordination, and control of the diverse operations of agency programs through investigations, establishment, and collection of inaccurate payments.

**Indicator Name:** The number of cases referred for recovery action during the fiscal year.

**Indicator LaPAS PI Code:** 3046

1. **Indicator Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** The department is committed to reducing fraud and abuse. Federal regulations require the pursuit of recovery of over-issuances in the assistance program.
3. **Use:** This information is reported to the U.S. Department of Agriculture, Food and Nutrition Services agency (FNS).
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Established losses are tracked in the Fraud and Recovery Account System. Payments and interceptions are posted by the DCFS Fiscal Services Section when received, allotment reductions from cases are tracked in the programs' data systems and internal management reports are generated.
6. **Calculation Methodology:** The number of recovery accounts for which payments are received divided by the total number of active recovery accounts.
7. **Scope:** Statewide
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** FNS and state auditors review Fraud and Recovery Unit cases annually to insure accuracy and that policy is applied correctly. No deficiencies have been reported.
10. **Responsible Person:** Rhonda Brown, Fraud and Recovery Director  
[Rhonda.Brown.DCFS@la.gov](mailto:Rhonda.Brown.DCFS@la.gov)  
(337) 214-4138

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – Fraud and Recovery

**Objective 2:** To provide direction, coordination, and control of the diverse operations of agency programs through investigations, establishment, and collection of inaccurate payments.

**Indicator Name:** The percentage of cases referred for criminal prosecution.

**Indicator LaPAS PI Code:** 26318

1. **Indicator Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** The prosecution of fraud in the department's assistance programs demonstrates the commitment to reduce fraud and abuse and increases the dollar value of recovery collections.
3. **Use:** This performance indicator is used to evaluate the success of investigations and recovery efforts.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** The number of cases above the \$2,000 threshold that are investigated and subsequently referred for criminal prosecution are tracked and monitored in Fraud and Recovery Unit's Case Management Information System.
6. **Calculation Methodology:** The number of cases referred for criminal prosecution divided by the total number of cases assigned for investigation.
7. **Scope:** Statewide
8. **Caveats:** The criteria for referrals for further investigation and possible prosecution are 1) over-issuances of \$2,000 or more (less than \$2000 with mitigating circumstances); 2) the period of loss is within the four-year prescription period for criminal prosecution in state court; 3) the period of loss is within the five-year prescription period for criminal prosecution in federal court. The number of cases referred for criminal prosecution can be affected by priority special projects (disaster cases, duplicate participation, employee fraud, etc.).
9. **Accuracy, Maintenance, Support:** FNS and state auditors review Fraud and Recovery Unit cases annually to insure accuracy and that policy is applied correctly. No deficiencies have been reported.
10. **Responsible Person:** Rhonda Brown, Fraud and Recovery Director  
[Rhonda.Brown.DCFS@la.gov](mailto:Rhonda.Brown.DCFS@la.gov)  
(337) 214-4138

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Family Support

**Activity:** Economic Stability – Fraud and Recovery

**Objective 2:** To provide direction, coordination, and control of the diverse operations of agency programs through investigations, establishment, and collection of inaccurate payments.

**Indicator Name:** The percentage of established claims and investigations completed.

**Indicator LaPAS PI Code:** 26319

1. **Indicator Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** Federal regulations require Fraud and Recovery Unit to pursue recovery of over-issuances in the assistance programs administered by the Department of Children and Family Services.
3. **Use:** This performance indicator is used to evaluate the effectiveness of the department's efforts to safeguard federal and state resources.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** The number of cases which are referred for recovery action are reported, tracked and monitored in Fraud and Recovery Unit's Case Management Information System.
6. **Calculation Methodology:** The number of completed investigations and claims established for recovery action divided by the total number of cases referred for recovery action and/or investigation.
7. **Scope:** Statewide
8. **Caveats:** Referrals from the parish office are presently greatly reduced due to changes in policy and the workload experienced in the parish offices.
9. **Accuracy, Maintenance, Support:** The number of cases that are assigned for recovery action are tracked and monitored in Fraud and Recovery Unit's Case Management Information System. The data is immediately available for query and ad hoc reports can be generated upon request to management, auditors or federal agencies.
10. **Responsible Person:** Rhonda Brown, Fraud and Recovery Director  
[Rhonda.Brown.DCFS@la.gov](mailto:Rhonda.Brown.DCFS@la.gov)  
(337) 214-4138

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – Fraud and Recovery

**Objective 2:** To provide direction, coordination, and control of the diverse operations of agency programs through investigations, establishment, and collection of inaccurate payments.

**Indicator Name:** Collections made by the Fraud and Recovery Unit.

**Indicator LaPAS PI Code:** 3047

1. **Indicator Type and Level:** Output; Key
2. **Rationale, Relevance, Reliability:** Federal regulations require Fraud and Recovery Unit to pursue recovery of over-issuances in the assistance programs administered by the Department of Children and Family Services.
3. **Use:** This performance indicator is used to evaluate the success of recovery efforts.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Established losses are tracked in the Recovery Accounts System. Payments and interceptions are posted by the DCFS Fiscal Services Section when received. Allotment reductions from cases are tracked in the programs' data system and internal management reports are generated.
6. **Calculation Methodology:** Total dollar amount of collections, intercepts and allotment reductions.
7. **Scope:** Statewide
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** The dollar amount of collections is tracked in the Recovery Accounts System. The data is immediately available for query and ad hoc reports can be generated upon request to management, auditors or federal agencies.
10. **Responsible Person:** Rhonda Brown, Fraud and Recovery Director  
[Rhonda.Brown.DCFS@la.gov](mailto:Rhonda.Brown.DCFS@la.gov)  
(337) 214-4138

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – Fraud and Recovery

**Objective 2:** To provide direction, coordination, and control of the diverse operations of agency programs through investigations, establishment, and collection of inaccurate payments.

**Indicator Name:** Number of cases received for investigation.

**Indicator LaPAS PI Code:** 3043

1. **Indicator Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** The department is committed to reducing fraud and abuse. Federal regulations require Fraud and Recovery Unit to pursue recovery of over-issuances in the assistance programs administered by the Department of Children and Family Services.
3. **Use:** This performance indicator is used to evaluate the effectiveness of the department's efforts to safeguard federal and state resources.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** The number of cases which are referred for investigation are reported, tracked and monitored in the Fraud and Recovery Unit's Case Management Information System.
6. **Calculation Methodology:** Total number of cases referred for investigation.
7. **Scope:** Statewide
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** The number of cases referred for investigation are tracked and monitored in Fraud and Recovery Unit's Case Management Information System. The data is immediately available for query and ad hoc reports can be generated upon request to management, auditors and federal agencies.
10. **Responsible Person:** Rhonda Brown, Fraud and Recovery Director  
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(337) 214-4138

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – Fraud and Recovery

**Objective 2:** To provide direction, coordination, and control of the diverse operations of agency programs through investigations, establishment, and collection of inaccurate payments.

**Indicator Name:** Number of prosecutions completed.

**Indicator LaPAS PI Code:** 3044

1. **Indicator Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** The prosecution of fraud in the department's assistance programs demonstrates the commitment to reduce fraud and abuse.
3. **Use:** This performance indicator is used to evaluate the success of investigations and recovery efforts.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** The number of cases above the \$2,000 threshold and that meet other established requirements are subsequently referred for criminal prosecution are tracked and monitored in Fraud and Recovery Unit's Case Management Information System.
6. **Calculation Methodology:** Total number of cases referred for criminal prosecution.
7. **Scope:** Statewide
8. **Caveats:** The criteria for referrals for further investigation and possible prosecution are: 1) over-issuances of \$2,000 or more (less than \$2,000 with mitigating circumstances); 2) the period of loss is within the four year prescription period for criminal prosecution in state court; 3) the period of loss is within the five year prescription period for criminal prosecution in federal court. The number of cases referred for criminal prosecution can be affected by priority special projects (disaster cases, duplicate participation, employee fraud, etc.).
9. **Accuracy, Maintenance, Support:** FNS and State auditors review Fraud and Recovery Unit cases annually to insure accuracy and that policy is applied correctly. No deficiencies have been reported.
10. **Responsible Person:** Rhonda Brown, Fraud and Recovery Director  
[Rhonda.Brown.DCFS@la.gov](mailto:Rhonda.Brown.DCFS@la.gov)  
(337) 214-4138

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – Fraud and Recovery

**Objective 2:** To provide direction, coordination, and control of the diverse operations of agency programs through investigations, establishment, and collection of inaccurate payments.

**Indicator Name:** Number of program recipients disqualified due to fraud.

**Indicator LaPAS PI Code:** 3042

1. **Indicator Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** The department is committed to reducing fraud and abuse. Federal regulations require the pursuit of recovery of over-issuances in the assistance program.
3. **Use:** This performance indicator is used to evaluate the effectiveness of the department's efforts to safeguard federal and state resources.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** The number of program recipients disqualified due to fraud are reported, tracked and monitored in the Fraud and Recovery Unit's Case Management Information System.
6. **Calculation Methodology:** The total number of program recipients disqualified due to fraud.
7. **Scope:** Statewide
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** The number of cases that are assigned for recovery action are tracked and monitored in the Fraud and Recovery Unit's Case Management Information System. The data is immediately available for query and ad hoc reports can be generated upon request to management, auditors or federal agencies.
10. **Responsible Person:** Rhonda Brown, Fraud and Recovery Director  
[Rhonda.Brown.DCFS@la.gov](mailto:Rhonda.Brown.DCFS@la.gov)  
(337) 214-4138

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – Fraud and Recovery

**Objective 2:** To provide direction, coordination, and control of the diverse operations of agency programs through investigations, establishment, and collection of inaccurate payments.

**Indicator Name:** Losses established.

**Indicator LaPAS PI Code:** 3048

1. **Indicator Type and Level:** Output; Supporting
2. **Rationale, Relevance, Reliability:** The department is committed to reducing fraud and abuse. Federal regulations require the pursuit of recovery of over-issuances in the assistance program.
3. **Use:** This information is reported to the U.S. Department of Agriculture, Food and Nutrition Service (FNS).
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection and Reporting:** Established losses are tracked in the Recovery Accounts System. Payments and interceptions are posted by the DCFS Fiscal Services Section when received, allotment reductions from cases are tracked in the programs' data system and internal management reports are generated.
6. **Calculation Methodology:** Total dollar amount of losses established.
7. **Scope:** Statewide
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** FNS and state auditors review Fraud and Recovery Unit cases annually to insure accuracy and that policy is applied correctly. No deficiencies have been reported.
10. **Responsible Person:** Rhonda Brown, Fraud and Recovery Director  
[Rhonda.Brown.DCFS@la.gov](mailto:Rhonda.Brown.DCFS@la.gov)  
(337) 214-4138

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Family Support

**Activity:** Economic Stability – SNAP

**Objective 3:** To ensure that eligible clients receive assistance to promote self-sufficiency through the Supplemental Nutrition Assistance Program (SNAP) by processing redeterminations and applications within required timeframes, and maintaining or improving the SNAP payment accuracy rates.

**Indicator Name:** SNAP reciprocity rate.

**Indicator LaPAS PI Code:** 20939

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the percentage of residents living below the poverty level and are potentially eligible for SNAP who actually receive SNAP.
3. **Use:** To improve program services to residents in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Census data versus percentage of people living below poverty level versus those receiving SNAP.
6. **Calculation Methodology:** Number of SNAP recipients divided by the number of people below 125% of the poverty level.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Allison Rigsby, SNAP Director  
[Allison.Rigsby.dcf@la.gov](mailto:Allison.Rigsby.dcf@la.gov)  
(225) 342-2530

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Family Support

**Activity:** Economic Stability – SNAP

**Objective 3:** To ensure that eligible clients receive assistance to promote self-sufficiency through the Supplemental Nutrition Assistance Program (SNAP) by processing redeterminations and applications within required timeframes, and maintaining or improving the SNAP payment accuracy rates.

**Indicator Name:** Total value of SNAP benefits (yearly in millions).

**Indicator LaPAS PI Code:** 3072

1. **Indicator Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** Measure the total dollar amount of SNAP benefits issued annually.
3. **Use:** This information is reported to the federal oversight agency and is used to track caseload trends.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information provided in the LITE system is aggregated through Pentaho reports for further analysis.
6. **Calculation Methodology:** The total amount of SNAP benefits issued monthly for the fiscal year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Allison Rigsby, SNAP Director  
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(225) 342-2530

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – SNAP

**Objective 3:** To ensure that eligible clients receive assistance to promote self-sufficiency through the Supplemental Nutrition Assistance Program (SNAP) by processing redeterminations and applications within required timeframes, and maintaining or improving the SNAP payment accuracy rates.

**Indicator Name:** Percentage of total SNAP benefit dollars issued accurately.

**Indicator LaPAS PI Code:** 3069

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the accuracy of benefit processed provides an indication that the department is maintaining the service delivery threshold provided by federal mandate and is promptly addressing identified need.
3. **Use:** This information is reported to the federal oversight agency and is used to improve programmatic service delivery to residents in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The Quality Control Section within the Division of Family Support conducts payment accuracy reviews of 1,080 SNAP cases per federal fiscal year to determine if the case and benefit level are correct.
6. **Calculation Methodology:** The correct dollar amount of benefits issued in the same review divided by the total dollar amount of benefits issued in that review.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** QC staff sample and review case calculations monthly to determine if the benefits issued are correct.
10. **Responsible Person:** Kim Matherne, ES Director  
[Kim.Matherne.DCFS@la.gov](mailto:Kim.Matherne.DCFS@la.gov)  
(225) 219-2428

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

#### Activity 3: Economic Stability – SNAP

**Objective 3:** To ensure that eligible clients receive assistance to promote self-sufficiency through the Supplemental Nutrition Assistance Program (SNAP) by processing redeterminations and applications within required timeframes, and maintaining or improving the SNAP payment accuracy rates.

**Indicator Name:** Percentage of applications processed timely in the current year.

**Indicator LaPAS PI Code:** 3068

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the percent of SNAP applications processed within 30 days of the application date provides an indication that the department is maintaining quality services and meeting federal and state deadlines
3. **Use:** This information is used to assure timely processing of the SNAP applications in compliance with state and federal rules. Also, this information is reported to the Louisiana State Legislature.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information provided in the LITE system is aggregated through Pentaho reports for further analysis.
6. **Calculation Methodology:** The total number of SNAP cases certified within 30 days divided by the total number of SNAP cases eligible for benefits in the same time period.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Kim Matherne, ES Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – SNAP

**Objective 3:** To ensure that eligible clients receive assistance to promote self-sufficiency through the Supplemental Nutrition Assistance Program (SNAP) by processing redeterminations and applications within required timeframes, and maintaining or improving the SNAP payment accuracy rates.

**Indicator Name:** Percentage of recertifications processed timely in the current year.

**Indicator LaPAS PI Code:** 3067

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the percent of SNAP recertifications processed within the month that the recertification is due provides an indication that the department is maintaining quality services and meeting federal and state deadlines.
3. **Use:** This information is used to assure timely processing of the SNAP recertification application in compliance with state and federal rules. This information is reported to the Louisiana State Legislature.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information provided in the LAMI system is aggregated through INFOPAC reports for further analysis.
6. **Calculation Methodology:** The total number of SNAP cases recertified within the month divided by total the number of re-certifications in that month.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Kim Matherne, ES Director  
[Kim.Matherne.DCFS@la.gov](mailto:Kim.Matherne.DCFS@la.gov)  
(225) 219-2428

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – FITAP and KCSP

**Objective 4:** Provide eligible clients cash assistance to promote self-sufficiency through the Family Independence Temporary Assistance Program (FITAP) and Kinship Care Subsidy Program (KCSP) by processing redeterminations and applications within required timeframes.

**Indicator Name:** Total FITAP and Kinship Care Annual payments (in millions).

**Indicator LaPAS PI Code:** 8235

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measure the total dollars of TANF benefits paid out annually to eligible recipients.
3. **Use:** This information is used to monitor caseload trends.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information provided in the LITE system is aggregated through Pentaho reports for further analysis.
6. **Calculation Methodology:** The total amount of FITAP/KCSP benefits issued monthly for the Fiscal Year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Kim Matherne, ES Director  
[Kim.Matherne.DCFS@la.gov](mailto:Kim.Matherne.DCFS@la.gov)  
(225) 219-2428

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Economic Stability – FITAP and KCSP

**Objective 4:** Provide eligible clients cash assistance to promote self-sufficiency through the Family Independence Temporary Assistance Program (FITAP) and Kinship Care Subsidy Program (KCSP) by processing redeterminations and applications within required timeframes.

**Indicator Name:** Average FITAP monthly payments.

**Indicator LaPAS PI Code:** 3110

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measure the monthly amount of TANF dollars issued to all FITAP households.
3. **Use:** This information is reported to the federal oversight agency and is used to track caseload trends.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information provided in the LITE system is aggregated through Pentoho reports for further analysis.
6. **Calculation Methodology:** The total amount of FITAP/KCSP benefits issued monthly for the fiscal year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance with recent audits.
10. **Responsible Person:** Kim Matherne, ES Director  
[Kim.Matherne.DCFS@la.gov](mailto:Kim.Matherne.DCFS@la.gov)  
(225) 219-2428

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** Average number of STEP participants. (monthly)

**Indicator LaPAS PI Code:** 3077

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number of work eligible participants actively engaged in countable activity provides an indication that the department is maintaining efforts to exceed the service delivery threshold mandated by federal regulation and is promptly addressing identified needs so that the client can become self-sufficient.
3. **Use:** This information is reported to the federal oversight agency and is used to improve programmatic service delivery to residents in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the LITE system.
6. **Calculation Methodology:** The monthly number of active families in the STEP program divided by three months.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
[Shannon.Matthews.DCFS@la.gov](mailto:Shannon.Matthews.DCFS@la.gov)  
(225) 397-2410

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** Percentage of STEP work-eligible participants meeting requirements.

**Indicator LaPAS PI Code:** 13803

1. **Indicator Type and Level:** Outcome; Key.
2. **Rationale, Relevance, Reliability:** Measuring the number of work eligible participants actively engaged in a countable activity provides an indication that the department is maintaining efforts to exceed the service delivery threshold mandated by federal regulation and is promptly addressing identified needs so that the client can become self-sufficient.
3. **Use:** Information is reported through the LITE system.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the JAS legacy system.
6. **Calculation Methodology:** Number of STEP work eligible participants meeting the required number of hours divided by the number of STEP work eligible participants required to meet the number of hours.
7. **Scope:** Statewide but program-specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** Percentage of non-sanctioned STEP families with employment.

**Indicator LaPAS PI Code:** 13807

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number of STEP participants who have earned income and providing case management and supportive services so that these individuals become and maintain self-sufficiency.
3. **Use:** This information is reported to the federal oversight agency and is used to improve programmatic service delivery to residents in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the LITE system.
6. **Calculation Methodology:** Number of STEP participants in a work activity of unsubsidized employment divided by number of mandatory work eligible.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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(225) 397-2410

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** Percentage of individuals leaving cash assistance that returned to the program within 12 months.

**Indicator LaPAS PI Code:** 13808

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number of STEP work eligible that reapply for case assistance within 12 months of their case closing.
3. **Use:** This information is reported to the federal oversight agency and is used to improve programmatic service delivery to residents in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the LITE system.
6. **Calculation Methodology:** Pentaho reports are used to show cases reopened within 12 months.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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(225) 397-2410

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** Percentage of adult STEP clients lacking high school diploma/Hi SET who are engaged in work activities leading to completion of diploma or Hi SET.

**Indicator LaPAS PI Code:** 13809

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number of work eligible STEP clients who lack a high school diploma or Hi SET, placing them in component to help them get their Hi SET so that they can begin to attain self-sufficiency.
3. **Use:** This information is reported to the federal oversight agency and is used to improve programmatic service delivery to residents in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the LITE system.
6. **Calculation Methodology:** Number of adult STEP recipients placed in a work activity of Hi SET divided by the number of STEP work eligible recipients without a high school diploma.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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(225) 397-2410

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** Percentage of minor-aged, FITAP parents lacking high school diploma/Hi SET who are engaged in work activities leading to completion of diploma or HI SET.

**Indicator LaPAS PI Code:** 13810

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number of eligible STEP minor clients who lack a high school diploma or HI SET, placing them in a component to help them get their HI SET so that they can begin to attain self-sufficiency.
3. **Use:** This information is reported to the federal oversight agency and is used to improve programmatic service to minor residents in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the LITE system.
6. **Calculation Methodology:** Number of STEP minor-aged parents placed in a work activity of HI SET divided by the number of STEP minor-aged parents without a high school diploma.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** Percentage of STEP cases closed with employment.

**Indicator LaPAS PI Code:** 17043

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number of FITAP cases with open FITAP cases that close due to earned income.
3. **Use:** This information is used to determine if the case management provided is successfully aiding clients in becoming self-sufficient.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the LITE system.
6. **Calculation Methodology:** The number of work eligible FITAP cases closed with earned income divided by the total number of FITAP closures.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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(225) 397-2410

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Strategies to Empower People (STEP)

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** Total annual STEP payments (in millions).

**Indicator LaPAS PI Code:** 8236

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** The total annual dollars spent on all supportive services for STEP clients.
3. **Use:** This information is used to determine budgets for the following year.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is provided from the JAS system.
6. **Calculation Methodology:** The total amount of STEP supportive payments, STEP transportation payments, and STEP educational and training payments are added together.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance with recent audits.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Strategies to Empower People (STEP)

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** STEP payments for education and training (in millions).

**Indicator LaPAS PI Code:** 8237

1. **Indicator Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** The total dollars expended on STEP clients in an educational or training component.
3. **Use:** To determine the dollar amount for the contract with Louisiana Student Financial Aid Division (LASFA).
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is provided by the JAS system.
6. **Calculation Methodology:** All payments from LASFA are added together.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Strategies to Empower People (STEP)

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** STEP payments for transportation (in millions).

**Indicator LaPAS PI Code:** 8238

1. **Indicator Type and Level:** Outcome; Supporting
2. **Rationale, Relevance, Reliability:** The total amount of transportation stipends issued to STEP clients participating for at least one hour in an approved activity.
3. **Use:** This information is used to determine future budgets.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The information is provided from the JAS system.
6. **Calculation Methodology:** The number of transportation stipends issued multiplied by \$100.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 5:** Ensure that the Strategies to Empower People (STEP) Program clients are served and engaged in appropriate educational and work placement activities leading to self-sufficiency.

**Indicator Name:** Annual cost per STEP program participant.

**Indicator LaPAS PI Code:** 26187

1. **Indicator Type and Level:** Efficiency; General
2. **Rationale, Relevance, Reliability:** Updating FITAP policy as announced will keep Economic Stability staff abreast of new laws and regulations to enhance program procedures and practice, thereby ensuring compliance with new/change state and federal laws and regulations.
3. **Use:** This information will assist in analysis of program service delivery effectiveness and efficiency.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Annual costs are aggregated and reported for this program through the statewide automated accounting system. The department's client data systems will provide reports on the number of participating recipients in a fiscal year. This will be tracked quarterly and reported annually.
6. **Calculation Methodology:** Total amount of money expended to provide services annually will be divided by the number of recipients served annually to indicate the annual cost per program participant.
7. **Scope:** The indicator is statewide.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Programmatic participation and expenditure data are routinely subjected to internal audit and federal oversight agency reviews. No adverse findings have been reported on the reliability of this data.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 6:** Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) vendors are serving and engaging SNAP recipients in appropriate educational and training activities leading to self-sufficiency.

**Indicator Name:** The number of SNAP E&T participants who completed job search training and obtained employment.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number of SNAP E&T participants who received E&T services and obtained unsubsidized employment during the second quarter after completion of services through job search training.
3. **Use:** This information is reported to Food and Nutrition Service (FNS), federal oversight agency, and is used to improve and expand programmatic service delivery to SNAP recipients in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The department's eligibility system (LITE), the SNAP E&T system (SNAP Works), and Louisiana Workforce Commission MIS are used as data sources for the reporting measure.
6. **Calculation Methodology:** The numerator will include those SNAP E&T participants who obtained employment in the second quarter after completing the job search training component during the federal fiscal year. The denominator will include the number of SNAP E&T participants who participated in job search training during the period of the federal fiscal year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Programmatic participation and expenditure data are routinely subjected to internal audit and federal oversight agency reviews. No adverse findings have been reported on the reliability of this data.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 6:** Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) vendors are serving and engaging SNAP recipients in appropriate educational and training activities leading to self-sufficiency.

**Indicator Name:** The number of SNAP E&T participants who completed job retention and gained employment.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number of SNAP E&T participants who remain employed in the second quarter after completion of job retention services.
3. **Use:** This information is reported to Food and Nutrition Service (FNS), federal oversight agency, and is used to improve and expand programmatic service delivery to SNAP recipients in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The department's eligibility system (LITE), the SNAP E&T system (SNAP Works), and Louisiana Workforce Commission MIS are used as data sources for the reporting measure.
6. **Calculation Methodology:** The numerator will include those SNAP E&T participants who remained employed in the second quarter after completing job retention during the period of the federal fiscal year. The denominator will include the number of SNAP E&T participants who participated in job retention during the federal fiscal year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Programmatic participation and expenditure data are routinely subjected to internal audit and federal oversight agency reviews. No adverse findings have been reported on the reliability of this data.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 6:** Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) vendors are serving and engaging SNAP recipients in appropriate educational and training activities leading to self-sufficiency.

**Indicator Name:** The number of SNAP E&T participants who completed work experience and gained employment.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number and percentage of SNAP E&T participants who received E&T services and are in unsubsidized employment in the second quarter after completion of work experience.
3. **Use:** This information is reported to Food and Nutrition Service (FNS), federal oversight agency, and is used to improve and expand programmatic service delivery to SNAP recipients in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The department's eligibility system (LITE), the SNAP E&T system (SNAP Works), and Louisiana Workforce Commission MIS are used as data sources for the reporting measure.
6. **Calculation Methodology:** The numerator will include those SNAP E&T participants who remained employed in the second quarter after completing the work experience component (Work Activities and Work-Based Learning) during the period of the federal fiscal year. The denominator will include the number of SNAP E&T participants who participated in the work experience component (Work Activities and Work-Based Learning) during the federal fiscal year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal regulations.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 6:** Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) vendors are serving and engaging SNAP recipients in appropriate educational and training activities leading to self-sufficiency.

**Indicator Name:** The number of SNAP E&T participants who completed work experience and received a certificate or recognized credential.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number and percentage of SNAP E&T participants who received E&T services and received a certificate or earned a credential after completion of work experience.
3. **Use:** This information is reported to Food and Nutrition Service (FNS), federal oversight agency, and is used to improve and expand programmatic service to SNAP recipients in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The department's eligibility system (LITE), the SNAP E&T system (SNAP Works), and Louisiana Workforce Commission MIS are used as data sources for the reporting measure.
6. **Calculation Methodology:** The numerator will include those SNAP E&T participants who received a certificate or recognized credential after completing the work experience component (Work Activities and Work-Based Learning) during the period of the federal fiscal year. The denominator will include the number of SNAP E&T participants who participated in the work experience component (Work Activities and Work-Based Learning) during the federal fiscal year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 6:** Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) vendors are serving and engaging SNAP recipients in appropriate educational and training activities leading to self-sufficiency.

**Indicator Name:** The number of SNAP E&T participants who completed Education – Career Technical Education Programs or Other Vocational Training and received a certificate or recognized credential.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number and percentage of SNAP E&T participants who received E&T services and received a certificate or earned a credential after completion of Education – Career Technical Education Programs or Other Vocational Training.
3. **Use:** This information is reported to Food and Nutrition Service (FNS), federal oversight agency, and is used to improve and expand programmatic service to SNAP recipients in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The department's eligibility system (LITE), the SNAP E&T system (SNAP Works), and Louisiana Workforce Commission MIS are used as data sources for the reporting measure.
6. **Calculation Methodology:** The numerator will include those SNAP E&T participants who received a certificate or recognized credential after completing the Education – Career Technical Education Programs or Other Vocational Training component during the period of the federal fiscal year. The denominator will include the number of SNAP E&T participants who participated in the Education – Career Technical Education Programs or Other Vocational Training component during the federal fiscal year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 6:** Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) vendors are serving and engaging SNAP recipients in appropriate educational and training activities leading to self-sufficiency.

**Indicator Name:** The number of SNAP E&T participants who completed Education – Career Technical Education Programs or Other Vocational Training and gained employment.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number and percentage of SNAP E&T participants who received E&T services and received a certificate or earned a credential after completion of the Education – Career Technical Education Programs or Other Vocational Training.
3. **Use:** This information is reported to Food and Nutrition Service (FNS), federal oversight agency, and is used to improve and expand programmatic service to SNAP recipients in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The department's eligibility system (LITE), the SNAP E&T system (SNAP Works), and Louisiana Workforce Commission MIS are used as data sources for the reporting measure.
6. **Calculation Methodology:** The numerator will include those SNAP E&T participants who remained employed in the second quarter after completing the Education – Career Technical Education Programs or Other Vocational Training component during the period of the Federal Fiscal Year. The denominator will include the number of SNAP E&T participants who participated in the Education – Career Technical Education Programs or Other Vocational Training component during the Federal Fiscal Year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 6:** Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) vendors are serving and engaging SNAP recipients in appropriate educational and training activities leading to self-sufficiency.

**Indicator Name:** The number of SNAP E&T participants who completed Education – Basic/Foundational Skills Training and gained employment.

**Indicator LaPAS PI Code:** New

- Indicator Type and Level:** Outcome; Key
- Rationale, Relevance, Reliability:** Measuring the number and percentage of SNAP E&T participants who received E&T services and gained employment in the second quarter after completion of the basic/foundational skills training.
- Use:** This information is reported to Food and Nutrition Service (FNS), federal oversight agency, and is used to improve and expand programmatic service to SNAP recipients in need.
- Clarity:** The indicator is clear.
- Data Source, Collection, Reporting:** The department's eligibility system (LITE), the SNAP E&T system (SNAP Works), and Louisiana Workforce Commission MIS are used as data sources for the reporting measure.
- Calculation Methodology:** The numerator will include those SNAP E&T participants who remained employed in the second quarter after completing the Education – Basic/Foundational Skills Training component during the period of the federal fiscal year. The denominator will include the number of SNAP E&T participants who participated in the Education – Basic/Foundational Skills Training component during the federal fiscal year.
- Scope:** Statewide but program specific.
- Caveats:** None.
- Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
- Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 6:** Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) vendors are serving and engaging SNAP recipients in appropriate educational and training activities leading to self-sufficiency.

**Indicator Name:** The number of SNAP E&T participants who completed Education – Basic/Foundational Skills Training and received a high school equivalency certificate.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number and percentage of SNAP E&T participants who received E&T services and who earned a high school equivalency certificate (Hi/SET/GED) after completion of the basic/foundational skills training.
3. **Use:** This information is reported to Food and Nutrition Service (FNS), federal oversight agency, and is used to improve and expand programmatic service to SNAP recipients in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The department's eligibility system (LITE), the SNAP E&T system (SNAP Works), and Louisiana Workforce Commission MIS are used as data sources for the reporting measure.
6. **Calculation Methodology:** The numerator will include those SNAP E&T participants who earned a high school equivalency certificate after completing the Education – Basic/Foundational Skills Training component during the period of the federal fiscal year. The denominator will include the number of SNAP E&T participants who participated in the Education – Basic/Foundational Skills Training component during the federal fiscal year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 6:** Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) vendors are serving and engaging SNAP recipients in appropriate educational and training activities leading to self-sufficiency.

**Indicator Name:** The number of SNAP E&T participants who completed Education – Other Programs and gained employment.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number and percentage of SNAP E&T participants who received E&T services and gained employment in the second quarter after completion of the Education – Work Readiness Training.
3. **Use:** This information is reported to Food and Nutrition Service (FNS), federal oversight agency, and is used to improve and expand programmatic service to SNAP recipients in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The department's eligibility system (LITE), the SNAP E&T system (SNAP Works), and Louisiana Workforce Commission MIS are used as data sources for the reporting measure.
6. **Calculation Methodology:** The numerator will include those SNAP E&T participants who remained employed in the second quarter after completing the Education – Work Readiness Training component during the period of the federal fiscal year. The denominator will include the number of SNAP E&T participants who participated in the Education – Work Readiness Training component during the federal fiscal year r.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 6:** Ensure that the Supplemental Nutritional Assistance Program Employment and Training Program (SNAP E&T) vendors are serving and engaging SNAP recipients in appropriate educational and training activities leading to self-sufficiency.

**Indicator Name:** Annual cost per SNAP E&T program participant.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** Measuring the annual cost per SNAP E&T participant per component who will receive E&T services for the Federal Fiscal Year.
3. **Use:** This information is reported to Food and Nutrition Service (FNS), federal oversight agency, and is used to improve and expand programmatic service to SNAP recipients in need.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** The SNAP E&T system (SNAP Works), SNAP E&T State Plan, and SNAP E&T Provider Statement of Work and Exhibit B Budgets are used as data sources for the reporting measure.
6. **Calculation Methodology:** This measure is calculated by taking the total SNAP E&T provider administrative costs and dividing by the number of SNAP E&T participants who are expected to participate in the SNAP E&T program during the federal fiscal year.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 7:** Ensure that the Child Support Employment and Training (CS E&T) program engages the courts and community based organizations to provide custodial parents and non-custodial parents with an assessment, tailored case management, training, education and support services to overcome barriers and move program participants to employment that produces a living wage. Thus reducing poverty, increasing money flow into households and providing parents with the ability to sufficiently, support their families.

**Indicator Name:** Number of active CS E&T NCP participants. (monthly).

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number of CS E&T NCP participants actively enrolled and participating in the program and receiving key E&T services from vendors.
3. **Use:** This information is reported to the federal oversight agency to show outcomes, successes and effectiveness.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the CSEWORKS system or through the CSE LASES indicator reports.
6. **Calculation Methodology:** Number of CS E&T NCP participants that are engaged in education, training or work activities.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal requirements.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 7:** Ensure that the Child Support Employment and Training (CS E&T) program engages the courts and community based organizations to provide custodial parents and non-custodial parents with an assessment, tailored case management, training, education and support services to overcome barriers and move program participants to employment that produces a living wage. Thus reducing poverty, increasing money flow into households and providing parents with the ability to sufficiently, support their families.

**Indicator Name:** Number of new recruitments into the CS E&T program. (monthly).

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key.
2. **Rationale, Relevance, Reliability:** Measuring the number of new recruitments into the CS E&T program.
3. **Use:** This information is reported to the federal oversight agency to show outcomes, successes and effectiveness.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through CSEWORKS system or through the CSE LASES indicator reports.
6. **Calculation Methodology:** CSEWORKS or LASES reports are used to show the number of new recruitments in the CS E&T program.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal regulations.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 7:** Ensure that the Child Support Employment and Training (CS E&T) program engages the courts and community based organizations to provide custodial parents and non-custodial parents with an assessment, tailored case management, training, education and support services to overcome barriers and move program participants to employment that produces a living wage. Thus reducing poverty, increasing money flow into households and providing parents with the ability to sufficiently, support their families.

**Indicator Name:** Number of participants placed in initial job placements. (monthly)

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the number of CS E&T participants who are placed in initial job placements. (monthly)
3. **Use:** This information is reported to the federal oversight agency to show outcomes, successes and effectiveness.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the CSEWORKS system.
6. **Calculation Methodology:** Number of CS E&T recipients placed in initial job placements.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal regulations.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 7:** Ensure that the Child Support Employment and Training (CS E&T) program engages the courts and community based organizations to provide custodial parents and non-custodial parents with an assessment, tailored case management, training, education and support services to overcome barriers and move program participants to employment that produces a living wage. Thus reducing poverty, increasing money flow into households and providing parents with the ability to sufficiently, support their families.

**Indicator Name:** Total monthly obligation amount for the CS E&T NCP caseload combined.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the total monthly obligation amount for the CS E&T NCP caseload combined. (monthly)
3. **Use:** This information is reported to the federal oversight agency to show outcomes, successes and effectiveness.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the CSEWORKS system or through the CSE LASES reports.
6. **Calculation Methodology:** Total dollar amount of the monthly child support obligation for the CS E&T caseload for all NCPs combined. (monthly)
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal regulations.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 7:** Ensure that the Child Support Employment and Training (CS E&T) program engages the courts and community based organizations to provide custodial parents and non-custodial parents with an assessment, tailored case management, training, education and support services to overcome barriers and move program participants to employment that produces a living wage. Thus reducing poverty, increasing money flow into households and providing parents with the ability to sufficiently, support their families.

**Indicator Name:** Total number of active CS E&T CP participants. (monthly)

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the total current support obligation amount collected for the CS E&T caseload and total.
3. **Use:** This information is used to determine if the case management provided is successfully aiding clients in obtaining employment to begin paying their current support.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the CSEWORKS system or through the CSE LASES reports.
6. **Calculation Methodology:** Number of CS E&T CP participants that are engaged in education, training or work activities.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal regulations.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
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## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 7:** Ensure that the Child Support Employment and Training (CS E&T) program engages the courts and community based organizations to provide custodial parents and non-custodial parents with an assessment, tailored case management, training, education and support services to overcome barriers and move program participants to employment that produces a living wage. Thus reducing poverty, increasing money flow into households and providing parents with the ability to sufficiently, support their families.

**Indicator Name:** Total amount of arrears payments collected in the CS E&T NCP caseload combined. (monthly)

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring the total amount of arrears payments paid in the CS E&T NCP program combined.
3. **Use:** This information is used to determine if the case management provided is successfully aiding clients in obtaining employment to begin paying their arrears.
4. **Clarity:** The indicator is clear
5. **Data Source, Collection, Reporting:** Information is reported through the CSEWORKS system or through CSE LASES reports.
6. **Calculation Methodology:** Total combined arrears payments of the CS E&T NCP caseload collected.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal regulations.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
[Shannon.Matthews.DCFS@la.gov](mailto:Shannon.Matthews.DCFS@la.gov)  
(225) 397-2410

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 7:** Ensure that the Child Support Employment and Training (CS E&T) program engages the courts and community based organizations to provide custodial parents and non-custodial parents with an assessment, tailored case management, training, education and support services to overcome barriers and move program participants to employment that produces a living wage. Thus reducing poverty, increasing money flow into households and providing parents with the ability to sufficiently, support their families.

**Indicator Name:** Total dollar amount of the current support obligation collected for the CS E&T NCP caseload combined. (monthly)

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring total dollar amount of collections for the CS E&T NCP caseload combined.
3. **Use:** This information is reported to the federal oversight agency to show outcomes, successes and effectiveness.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the CSEWORKS system or LASES.
6. **Calculation Methodology:** Total dollar amount of the current support obligation amount collected for the CS E&T NCP caseload combined.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal regulations.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
[Shannon.Matthews.DCFS@la.gov](mailto:Shannon.Matthews.DCFS@la.gov)  
(225) 397-2410

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 7:** Ensure that the Child Support Employment and Training (CS E&T) program engages the courts and community based organizations to provide custodial parents and non-custodial parents with an assessment, tailored case management, training, education and support services to overcome barriers and move program participants to employment that produces a living wage. Thus reducing poverty, increasing money flow into households and providing parents with the ability to sufficiently, support their families.

**Indicator Name:** Total amount owed in arrears for the CS E&T NCP caseload combined.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** Measuring total arrears owed for the CS E&T NCP caseload combined.
3. **Use:** This information is reported to the federal oversight agency to show outcomes, successes and effectiveness.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the CSEWORKS system or LASES.
6. **Calculation Methodology:** Total dollar amount of the arrears owed for the CS E&T NCP caseload combined.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with audits and federal regulations.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
[Shannon.Matthews.DCFS@la.gov](mailto:Shannon.Matthews.DCFS@la.gov)  
(225) 397-2410

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Workforce Development – Employment and Training

**Objective 7:** Ensure that the Child Support Employment and Training (CS E&T) program engages the courts and community based organizations to provide custodial parents and non-custodial parents with an assessment, tailored case management, training, education and support services to overcome barriers and move program participants to employment that produces a living wage. Thus reducing poverty, increasing money flow into households and providing parents with the ability to sufficiently, support their families.

**Indicator Name:** The ratio of program participants and collection amount.

**Indicator LaPAS PI Code:** New

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** Measuring the number of program participants to the amount of funds collected.
3. **Use:** This information is reported to the federal oversight agency to show outcomes, successes and effectiveness.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** Information is reported through the CSEWORKS or LASES systems.
6. **Calculation Methodology:** Number of program participants to the amount collected.
7. **Scope:** Statewide, program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Continued compliance with federal regulations.
10. **Responsible Person:** Shannon Matthews, Workforce Development Director  
[Shannon.Matthews.DCFS@la.gov](mailto:Shannon.Matthews.DCFS@la.gov)  
(225) 397-2410

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Disability Determination Services (DDS)

**Objective 8:** To provide high-quality, resident-centered service by balancing productivity, cost timeliness, service satisfaction, and achieving an accuracy rate of 95.5% in making determinations for disability benefits.

**Indicator Name:** Quarterly mean processing time for initial disability eligibility decisions (in hours).

**Indicator LaPAS PI Code:** 26322

1. **Indicator Type and Level:** Efficiency; Key
2. **Rationale, Relevance, Reliability:** To measure the mean processing time (in days) of initial disability eligibility decisions to provide an indicator of timeliness and good customer service.
3. **Use:** To monitor the amount of time it takes DDS to process initial disability eligibility decisions to assure compliance with the federally mandated standard.
4. **Clarity:** No clarification needed.
5. **Data Source, Collection, Reporting:** Data source is the AS400 Quarterly Agency Operations Report Summary. Reports are collected quarterly. Information is collected according to federal fiscal reporting periods and is reported the next working day following the end of the federal fiscal reporting period. Information for the 1<sup>st</sup> quarter of the SFY is taken from the AS400 Quarterly Agency Operations Report Summary. For quarters 2, 3 and 4, the actual values for the quarters are added together then averaged for the state reporting period.
6. **Calculation Methodology:** The AS400 Quarterly Agency Operations Report tracks applications and decisions and mean processing time.
7. **Scope:** Indicator based on statewide information.
8. **Caveats:** The reports that are used combine federal fiscal reporting periods to insure information covers a state fiscal year.
9. **Accuracy, Maintenance, Support:** No findings reported as a result of any audits.
10. **Responsible Person:** Christopher Kirby, DDS Director  
[Christopher.Kirby.DCFS@la.gov](mailto:Christopher.Kirby.DCFS@la.gov)  
(225) 342-2242

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Family Support

**Activity:** Disability Determination Services (DDS)

**Objective 8:** To provide high-quality, resident-centered service by balancing productivity, cost timeliness, service satisfaction, and achieving an accuracy rate of 95.5% in making determinations for disability benefits.

**Indicator Name:** Accuracy of initial disability eligibility decisions quarterly.

**Indicator LaPAS PI Code:** 3101

1. **Indicator Type and Level:** Quality; Key
2. **Rationale, Relevance, Reliability:** To measure the accuracy of initial disability eligibility decisions that provides an indicator of the quality of work performed by DDS staff.
3. **Use:** To monitor the accuracy of initial disability eligibility decisions.
4. **Clarity:** No clarification needed.
5. **Data Source, Collection, Reporting:** Data source is the Federal Initial Accuracy Report. Reports are collected monthly. Information for the 1<sup>st</sup> quarter of the SFY is taken from the Federal Initial Accuracy report and is an average of each month of the reporting quarter. For quarters 2, 3 and 4, the quarterly figures are added together then averaged for the state reporting period.
6. **Calculation Methodology:** Calculated and reported by the federal Social Security Administration in their Federal Initial Accuracy Report.
7. **Scope:** Indicator based on statewide information.
8. **Caveats:** The reports that are used combine federal fiscal reporting periods to insure information covers a state fiscal year.
9. **Accuracy, Maintenance, Support:** SSA randomly pulls cases for quality assurance reviews. SSA will determine if the case is error free or not error free by reviewing the case documentation and the decision made. No findings reported as a result of any audits.
10. **Responsible Person:** Christopher Kirby, DDS Director  
[Christopher.Kirby.DCFS@la.gov](mailto:Christopher.Kirby.DCFS@la.gov)  
(225) 342-2242

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Disability Determination Services (DDS)

**Objective 8:** To provide high-quality, resident-centered service by balancing productivity, cost timeliness, service satisfaction, and achieving an accuracy rate of 95.5% in making determinations for disability benefits.

**Indicator Name:** Number of completed disability eligibility decisions annually.

**Indicator LaPAS PI Code:** 3102

1. **Indicator Type and Level:** Output; General
2. **Rationale, Relevance, Reliability:** Counting the number of disability eligibility decisions completed which an indicator of applicants assisted annually.
3. **Use:** To measure the number of decisions completed.
4. **Clarity:** No clarification needed.
5. **Data Source, Collection, Reporting:** Data source is the Federal State Agency Operations Report (SAOR). Reports are collected quarterly. Information is collected according to federal fiscal reporting periods and is reported the next working day following the end of the federal fiscal reporting period. Information for the 1<sup>st</sup> quarter of the SFY is taken from the Federal SAOR. For quarters 2, 3 and 4, the actual values for the quarters are added to the number from the previous quarter.
6. **Calculation Methodology:** The Federal State Agency Operations Report (SAOR) tracks the number of disability eligibility decisions completed quarterly.
7. **Scope:** Indicator based on statewide information.
8. **Caveats:** The reports that are used combine federal fiscal reporting periods to insure information covers a state fiscal year.
9. **Accuracy, Maintenance, Support:** No findings reported as a result of any audits.
10. **Responsible Person:** Christopher Kirby, DDS Director  
[Christopher.Kirby.DCFS@la.gov](mailto:Christopher.Kirby.DCFS@la.gov)  
(225) 342-2242

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Family Support

**Activity:** Family Violence Prevention

**Objective 9:** Stabilize in a safe home environment, children, families and individuals in crisis or, particularly those at risk of domestic violence.

**Indicator Name:** Percentage of women served in domestic violence programs discharged with safety plans.

**Indicator LaPAS PI Code:** 23654

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** As part of the continuum of care, it is critical that domestic violence programs provide to women (and men) upon discharge from the program a comprehensive, personalized, and practical plan that can help them avoid dangerous situations, prepare for the possibility of an incident happening, know the best way to react when in danger, and how to get to safety.
3. **Use:** To monitor the Family Violence Prevention Services Agency (FVPSA) and state funded domestic violence programs' compliance with the FVPSA and state regulations regarding safety plans, and to ensure that all victims discharged from domestic violence programs are given the tools to keep themselves and their children safe.
4. **Clarity:** The indicator is clear
5. **Data Source, Collection, Reporting:** All domestic violence data is collected from the FVPSA and state funded domestic violence programs. The programs keep accurate and extensive data on their programs for domestic violence statistical purposes, and to report to the Louisiana Coalition Against Domestic Violence (LCADV) and their funding sources, including DCFS. DCFS is required to report this data to FVPSA annually.
6. **Calculation Methodology:** Domestic violence program grantees are required to submit monthly and annual performance plans and reports (PPR) to DCFS describing the activities carried out and an assessment of the effectiveness of those activities in achieving the purposes of the grant. Grantee PPR's are compiled by the state into a comprehensive report for submission to FVPSA annually.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Kim Matherne, ES Director  
[Kim.Matherne.DCFS@la.gov](mailto:Kim.Matherne.DCFS@la.gov)  
(225) 219-2428

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Family Violence

**Objective 9:** Stabilize in a safe home environment, children, families and individuals in crisis or, particularly those at risk of domestic violence.

**Indicator Name:** Number of people served in Family Violence Program.

**Indicator LaPAS PI Code:** 23296

1. **Indicator Type and Level:** Outcome; Key.
2. **Rationale, Relevance, Reliability:** As required by the Family Violence Prevention and Intervention Program Standards, (LA:III. Chapter 69), DCFS will administer the program to: 1) establish immediate and full-time trauma informed shelters for victims of family violence, domestic violence, and dating violence and their dependents; and 2) increase, improve, and coordinate the delivery of comprehensive support services to victims of family violence, domestic violence, and dating violence. Domestic violence program grantees are required to submit an annual performance plan and report (PPR) to DCFS describing the activities carried out and an assessment of the effectiveness of those activities in achieving the purposes of the grant. Included in the report are the number of people served, broken down by sex, age, and race/ethnicity.
3. **Use:** To monitor program compliance with FVSPA, state and the Family Violence Prevention and Intervention Solicitation for Offers (SFO) reporting requirements.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** All domestic violence data is collected from the FVPSA and state funded domestic violence programs. The programs keep accurate and extensive data on their programs for domestic violence statistical purposes, and to report to the Louisiana Coalition Against Domestic Violence (LCADV) and their funding sources, including DCFS. DCFS is required to report this data to FVPSA annually.
6. **Calculation Methodology:** Domestic violence program grantees are required to submit monthly and annual performance plans and reports (PPR) to DCFS describing the activities carried out and an assessment of the effectiveness of those activities in achieving the purposes of the grant. Grantee PPRs are compiled by the state into a comprehensive report for submission to FVPSA annually.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Kim Matherne, ES Director  
[Kim.Matherne.DCFS@la.gov](mailto:Kim.Matherne.DCFS@la.gov)  
(225) 219-2428

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Family Support

**Activity:** Family Violence

**Objective 9:** Stabilize in a safe home environment, children, families and individuals in crisis or, particularly those at risk of domestic violence.

**Indicator Name:** Percentage of individuals that have developed a safety plan as a result to services.

**Indicator LaPAS PI Code:** 23297

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** Safety plans are comprehensive, personalized, and practical plans critical to the ongoing safety of domestic violence victims and their children. They are created to help individuals avoid dangerous situations, prepare for the possibility of an incident happening, know the best way to react when in danger, and how to safely escape from the abuser. Safety plans promote the ongoing safety of women and children who have experienced domestic violence.
3. **Use:** To monitor the Family Violence Prevention Services Agency (FVPSA) and state funded domestic violence programs' compliance with the FVPSA and state regulations regarding safety plans, and to ensure that all victims discharged from domestic violence programs are given the tools to keep themselves and their children safe.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** All domestic violence data is collected from the FVPSA and state funded domestic violence programs. The programs keep accurate and extensive data on their programs for domestic violence statistical purposes, and to report to the Louisiana Coalition Against Domestic Violence (LCADV) and their funding sources, including DCFS. DCFS is required to report this data to FVPSA annually.
6. **Calculation Methodology:** Domestic violence program grantees are required to submit monthly and annual performance plan and reports (PPR) to DCFS describing the activities carried out and an assessment of the effectiveness of those activities in achieving the purposes of the grant. Grantee PPRs are compiled by the state into a comprehensive report for submission to FVPSA annually.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Kim Matherne, ES Director  
[Kim.Matherne.DCFS@la.gov](mailto:Kim.Matherne.DCFS@la.gov)  
(225) 219-2428

## PERFORMANCE INDICATOR DOCUMENTATION

### Program: Division of Family Support

**Activity:** Family Violence

**Objective 9:** Stabilize in a safe home environment, children, families and individuals in crisis or, particularly those at risk of domestic violence.

**Indicator Name:** Percentage of individuals that have more knowledge of the resources available to them and their families.

**Indicator LaPAS PI Code:** 23298

1. **Indicator Type and Level:** Outcome; General
2. **Rationale, Relevance, Reliability:** The Family Violence Prevention and Intervention Solicitation for Offers (SFO) requires DCFS Family Violence Grant funded programs to use the funds for the provision of services, training, technical assistance, and outreach to increase awareness of domestic, family, and dating violence, and to increase the accessibility and awareness of family, domestic, and dating violence services.
3. **Use:** To ensure that individuals, families and communities have knowledge of the multitude of services offered by domestic violence programs throughout the state, and to ensure that programs are meeting the requirements set forth by the SFO providing the necessary outreach services to individuals and communities.
4. **Clarity:** The indicator is clear.
5. **Data Source, Collection, Reporting:** All domestic violence data is collected from the FVSPA and state funded domestic violence programs. The programs keep accurate and extensive data on their programs for domestic violence statistical purposes, and to report to the Louisiana Coalition Against Domestic Violence (LCADV) and their funding sources, including DCFS. DCFS is required to report this data to FVPSA annually.
6. **Calculation Methodology:** Domestic violence program grantees are required to submit monthly and annual performance plans and reports (PPR) to DCFS describing the activities carried out and an assessment of the effectiveness of those activities in achieving the purposes of the grant. Programs are required to administer surveys to their clients regarding knowledge of safety and resources, and this data is reported on the PPR. Grantee PPRs are compiled by the state into a comprehensive report for submission to FVPSA annually.
7. **Scope:** Statewide but program specific.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** Compliance in recent audits.
10. **Responsible Person:** Kim Matherne, ES Director  
[Kim.Matherne.DCFS@la.gov](mailto:Kim.Matherne.DCFS@la.gov)  
(225) 219-2428

## PERFORMANCE INDICATOR DOCUMENTATION

**Program:** Division of Family Support

**Activity:** Client Services

**Objective 10:** To work to manage, monitor and resolve identified concerns and to enhance the provision of customer service by way of contracts, customer service staff intervention, processes and procedures.

**Indicator Name:** Percentage of all performance standards met by the call center each quarter.

**Indicator LaPAS PI Code:** 26320

1. **Indicator Type and Level:** Outcome; Key
2. **Rationale, Relevance, Reliability:** The indicator must be met by the contractor in order to maintain an effective operation of the services provided to the general public by this department.
3. **Use:** This indicator will be used to evaluate the contract for the customer services contact center.
4. **Clarity:** This indicator is clear.
5. **Data Source, Collection, Reporting:** Reports are generated from the contractor's automated system and provided as a part of the invoicing process.
6. **Calculation Methodology:** The number of performance measures met by the Customer Services Contact Center in the subject quarter is divided by the total number of Performance Measures outlined in the Customer Service Contact Center contract to calculate the percentage of performance measures met per quarter.
7. **Scope:** The indicator is aggregated.
8. **Caveats:** None.
9. **Accuracy, Maintenance, Support:** Internal monthly review of Customer Services Contact Center data reported.
10. **Responsible Person:** Shellie Boen, Client Services Manager  
[Shellie.BoenClement.DCFS@la.gov](mailto:Shellie.BoenClement.DCFS@la.gov)  
(225) 342-2741

## APPENDIX: STRATEGIC PLANNING CHECKLIST

### Department of Children and Family Services

Category:	Activities and Actions:
<b>Planning Process</b>	<ul style="list-style-type: none"> <li>• Communications with department executives, section directors and unit managers</li> <li>• Technical assistance provided as needed</li> <li>• Workforce plans, technology plans and strategic initiatives considered by managers in developing their sections</li> </ul>
<b>Analysis Tools Used</b>	<ul style="list-style-type: none"> <li>• Financial and Performance audit reports reviewed</li> <li>• Benchmarking against federal standards routinely conducted in the department</li> <li>• The Undersecretary's Act 160 report was reviewed at the start of the planning process</li> <li>• Federal program plans and guidelines as well as department policy are used to define baselines</li> </ul>
<b>Stakeholder Involvement</b>	<ul style="list-style-type: none"> <li>• Solicited feedback from stakeholders in the planning process</li> <li>• DCFS staff from each division were provided an opportunity to review and comment on the plan document prior to submission via email communication</li> </ul>
<b>Authorization for Goals</b>	<ul style="list-style-type: none"> <li>• The department's current vision, mission, goals and values are clearly articulated, extensively published and routinely reviewed with staff</li> <li>• Included in the introduction section of the Strategic Plan document</li> </ul>
<b>External Operating Environment</b>	<ul style="list-style-type: none"> <li>• Program performance will be impacted by budget actions</li> <li>• Timeliness may be impacted by workflow schedules in the Judicial System</li> <li>• Disaster declarations and emergency activations will cause delays in normal workflow processing</li> </ul>
<b>Formulation of Objectives</b>	<ul style="list-style-type: none"> <li>• Program and policy variables were assessed with programs management staff while objectives and strategies were reviewed and approved for inclusion</li> <li>• Objectives were formulated using SMART techniques</li> </ul>
<b>Building Strategies</b>	<ul style="list-style-type: none"> <li>• Major reorganization of the Department was implemented in FY2011</li> <li>• In the 2016 Regular Legislative session the Louisiana Legislature passed Act 90, a measure that reorganized the management of programs and delivery of services in the department.</li> <li>• Ongoing implementation of strategies aimed at maximizing available resources continues</li> <li>• Implementation of technology enhancements to improve operational efficiency continues</li> <li>• Action plans and project work plans are routinely used in ongoing daily management and are available for review</li> </ul>

<b>Category:</b>	<b>Activities and Actions:</b>
<b>Building Accountability</b>	<ul style="list-style-type: none"> <li>• Balanced indicators are included for all objectives</li> <li>• Documentation sheets are included for all indicators</li> <li>• Data systems are reliable in maintaining and producing reports as needed</li> <li>• Internal accountability for the strategic planning and reporting process is managed in the Budget Section that reports directly to the Undersecretary</li> </ul>
<b>Fiscal Impact of Plan</b>	<ul style="list-style-type: none"> <li>• This information will be used to guide development of the operating budget in future years</li> </ul>
<b>Maintenance of Records</b>	<ul style="list-style-type: none"> <li>• All documents used in the development of the strategic plan as well as data used for completion of quarterly performance progress reporting will be maintained according to the records retention laws applicable to the department and the Record Retention Schedules included in DCFS policy</li> </ul>
<b>Monitoring and Evaluation</b>	<ul style="list-style-type: none"> <li>• Each division's mission, goals and objectives will be incorporated into the PES planning and evaluation documents for the employees of the division</li> <li>• Each division's performance will be reported, analyzed and submitted quarterly to the Budget Section for monitoring and aggregate reporting purposes</li> <li>• The Undersecretary will annually review and analyze the department's progress as indicated by the submitted reports for inclusion in the Act 160 report</li> </ul>

## STRATEGIC PLANNING CHECKLIST CERTIFICATION STATEMENT

This FY 2023 – FY 2028 Department of Children and Family Services Strategic Plan update is submitted in compliance with the Louisiana Revised Statutes, Title 39 requirement.

We believe this plan will articulate our efforts of targeting resources to deliver family services that care for the well-being and safety of Louisiana’s people.

Respectfully Submitted:

Marketa Garner  
Walters

 Digitally signed by Marketa Garner Walters  
DN: cn=Marketa Garner Walters, o=Louisiana  
Department of Children and Family Services, ou,  
email=Melissa.Horton@la.gov, c=US  
Date: 2022.06.29 14:14:16 -0500

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Marketa Garner Walters, Secretary

06/29/2022

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Date