ADMINISTRATIVE PROGRAM
2018-2022 STRATEGIC PLAN BACK-UP DOCUMENTATION

SITUATION INVENTORY

Program customers/clients, stakeholders, and expectations groups:

Customers: citizens, department employees, local, state, and federal elected officials, constituents, legislature, professional service contractors, students.

Stakeholders: Division of Administration, state agencies, legislative auditor, state retirement system, deferred compensation.

Expectation groups: Division of Administration, Citizens, department employees, legislative auditor, constituents, grantors, department employees, legislature.

Where has the program been?

The MIS section has been successful in automating most functions in the department. They have developed and maintained an intranet site for employees. Over 20 Customized databases are in place throughout the department. Departmental performance measures are tracked and reports are generated on a regular basis.

The HR department is experiencing a rebirth and is planning many changes and improvement over the next four years. There have been some staff changes recently and an internal HR database will be established to automate the HR process in the future.

The Budget and Accountability Section is responsible for maintaining and tracking the budget of the Attorney General's Office and for creating and implementing methods of accountability for all five programs. This section also develops, maintains, and operates a performance-based management system within the Attorney General's Office and bears responsibility for all executive special projects requiring analysis.

The Accounting, Property, and Purchasing Sections have maintained a stable work force and have not had a measurable amount of additional job duties.

Where is the program now?

A new administration has brought a series of staff changes and job duties throughout the Administrative Program. This program will continue to ensure effective and efficient operations to service the citizens of Louisiana.

The Property Section has been restructured to remove telecommunications and add mail duties. A move of the section to the new Livingston Building, combined with the addition of the central mail room, is anticipated to facilitate a more effective and efficient use of staff.

Through the Purchasing Section, purchasing liaisons have been trained on how to research existing contract vendors and how to utilize the AGPS system. As well, the VISA purchase card program has resulted in a decrease in the amount of purchase requisitions processed through the division and shifted some of that responsibility on the individual sections.

MIS is responsible for all telecommunications, including phone lines, cell phones and data circuits. Departmental computer equipment is replaced on a rotational basis.

The Budget and Accountability consists of one program manager who is responsible for the budget and performance accountability projects, which was instituted by Attorney General Foti. This section will be monitoring the performance of the department in terms of the annual operational and long-term strategic plans, providing current budget information to department management, and creating specialized reports such as the strategic plan.

The Collections Section is under the Administrative Program. It represents the following educational institutions/agencies: Louisiana Office of Student Financial Assistance formerly the Governor's Special Commission on Education Services, Louisiana Department of Education, Board of Regents, Louisianan State University (Baton Rouge, Shreveport, Eunice and New Orleans), Louisiana State University Medical Center, Southern University (Baton Rouge, New Orleans, Shreveport), Grambling University, University of Southwestern Louisiana, McNeese State University, Northwestern University, Louisiana Tech University, Northeast University, Southeastern University, University of New Orleans, Nicholls State University, and Charity Hospital School of Nursing. In some instances we collect a variety of types of debts for each institution. The Collections Section not only collects debts for these entities but occasionally advises and directs them in order to avoid the possibility/potential for incurring future uncollectible debts.

What opportunities for positive change exist?

The transition of a new administration and a new vision, mission, and philosophy for the department has resulted in amended goals and objectives. This has provided a renewed sense of purpose from the staff and management. A focus on performance-based accountability has been the concentration of the Administrative Program, with special projects being initiated by the Budget and Accountability Section and the MIS Section.

What are the program's strengths and weaknesses?

<u>Strengths:</u> professional, educated, and trained staff; advanced technology available to staff; leadership from new administration; consolidation into one location has allowed for higher level of efficiency; and consolidation of job duties.

<u>Challenges:</u> new administration, management, direction and job responsibilities for certain sections, getting employees to embrace change and transfers, and expanding the program are difficult even though workloads significantly increase every year.

The Administrative program has had to adapt to changing administrations and department directions over the years and is clearly able to carry out transitions successfully. An in-depth analysis of the program's duties and existing staff has already led to staff changes, changes in sections, and consolidation. This has strengthened the department in a short amount of time. Within the next year it is expected that additional changes that enhance the productivity of the program will be instituted.

STRATEGY ANALYSIS CHECKLIST

Program: ADMINISTRATION

Objective I.1: Ensure the 95% of new employees shall attend an administrative orientation within 60 days after hire each fiscal year by June 30, 2022.

Strategy I.1.a: Update the administrative orientation program as office policies, procedures, and employee programs change.

Analysis

__x__ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization

__x__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__x__ Resource needs identified

Time Frame

_____ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__x__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: ADMINISTRATION

Objective I.1: Ensure the 95% of new employees shall attend an administrative orientation within 60 days after hire each fiscal year by June 30, 2022.

Strategy I.1.b: Orientation programs shall be scheduled on a monthly basis by Human Resource. New employees shall be notified during in-processing of their scheduled orientation date. Reminders will be sent by Human Resource to new employee and supervisor.

Analysis

__x__ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization

__x__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__x__ Resource needs identified

Time Frame

__x__ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__x__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: ADMINISTRATION

Objective I.2: Respond to Management Information System Section Help Desk requests within an average of two hours from the time the requests were made each fiscal year by June 30, 2022.

Strategy I.2.a: Management Information System Section shall ensure the help desk is manned during all business hours.

Analysis

_____ Cost/benefit analysis conducted
_____ Other analysis used
__x__ Impact on other strategies considered

Authorization

__x__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__x__ Resource needs identified

Time Frame

__x__ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__x__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: ADMINISTRATION

Objective I.2: Respond to Management Information System Section Help Desk requests within an average of two hours from the time the requests were made each fiscal year by June 30, 2022.

Strategy I.2.b: Management Information System Section shall use an automated task management system to manage help desk response.

Analysis

_____ Cost/benefit analysis conducted
_____ Other analysis used
__x__ Impact on other strategies considered

Authorization

__x__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__x__ Resource needs identified

Time Frame

__x__ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__x__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: ADMINISTRATION

Objective II.1: Collect at least $4,000,000 in outstanding student loans and $5,000,000 total collections each fiscal year by June 30, 2022.

Strategy II.1.a: Improve the collector vs. account ratio in order for all accounts to be worked more effectively by increasing the number of collectors.

Analysis

__x__ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization

__x__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__x__ Resource needs identified

Time Frame

__x__ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__x__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: ADMINISTRATION

Objective II.1: Collect at least $4,000,000 in outstanding student loans and $5,000,000 total collections each fiscal year by June 30, 2022.

Strategy II.1.b: Work with the Management Information System Section to convert current collections software to 1) automate manual processes where possible, 2) develop account tracking mechanism to prioritize work based on success probability, and 3) develop tracking mechanisms to identify strengths and weaknesses in collectors.

Analysis

_____ Cost/benefit analysis conducted
__x__ Other analysis used
_____ Impact on other strategies considered

Authorization

__x__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__x__ Resource needs identified

Time Frame

__x__ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__x__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: ADMINISTRATION

Objective II.1: Collect at least $4,000,000 in outstanding student loans and $5,000,000 total collections each fiscal year by June 30, 2022.

Strategy II.1.c: Identify training opportunities for collectors and collection attorneys and incorporate these into employee training plans.

Analysis

__x__ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization

__x__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__x__ Resource needs identified

Time Frame

__x__ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__x__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

PERFORMANCE INDICATOR DOCUMENTATION

Program: **ADMINISTRATIVE**

Objective: **I.1**

Indicator Name: **Number of new employees hired**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** The administrative orientation will be performed every month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Administrative Program Director and Human Resource Section Chief

PERFORMANCE INDICATOR DOCUMENTATION

Program:	**ADMINISTRATIVE**
Objective:	**I.1**
Indicator Name:	**Number of new employees that have attended an administrative orientation**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** The administrative orientation will be performed every month. Add up all new employees that have attended an administrative orientation.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Administrative Program Director and Human Resource Section Chief

PERFORMANCE INDICATOR DOCUMENTATION

Program:	**ADMINISTRATIVE**
Objective:	**I.1**
Indicator Name:	**Percent of new employees hired that received orientation within 60 days of hire each fiscal year by June 30, 2022**

Indicator LaPAS PI Code: 21831

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** The administrative orientation will be performed every month. Add up all new employees that have attended an administrative orientation within two months (60 days) after their first day of work divided by number of new employees who have attended an administrative orientation.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Administrative Program Director and Human Resource Section Chief

PERFORMANCE INDICATOR DOCUMENTATION

Program: **ADMINISTRATIVE**

Objective: **I.2**

Indicator Name: **Number of help desk requests received**

Indicator LaPAS PI Code: 10384

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Procedure is already automated in counting the number of help desk requests received.

7. **Calculation Methodology:** Indicator is tracked automatically by a computer

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Management Information System Section Chief and Deputy Director of Administrative Services

PERFORMANCE INDICATOR DOCUMENTATION

Program: **ADMINISTRATIVE**

Objective: **I.2**

Indicator Name: **Number of hours help desk is manned**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Tracking employee work schedules

7. **Calculation Methodology:** Add up all hours that the help desk is manned

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Management Information System Section Chief and Deputy Director of Administrative Services

PERFORMANCE INDICATOR DOCUMENTATION

Program: **ADMINISTRATIVE**

Objective: **I.2**

Indicator Name: **Average time to respond to help desk requests (in hours)**

Indicator LaPAS PI Code: 452

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track key indicators

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is in the MIS call tracking system. Reported and Collected on a quarterly basis

7. **Calculation Methodology:** System calculates time frame between help call and MIS response.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Management Information System Section Chief and Deputy Director of Administrative Services

PERFORMANCE INDICATOR DOCUMENTATION

Program:	**ADMINISTRATIVE**
Objective:	**II.1**
Indicator Name:	**Average number of accounts issued per year to number of collectors**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Total number of collections divided by number of accounts issued

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Collections Section Chief and Deputy Director of Administrative Services

PERFORMANCE INDICATOR DOCUMENTATION

Program: **ADMINISTRATIVE**

Objective: **II.1**

Indicator Name: **Number of collectors**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The source of the data will be the Table of Organization. Information shall be gathered monthly. The indicator will be reported on quarterly. Additional tracking program is in development.

7. **Calculation Methodology:** Review the Table of Organization and count filled collector positions

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Collections Section Chief and Deputy Director of Administrative Services

PERFORMANCE INDICATOR DOCUMENTATION

Program: **ADMINISTRATIVE**

Objective: **II.1**

Indicator Name: **Amount collected per collector**

Indicator LaPAS PI Code: 21832

1. **Type and Level**: Efficiency - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Total collections divided by number of collectors

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Collections Section Chief and Deputy Director of Administrative Services

PERFORMANCE INDICATOR DOCUMENTATION

Program: **ADMINISTRATIVE**

Objective: **II.1**

Indicator Name: **Monetary total collections from outstanding student loan cases**

Indicator LaPAS PI Code: 476

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Sum up all collections produce from student loan accounts

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Collections Section Chief and Deputy Director of Administrative Services

PERFORMANCE INDICATOR DOCUMENTATION

Program: **ADMINISTRATIVE**

Objective: **II.1**

Indicator Name: **Monetary total of all collections**

Indicator LaPAS PI Code: 12270

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Adding up all collections made from all sources

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Collections Section Chief and Deputy Director of Administrative Services

CIVIL PROGRAM

2018-2022 STRATEGIC PLAN
SUPPORTING INTERNAL/EXTERNAL DOCUMENTATION

The Civil Program is a compilation of highly specialized attorneys who are responsible for work that directly impacts state government. The Civil Division defends the Constitution and laws of the State of Louisiana; provides information and legal services in the areas of general civil law, public finance and contract law, educational law, and land and natural resource law. The Public Protection Division asserts and protects the State of Louisiana's interests by providing legal services in the general areas of consumer protection and environmental law, insurance receivership law, and fair housing law.

Consumer Protection Section

Consumer Protection Section has the responsibility of enforcing consumer protection laws in this state and serving as a public trustee in connection with conserving, protecting and replenishing Louisiana's natural resources. In the Consumer Protection area, the section conducts investigations of unfair or deceptive trade practices. The section works with local, state and federal authorities in joint investigations. The section conducts consumer awareness seminars throughout the state on subjects such as shoplifting, fraud, theft, and other deceptive trade practices. The section mediates and investigates consumer reported complaints and inquiries and enforces the antitrust and related laws relative to the regulation of trade and commerce including protecting small business interests and those injured by antitrust violations, organized business extortion and theft. Within Consumer Protection Section is the Auto Fraud Unit. The Auto Fraud Unit mediates complaints of citizens with car dealers, assures the delivery of title and registration of motor vehicles, advises consumers of their rights concerning automobile issues, and investigates and mediates the packing of auto sale contracts. The unit coordinates efforts with state and federal agencies to combat odometer fraud, investigates and assists state in remittance of sales tax money due the state and educates consumers on automobile fraud.

Internal/External Assessment

(1) Who are the organizations customers/clients, other stakeholders, and expectation groups? What are their needs and expectations?

The customers of the Consumer Protection Section are the consumers who purchase a product or safety. Additionally, the public at large benefits when enforcement actions are filed against businesses operating unfairly, mediation efforts when they are able to file a complaint, or when companies have to register when doing business in Louisiana.

Their needs and expectations are protection from unfair trade practices and a place to turn when they have a complaint.

(2) Where has the organization been?

The organization has been increasing in strength with the addition of personnel and dollars for enforcement. There are an increased number of laws passed that strengthen the Unfair Trade Practices Act and a number of new laws that make a practice an "unfair trade practice". Better in-house databases have been developed and personnel are better informed on how to use them.

(3) Where is the organization now?

The Consumer Protection Section is on the brink of exploding. New personnel has made it possible to better track the activity of businesses operating, quality of staff has improved so that enforcement actions are taken with some assurance of success. Consumers benefit when the Section is able to provide better public protection in consumer transactions.

The number of actions filed against businesses has and will continue to increase. The success rate of mediation of consumer complaints can improve with better education of the mediators. This is dependant on the number and quality of in-house education programs for the attorneys and para-professionals. There are an increased number of educational opportunities for attorneys from outside of the workplace.

(4) What opportunities for positive change exist?

There is an increase in the number of opportunities to participate in multi-state actions and thereby increase the number of assurance of voluntary compliance with national companies (a consent that they will abide by the law). With the increase in the number of actions both in-house and multi-state, there is an increase in the dollars collected for consumer enforcement and education.
This increase in monetary resources can provide much needed litigation support, and improve the quality and number of outreach activities.

The Consumer Protection Section can also participate with other consumer advocates and group to strengthen their efforts against unfair business practices.

(5) What are the organization's strengths and weaknesses?

The consumer protection section has the advantage of communicating with the public at large. When complaints are filed with the mediation unit, the staff deals directly with consumers. How that interaction takes place and the degree of satisfaction is largely dependent upon HOW the complaint is handled and not necessarily the outcome. The complaints filed are also a source of what transactions are problematic and can be a source of information. Complaints are often the first indication that a business is operating illegally in Louisiana.

The weaknesses of the section are the expectations of an uneducated public as to what limitations we have. We must do a better job of reaching the public at large to educate them regarding signs of fraudulent business practices. The Consumer Section must also be more proactive in enforcement of its regulations.

(1) What is the current external environment?

Perhaps the external environment that affects the consumer section the most is the way in which business transactions are conducted. More and more, business is transacted on the internet or through other means of communication technology. This makes it harder to track and more difficult to locate the offenders. And when businesses are locating in cyberspace it is more difficult to get jurisdiction, service of process, or just find out who is committing the unfair trade practice. Particularly in the field of lending, borrowers are finding sources of loans outside of our jurisdiction. TV advertising invites fraudulent offers to consumers. In sum, technology and media advancements are facilitating scams to a wider and less suspecting audience.

(2) How may the environment differ in the future?

Stated advances in technology make it more difficult to find the source of a fraud. Business transactions can take place anywhere across the globe but look like they are credible and local to an unsuspecting consumer.

The consumer section will need to develop the tools for tracking down fraud and the expertise to use the new tools and technology.

Equal Housing Opportunity Section

Equal Opportunity Section is responsible for the administration and enforcement of the Louisiana Equal Housing Opportunity Act. This section is active in the investigation, conciliation, and judicial enforcement of fair housing claims. Staff personnel cooperate with the federal government in the enforcement of statutes prohibiting discrimination in public accommodations based on an individual's race, color, national origin, religion, sex, handicap or familial status. The section also provides information to Louisiana citizens on their rights regarding the rent/purchase of dwellings under the Louisiana Equal Housing Opportunity Act and the federal Fair Housing Act.

Internal/External Assessment

(1) Who are the organization's customers/clients, other stakeholders, and expectation groups? What are their needs and expectations?

The organization's customers are all citizens of the State of Louisiana, property management companies, real estate agencies, non-profit fair housing organizations, and others. The organization is subject to oversight and works in conjunction with the U.S. Department of Housing and Urban Development (HUD) pursuit to a Cooperative

Agreement. The citizens and others expect the agency to enforce and educate regarding the federal and state fair housing act. On a comparative analysis of metropolitan and rural areas, the rural areas are not as aware of their rights under the federal and state fair housing laws as the metropolitan areas. Therefore, a need for more outreach in the rural areas is needed.

(2) Where has the organization been?

The Equal Housing Opportunity Section was created as a result of the Louisiana Open Housing Act in 1991. A federal grant was received from the (HUD) which authorizes the section to act as the enforcement office for both federal and state of Louisiana fair housing laws.

Since 1991, the section has resolved one thousand, three hundred fifty-five fair housing complaints through efforts which include, but are not limited to, conciliation, mediation, litigation, and findings that there was cause or no reasonable cause to believe that housing discrimination occurred. The section has continued to meet the needs of both internal and external assessment by advertisement, seminars, and other outreach methods. The section continues to grow as the fair housing complaints increase.

(3) Where is the organization now?

The Equal Housing Opportunity Section is continuing to enforce the federal and state fair housing laws by making the public aware of their rights as citizens of the state regarding the nondiscriminatory sale or rental of housing.

In comparison with the federal salary scale for fair housing enforcement officers, the enforcement budget for the state is under-scaled. The functions of the state enforcement officers are more demanding than the federal officers because the state enforces both federal and state laws with less staff and funding. The state's salary scale should be comparable to the yearly federal geographic scale for the Louisiana region.

(4) What opportunities for positive change exist?

The public and the Department are unaware of the functions of the Equal Housing Opportunity Section on behalf of citizens of the State. Although, public announcements of the fair housing laws have been made through media buys, there is still a misconception of the enforcement efforts of what the department can and cannot enforce. (i.e. housing authorities' certification process, multi-family housing placements, section eight certification, etc.) While conducting fair housing seminars, it has been discovered that the rural areas of the State have very little knowledge of the enforcement of the fair housing laws by the section and is in need of education and outreach. Therefore, more awareness is needed.

(5) What are the organization's strengths and weaknesses?

The size and composition of the section's workforce is in need of additional staff and federal funding to service all geographical areas of the State. The additional staff should include outreach and governmental affairs personnel. The outreach efforts are to include education and enforcement of fair housing laws for the entire population. The governmental affairs personnel would provide the legislative leaders with information pertaining to the needs and awareness of federal funding and technical obligations of the Equal Housing Opportunity Section.

In order to enhance the enforcement of the investigative process, there is a need to have access to a database for tracking individuals which cannot be located during the investigation.

Additionally, the department effectively processes all fair housing cases within the required time allotted by the federal and state statutes.

(6) What are the staff's expectations?

The staff members are required to enforce and maintain a professional neutral position at all times during the scope of the investigative process. Compliance officers are required to maintain a level of knowledge regarding fair housing, laws, issues, cases, enforcement process, and perform continual education annually. All other staff members are to maintain equal quality of knowledge regarding fair housing in a professional manner.

(7) What is the current external environment?

Discrimination continues to occur in fair housing because there is a lack of knowledge of the law and the enforcement process of the fair housing act. There is a need for all local government agencies to be aware of the fair housing act while receiving federal funds that pertain to fair housing laws, thereby bridging the gap in enforcement between the metropolitan areas and rural areas.

(8) How may the environment differ in the future?

The biggest external threat is the increase in predatory lending among the protected classes. There is a need to continue educating the citizens, landlords, other local and government agency regarding the impact of housing discrimination in the state.

Insurance and Securities Section

Insurance and Securities Section has direct involvement in and primary knowledge of every insurance liquidation in Louisiana. This section performs legal work, supervises contract counsel, and works with the Department of Insurance. Staff personnel conduct research in insolvency cases and maintain a proactive position in the areas of insurance liquidation. This section reviews legal bills of contract attorneys, incorporates terms of

engagements and development with contract attorneys and the Department of Insurance case management plans for each liquidation.

Internal/External Assessment

(1) Who are the organization's customers/clients, other stakeholders, and expectation groups? What are their needs and expectations?

The Insurance Section statutorily represents the Commissioner of Insurance in all Receivership matters. The Section's clients consist of:

A. Commissioner of Insurance – The Commissioner of Insurance expects legal advice and counsel regarding the various receivership estates and other general receivership matters.

B. Receivers appointed by the Commissioner of Insurance and other receivership staff - Their expectation is for competent legal representation which includes timely legal advice and counsel, timely filed pleadings, and competent courtroom presentation and demeanor.

Stakeholders consist of:

A. Policyholders and creditors - They expect that the Section would represent and oversee receivership matters including pursuing claims of the receivership estates to ensure maximum payments are made on policyholder claims.

B. Citizens at large - The citizens expectations are that the Section oversee the receivership process as well as be available for questions regarding the receivership process and/or their individual claims.

(2) Where has the organization been?

The Insurance Section was formed as a result of the numerous insurance receiverships which were occurring in Louisiana in the 1980's. At one time, Louisiana had over 64 companies in receivership. Several of the receiverships involved extremely large companies and were having an adverse impact on the insurance situation in the State of Louisiana. The legislature, in an effort to streamline cost and to provide for checks and balances in the receivership process passed legislation which required the Attorney General's office to provide representation in all receivership estates and oversee all outside counsel.

This Section was formed to implement this legislation and has continued to do so since that time. The Section is designed to be self-supporting by billing for its services to the various insurance receivership estates.

(3) Where is the organization now?

The Section continues to maintain its role to provide legal services for the Commissioner of Insurance and receivers, and receivership staff in all liquidation matters, and to oversee outside counsels who have been retained to handle individual matters in the various receivership estates.

(4) What opportunities for positive change exist?

Because of the nature of mergers, acquisitions, etc. more and more insurance liquidations are becoming multi-state litigation efforts. The Section has the opportunity to make positive contributions to insurance receivership law with participation with other state insurance regulators and various task forces which have been formed by National Association of Insurance Commissioners.

The increased public awareness of insurance matters could provide the opportunity to develop and implement a consumer awareness program to advise consumers, businesses, and lawmakers about the receivership process and their rights during the receivership process.

The Louisiana Insurance Guaranty Association and the Louisiana Life and Health Insurance Guaranty Association are also quasi-state insurance organizations which present an opportunity to the Section for increased representation in insurance matters.

(5) What are the organization's strengths and weaknesses?

Strengths:

1. Competent staff;
2. Productive;
3. Teamwork;
4. Able to meet deadlines and work well under pressure;
5. Self- supporting; and
6. Accommodating.

Weaknesses:

1. Although the staff is knowledgeable and very competent, at this time, only the attorney section chief has worked in insurance liquidation for an extended period of time.
2. The staff needs more training opportunities which deal exclusively with receivership and insurance law. This will also assist in achieving the opportunities listed above.
3. Failure of individuals to recognize the uniqueness of the receivership law and that it requires specialized knowledge.
4. Lack of receivership estates.

(6) What are your (the staff's) expectations of the agency?

1. Resources to complete job assignments, provide competent legal advice to clients, and to meet the concerns of stakeholders and consumers;

2. Support and approval for more training specifically dealing with insurance related matters;
3. Pay commensurate with the handling of a specialized field of law.

(1) What is the current external environment?

The Section is now dealing with receiverships which are more complex than previous receivership cases. There are more multi-state receiverships in which it is necessary for the section to travel to other states to meet with insurance staff and observe and make decisions on litigations regarding the receivership estates. In addition, the placing of large Health Maintenance Organizations in receivership has created a unique situation for receivership staff and the procedure for handling receivership matters.

External factors which may influence the section include:

a. The number of companies placed in receivership - If the cost of healthcare increases and the costs of doing business continue to rise, other insurance companies may be placed in receivership. If this number should continue to grow, it will be necessary for this Section to either hire additional staff to meet the demand or allow more of the work to be done by outside counsel.

b. Relationship between the Commissioner of Insurance and the Insurance Section - A positive relationship with the Department of Insurance and its view that the Section is performing its job in a competent, knowledgeable, and professional manner results in more successful work environment and could lead to an expanded role of the Section in handling legal matters for other insurance related matters.

c. Funding – Since this section is a self-supporting section, the continued ability to secure funds for the section would influence the Section's ability to perform its job functions.

d. State Uniformity - There has been a push by the federal government for uniformity among the states in the handling of liquidation matters, since most states handle these functions, including the legal work, through their Department of Insurance, such a move in Louisiana could affect the existence of the Section.

(2) How may the environment differ in the future?

The Section expects to see more multi-state insurance receiverships. There is also an expectation that insurance companies will become a subsidiary of corporations with varied interest and locations, thereby making the receivership process more complex.

Of concern to the Attorney General's office is that in most states the legal work for receivership sections are handled as part of or through the Department of Insurance and are not a part of the Attorney General's office. Because of the push for uniformity in

insurance regulation by the federal government and by states, there may be a move to have this function returned to the Department of Insurance.

Tobacco Section

Tobacco Section enforces the Tobacco Master Settlement Agreement (MSA) and MSA-related legislation by investigation and litigating violations; performing statewide site and event checks for violations; educating public officials and the public through presentations on the MSA; and coordinating enforcement efforts with other state Attorneys General. Through the Tobacco Section, the Attorney General enforces the Master Settlement Agreement (MSA). The MSA outlines numerous rights and responsibilities of the Attorney General. However, the section's primary responsibility has been to investigate and/or litigate suspected violations of the MSA and to investigate and/or litigate suspected violations of state and/or federal laws including consumer protection laws with respect to the manufacture, use, marketing and sale of tobacco products. The section also coordinates enforcement efforts with the National Association of Attorneys General (NAAG) and the other states regarding various issues which arise under the MSA or MSA-related statues.

Internal/External Assessment

(1) Who are the organization's customers/clients, other stakeholders, and expectation groups? What are their needs and expectations?

The Tobacco Settlement Enforcement Section of the Attorney General's Office has the primary function of enforcing the Master Settlement Agreement (MSA) and other related tobacco laws.

The Section's clients consist of the citizens of the State of Louisiana. Their expectation is that the Section will ensure that tobacco companies, who sell cigarettes and roll-your-own products, follow the guidelines and rules as delineated in the MSA and other tobacco laws, or pay into qualified escrow accounts so that funds are available should the state secure a judgment against a manufacturer. Further, that the Section serves as a community resource for tobacco related information.

Stakeholders consist of:

A. State legislature and Tobacco Bond holders - Their expectations are that the Section will enforce the MSA and tobacco related laws to ensure that manufacturers pay the funds due the state under the Master Settlement Agreement so that programs that rely on the funds may continue to be implemented by the state. The Section serves as a resource for tobacco related information.

B. Public Health - Their expectations are that the Section will continue to enforce the Public Health provisions of the MSA and serve as a resource for tobacco related matters.

C. Wholesalers and manufacturers - Their expectations are that the Section will enforce the MSA and tobacco related laws, to ensure that the wholesalers have an approved list of manufacturers, and that the manufacturers are on a level playing field as to sale of their product.

D. Department of Revenue – They expect assistance and coordination from the Tobacco Section in enforcing tobacco related matters, including legal representation if required on certain tobacco matters.

(2) Where has the organization been?

The Tobacco Section was established in 1999 and began as a unit under the Governmental Section of the Civil Division. On April 1, 2004, it became its own Section under the Public Protection Division. The Section maintains the same staff positions as when it was initially begun.

The Section has reviewed the applications of tobacco manufacturers who wish to sell in Louisiana and approved or disapproved same to sell cigarettes or roll-your-own tobacco in the State of Louisiana. The Section has also removed manufacturers from its approved list and filed lawsuits against them for failure to pay into a qualified escrow account, as delineated by the MSA and other tobacco laws.

The Section has done numerous site inspections, consumer awareness presentations, and audits of tobacco wholesalers. The Section members also participate in numerous telephone conferences with NAAG and other states, which are invaluable in providing current status of various activities concerning the MSA. The Section is in constant contact with other states regarding recent developments in these matters, such as escrow payments, suits, and attempts to serve the suits in order to proceed against manufacturers not in compliance with the MSA.

The Section has represented the Department of Revenue in tobacco related litigation. It has participated with other states in numerous efforts regarding public health violations, youth advertisement, and other related matters under the MSA.

Although the organizational staff has remained the same, within the last two years, the Section's focus has expanded. The organization began to actively audit wholesalers, completed a computer database program which allows the Section to update its approved list of manufacturers and make such list available to manufacturers simultaneously on the DOJ website. The Section has collected penalty money from non-compliant manufacturers. It has increased training opportunities for staff. The Section has improved its coordination and relationship with the Department of Revenue, the community, and our Public Health stakeholders.
In addition, in 2003 and 2004 two major pieces of legislation designed to ensure compliance by wholesalers and manufacturers were initiated by the Section and passed by the Legislature.

(3) Where is the organization now?

The Section continues its duties as outlined in the previous section. With the passage of the complementary legislation in June of 2004, the Section will become more active in the enforcement of tobacco laws as it affects both manufacturers and wholesalers.

Because of the renewed relationship with the state public health community, the Section plans to become more pro-active regarding enforcement of the public health aspects of the MSA. The Section may consider hiring an attorney who would be specifically designated to handle public health issues under the MSA.

The Section continues to improve on its efforts to receive correct and up-to-date information from manufacturers and wholesalers regarding tobacco products sold in Louisiana.

Our Section compares favorably on average to most states by size and function, and is meeting the performance indicators and targets that have been set. The Section may need to improve the time period for our initial response to manufacturers who wish to sell tobacco products in Louisiana.

Overall, the Section is in an excellent position to enhance its work productivity and response to clients, stakeholders, and expectation groups.

(4) What opportunities for positive change exist?

The Section is poised to make changes as a result of technological initiatives, new legislation, and improved relationship with stakeholders. These changes also assist us in meeting the concerns of our clients and stakeholders.

As part of the requirement that the Section notify wholesalers of changes in the approval list of manufacturers, it will be soliciting e-mail addresses from all wholesalers and manufacturers so that it can notify them via e-mail of all changes that affect wholesalers and manufacturers. This will meet the needs of the wholesalers and manufacturers in ordering, purchasing, and selling only those products which have been approved for sale in the state.

The new legislation has given the Section more authority and empowered the Section to gather more information in order to do a more thorough investigation of all manufacturers who sell or wish to sell tobacco products in the State of Louisiana.

Because of the Section's improved relationship with stakeholders and the community we are able to address public health and youth smoking prevention matters which are of concern to our citizens and whose enforcement is provided for under the MSA.

(5) What are the organization's strengths and weaknesses?

Strengths:

A. Competent and Knowledgeable Staff;
B. Ability to work as a unit;
C. Working relationship with Louisiana Department of Revenue, National Association of Attorneys General (NAAG), other state attorneys general offices, and people in the tobacco industry;
D. Genuine Interest by staff in the work we are doing and a desire to be efficient, productive, and competent;
E. Resources and training are provided to accomplish duties.

Weaknesses:

A. The Section needs to meet more often to ensure timely accomplishment of all assigned tasks;
B. There should be more participation in public health matters;
C. Verification of sales figures with Revenue or other related parties. (This weakness is being improved upon through mutual cooperation; however, it is still a weak area.)

(1) What is the current external environment?

Because of the nature of the Section's duties, in addition to funding resources and administration inside the Attorney General's Office, the state legislature has the most direct impact on the Section's ability to do its job because it passes the laws which assist the Section in carrying out its responsibilities. For instance, the law mandates that wholesalers and manufacturers cooperate with our office; special legislation and regulations have been passed to allow the cooperation of the Department of Revenue.

Due to recent meetings with Revenue, the interagency relationship and cooperation has improved.

The major issues which affect the Tobacco Section are claims by one group of manufacturers (Participating Manufacturers under the MSA) that the states are not diligently enforcing their statutes. Another group of manufacturers (Non-Participating Manufacturers) allege that state statutes violate anti-trust laws, equal protection laws, and federal commerce clause laws. These issues are critical to the Section because they affect the annual tobacco funds received by the state and the state's ability to enforce the various tobacco laws.

In addition, there is the issue of wholesalers and/or manufacturers who attempt to circumvent the various tobacco laws.

These issues are relevant to all states and are national in scope.

The public's primary interest is the numerous lawsuits filed in the area of public health, consumer protection, and smoking-related concerns. This affects the Section in that it requires the Section to be more active and knowledgeable in these areas to meet the concerns and expectations of the public.

(2) How may the environment differ in the future?

There is no expected change in the environment in the near future. The issues which exist at this time will be ongoing for some time. The resolution of these issues will determine if there will be significant changes in the external environment.

If issues are resolved in favor of the states, the primary environmental factors will not change.

If the issues are not resolved favorably, the Section could be in a position of needing additional legislation to regulate and tax manufacturers and resources to meet the increased need of such regulation.

Community Education Assistance Section

Community Education Assistance Section is comprised of three projects: The U Drink U Drive U Walk project, an underage drinking prevention program; the Protect Schools/Students from Violence project, a comprehensive approach to ensuring safe schools; and the Domestic Violence project, an initiative that assists businesses and law enforcement in addressing domestic violence as a safety issue. Programs include youth education and empowerment, teacher in-service training, community awareness seminars on anti-alcohol, drug and violence prevention, gang abatement, school safety training, peer mediation/conflict resolution training, and domestic violence in the workplace training. The UDUDUW project is an underage drinking prevention campaign that provides technical assistance to schools, civic groups, and government and private agencies. The project targets urban, inner city schools that traditionally do not receive services from Louisiana's other traffic safety programs. The Protect Schools project provides training, technical assistance, site assessment and resources to Louisiana schools, law enforcement and community agencies. The Domestic Violence project provides educational and technical assistance to private industry and government agencies in addressing domestic violence as a safety issue. In addition, the project assists law enforcement by providing vital training on domestic violence arrests and enforcement of protection orders.

Where has the program been?

The Community Education Assistance Section continues to be on the cutting edge of policy and program development in the area of school safety and domestic violence. The Attorney General's office has been recognized nationally for its school safety-training program and its domestic violence in the workplace-training program. The Louisiana Attorney General's office is the first Attorney General's office to establish a statewide Domestic Violence in the Workplace Initiative and a statewide School Safety Program.

Where is the program now?

The Community Education Assistance Section staff has been stable over the past several years. The section continues to rely on grants for it's funding, requiring a lot of coordination with the accounting section. The programs within this section have always been recognized nationally for their effectiveness and innovativeness. Other Attorneys General offices and public agencies contact this section for information regarding the programs. The section staff has also traveled across the state and country to present these programs as benchmarks.

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL

Objective I.1: Maintain an average of 30-day response time for research and writing opinions by June 30, 2022.

Strategy I.1.a: Use opinion tracking system to manage opinion timelines.

Analysis
_____ Cost/benefit analysis conducted
_____ Other analysis used
__X _ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
__X_ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X _ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL

Objective I.2: Through the Civil Division, to retain in-house 98% of the litigation cases received each fiscal year by June 30, 2022.

Strategy I.2.a: Ensure sufficient range of knowledge and expertise to justify assignment of DOJ attorneys.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
__X_ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL

Objective I.3: Provide legal services to at least 50 state boards and commissions.

Strategy I.3.a: Prioritize a list of boards and commissions for which we want to provide representation based on the appropriateness of skills and the ability of the boards and commissions to pay.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL

Objective I.3: Provide legal services to at least 50 state boards and commissions.

Strategy I.3.b: Develop a brief proposal that outlines the functions and capabilities of the Civil Division and a section chief will present a proposal to whoever makes decisions for the boards and commissions.

Analysis
_____ Cost/benefit analysis conducted
_____ Other analysis used
__X_ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL

Objective I.3: Provide legal services to at least 50 state boards and commissions.

Strategy I.3.c: After consultation with the First Assistant, the appropriate section chief shall approach selected boards and commission decision makers about possible representation.

Analysis
_____ Cost/benefit analysis conducted
_____ Other analysis used
__X_ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL

Objective I.4: Through the Public Finance and Contracts Section of the Civil Division, to continue to process contracts within an average of 10 days; resolutions within an average of 6 days, public bond approvals within an average of 6 days; and garnishments within an average of 6 days by June 30, 2022.

Strategy I.4.a: Use task management system to manage timelines.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
__X_ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL

Objective I.5: Provide and maintain a strong outreach program by providing public presentations on civil law programs and responding to constituent calls and inquiries.

Strategy I.5.a: Use constituent call tracking system to determine the number of constituent calls received and answered.

Analysis
_____Cost/benefit analysis conducted
__X__Other analysis used
_____ Impact on other strategies considered

Authorization
__X__Authorization exists
_____ Authorization needed

Organization Capacity
__X__Needed structural or procedural changes identified
_____Resource needs identified

Time Frame
__X__Already ongoing
_____New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X__Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL

Objective I.6: To review for approval of 100% of DEQ penalty settlements strictly in compliance with time limits each fiscal year by June 30, 2022.

Strategy I.6.a: Use tracking system to manage settlement timelines.

Analysis
_____Cost/benefit analysis conducted
__X__Other analysis used
_____ Impact on other strategies considered

Authorization
__X__Authorization exists
_____ Authorization needed

Organization Capacity
__X__Needed structural or procedural changes identified
_____Resource needs identified

Time Frame
__X__Already ongoing
_____New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X__Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective I.7: In the Insurance Section, file 100% of motions for payment with the court and/or Louisiana Receivership Office within 15 days following the end of each monthly billing cycle by June 30, 2022.

Strategy I.7.a: Use case tracking/work management to ensure timely billing and payments.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective I.8: Through the Tobacco Section, enforce the terms of the Master Settlement Agreement against the Participating Manufacturers by conducting at least 200 inspections of tobacco retail establishments (at least 50 per quarter), notify violators of violations within 15 days, when applicable, and re-inspect within six months each fiscal year by June 30, 2022.

Strategy I.8.a: Hold weekly internal Tobacco Section meetings to monitor the progress of completing at least 50 inspections per quarter.

Analysis
_____ Cost/benefit analysis conducted
_____ Other analysis used
__X_ Impact on other strategies considered

Authorization
__X _ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective I.9: Through the Tobacco Section, conduct at least 6 inspections of tobacco-sponsored events in order to identify and remedy violations of the Master Settlement Agreement each fiscal year by June 30, 2022.

Strategy I.9.a: Hold weekly internal Tobacco Section meetings to monitor the progress of conducting at least six inspections annually of tobacco-sponsored events in order to identify Master Settlement Agreement violations.

Analysis
_____ Cost/benefit analysis conducted
_____ Other analysis used
__X_ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective I.10: Through the Tobacco Section, solicit a minimum of 24 presentations to Louisiana citizens in a variety of venues on the dangers of tobacco use and/or issues related to the Master Settlement Agreement each fiscal year by June 30, 2022.

Strategy I.10.a: Actively solicit opportunities to make presentations by contacting a variety of non-profit entities.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective I.11: Qualify for full payment from HUD on 50% of processed fair housing complaints each fiscal year by June 30, 2022.

Strategy I.11.a: Develop and improve computer applications to support consumer complaint processing and resolution.

Analysis
_____ Cost/benefit analysis conducted
_____ Other analysis used
__X_ Impact on other strategies considered

Authorization
__X Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
__X_ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective I.11: Qualify for full payment from HUD on 50% of processed fair housing complaints each fiscal year by June 30, 2022.

Strategy I.11.b: Full review by supervisor of investigation of all complaints within 75 days of commencement of investigation.

Analysis
_____ Cost/benefit analysis conducted
_____ Other analysis used
__X_ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective I.11: Qualify for full payment from HUD on 50% of processed fair housing complaints each fiscal year by June 30, 2022.

Strategy I.11.c: Maintain narrative report log which can be furnished to Housing Urban Development for consideration of full payment when Housing Urban Development performance guidelines cannot be met.

Analysis
_____ Cost/benefit analysis conducted
_____ Other analysis used
__X_ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective I.12: Respond to 100% of consumer complaints with informal resolution within 90 days each fiscal year by June 30, 2022.

Strategy I.12a: Maintain and monitor computer applications to support consumer complaint processing and resolution.

Analysis
_____ Cost/benefit analysis conducted
_____ Other analysis used
__X_ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
__X_ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective I.13: Bring 85% of unfair and deceptive trade practices investigations to resolution within 90 days by June 30, 2022.

Strategy I.13.a: Hire Civil Investigators to assist with attorney Investigations

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective I.13: Bring 85% of unfair and deceptive trade practices investigations to resolution within 90 days by June 30, 2022.

Strategy I.13.b: Obtain access to investigative databases

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.1: To provide violence, abuse, and sexual harassment and stalking response in-service training to 1,500 law enforcement officers by June 30, 2022.

Strategy II.1.a: Review and update training materials quarterly

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.1: To provide violence, abuse, and sexual harassment and stalking response in-service training to 1,500 law enforcement officers by June 30, 2022.

Strategy II.1.b: Program Director shall contact law enforcement groups, schedule training sessions, and arrange for records to be maintained.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.2: To provide violence, abuse, sexual harassment and stalking awareness training to all DOJ supervisors and 1500 non-DOJ personnel by June 30, 2022.

Strategy II.2a: Review and update training materials quarterly

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.2: To provide violence, abuse, sexual harassment and stalking awareness training to all DOJ supervisors and 1500 non-DOJ personnel by June 30, 2022.

Strategy II.2b: Program Director will contact governmental agencies, chambers of commerce, and medical facilities to arrange training sessions.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.2: To provide violence, abuse, sexual harassment and stalking awareness training to all DOJ supervisors and 1500 non-DOJ personnel by June 30, 2022.

Strategy II.2c: Coordinate DOJ training with HR Director training programs.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.3: To provide Juvenile Crime Prevention Training and Technical Assistance to 500 school personnel, 250 Law Enforcement Officers and 250 Community Agencies by June 30, 2022.

Strategy II.3.a: Identify high risk areas of juvenile crime and contact officials to solicit interest and schedule initial presentations.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.3: To provide Juvenile Crime Prevention Training and Technical Assistance to 500 school personnel, 250 Law Enforcement Officers and 250 Community Agencies by June 30, 2022.

Strategy II.3.b: Respond to all referrals/requests for technical assistance, community organizations and delivery of materials.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.4: To distribute 5000 juvenile crime prevention awareness materials to students and community agencies by June 30, 2022.

Strategy II.4.a: Director shall contact school districts, law enforcement personnel and community agencies to schedule training sessions, and distribute materials.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.4: To distribute 5000 juvenile crime prevention awareness materials to students and community agencies by June 30, 2022.

Strategy II.4.b: Respond to all referrals/requests for training and technical assistance from school administrators, law enforcement personnel, community agencies and distribute materials.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.5: To provide in-service Human Trafficking trainings to 250 law enforcement personnel by June 30, 2022.

Strategy II.5.a: To develop a comprehensive curriculum and training effort for Louisiana law enforcement personnel in response to Human Trafficking

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.5: To provide in-service Human Trafficking trainings to 250 law enforcement personnel by June 30, 2022.

Strategy II.5.b: To develop Louisiana's first Human Trafficking Response Training Team

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.5: To provide in-service Human Trafficking trainings to 250 law enforcement personnel by June 30, 2022.

Strategy II.5.c: Provide Human Trafficking training to law enforcement personnel

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective II.5: To provide in-service Human Trafficking trainings to 250 law enforcement personnel by June 30, 2022.

Strategy II.5.d: To develop a uniform Human Trafficking curriculum for community agency in-service training

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective III.1: Investigate 100% of consumer and business complaints of insurance fraud with informal resolution within 60 days each fiscal year by June 30, 2022.

Strategy III.1.a: Maintain and monitor computer applications to support processing of reports of civil insurance fraud, resolution, and recovery of penalties and fines.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective III.2: Bring 85% of consumer and business complaints of insurance fraud to resolution within 90 days by June 30, 2022.

Strategy III.2.a: Section chief will monitor cases to ensure prompt action and maximum recovery of penalties and fines when applicable.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective III.2: Bring 85% of consumer and business complaints of insurance fraud to resolution within 90 days by June 30, 2022.

Strategy III.2.b: Issue civil Investigative Demands and conduct undercover investigations.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective III.2: Bring 85% of consumer and business complaints of insurance fraud to resolution within 90 days by June 30, 2022.

Strategy III.2.c: Obtain financial records, including bank accounts data and asset holdings.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective III.2: Bring 85% of consumer and business complaints of insurance fraud to resolution within 90 days by June 30, 2022.

Strategy III.2.d: Hire Forensic Accountants/Analysts to assist with attorney investigations.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CIVIL – PUBLIC PROTECTION

Objective III.2: Bring 85% of consumer and business complaints of insurance fraud to resolution within 90 days by June 30, 2022.

Strategy III.2.e: Obtain access to federal and state investigative databases.

Analysis
__X_ Cost/benefit analysis conducted
_____ Other analysis used
_____ Impact on other strategies considered

Authorization
__X_ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X_ Resource needs identified

Time Frame
_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X_ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.1**

Indicator Name: **Number of opinions requested**

Indicator LaPAS PI Code: 12252

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly; Internal Opinion Database is maintained and is currently being updated.

7. **Calculation Methodology:** Add together all opinions requested.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.1**

Indicator Name: **Number of opinions withdrawn**

Indicator LaPAS PI Code: 12254

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly; Internal Opinion Database is maintained and is currently being updated.

7. **Calculation Methodology:** Add together all opinions that are withdrawn.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.1**

Indicator Name: **Number of opinions released**

Indicator LaPAS PI Code: 12256

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly; Internal Opinion Database is maintained and is currently being updated.

7. **Calculation Methodology:** Add together all opinions released.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.1**

Indicator Name: **Average response time to research and write opinions (Count only opinions released)**

Indicator LaPAS PI Code: 464

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly; Internal Opinion Database is maintained and is currently being updated.

7. **Calculation Methodology:** Add together the total number of days to research and write opinions that were released. That number will be divided by the number of opinions released.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.1**

Indicator Name: **Average total time from receipt to release of an opinion (Count only opinions released)**

Indicator LaPAS PI Code: 6213

1. **Type and Level**: Outcome - General

2. **Rationale:** It is necessary to support outcome indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly; Internal Opinion Database is maintained and is currently being updated.

7. **Calculation Methodology:** Add together the total number of days from receipt to release of opinions. That number will be divided by the number of opinions released.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.2**

Indicator Name: **Number of cases received**

Indicator LaPAS PI Code: 471

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly from an Internal Case Tracking Database System.

7. **Calculation Methodology:** Add together all cases received per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.2**

Indicator Name: **Number of cases being handled in-house**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly from an Internal Case Tracking Database System.
7. **Calculation Methodology:** Add together all cases received per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.2**

Indicator Name: **Number of cases contracted to outside firms**

Indicator LaPAS PI Code: 473

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly from an Internal Case Tracking Database System.

7. **Calculation Methodology:** Add together all cases contracted to outside firms each fiscal year.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.2**

Indicator Name: **Percentage of cases handled in-house each fiscal year**

Indicator LaPAS PI Code: 470

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly from an Internal Case Tracking Database System.

7. **Calculation Methodology:** The number of cases handled in-house will be divided by the total number of cases to obtain the percentage.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.3**

Indicator Name: **Number of hours devoted to current Boards and Commissions**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Attorneys will input all hours into the case tracking system and they will be added together monthly to obtain the total number of hours.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.3**

Indicator Name: **Number of hours devoted to boards and commissions last fiscal year**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Retrieved from last fiscal year monthly reports

7. **Calculation Methodology:** A list will be compiled of all boards and commissions. That list will be separated into those that are represented by the AG's Office and those that are not. A running total for the number not represented will be kept.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.3**

Indicator Name: **Number of Boards and Commissions currently represented**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** A list will be compiled of all boards and commissions.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.3**

Indicator Name: **Number of new Boards and Commissions represented**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together all new boards and commissions represented per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.3**

Indicator Name: **Percentage increase in the number of hours devoted to Boards and Commissions**

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** This number will be calculated monthly and will add together the number of hours devoted to Boards and Commissions each month. That number will be compared to previous months and last fiscal year amounts.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.4**

Indicator Name: **Average processing time for contracts (Count only those completed)**

Indicator LaPAS PI Code: 477

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** For all contracts completed each month, the total number of days will be added together and divided by the number of contracts completed per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.4**

Indicator Name: **Average processing time for resolutions (Count only those completed)**

Indicator LaPAS PI Code: 478

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** For all resolutions completed each month, the total number of days will be added together and divided by the number of resolutions completed per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.4**

Indicator Name: **Average processing time for public bond approvals (TEFRA's)**

(Count only those completed)

Indicator LaPAS PI Code: 6218

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** For all public bond approvals completed each month, the total number of days will be added together and divided by the number of public bond approvals completed per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.4**

Indicator Name: **Average processing time for garnishments (Count only those completed)**

Indicator LaPAS PI Code: 6219

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** For all garnishments completed each month, the total number of days will be added together and divided by the number of garnishments completed per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.4**

Indicator Name: **Average processing time for contracts (in days)**

Indicator LaPAS PI Code: 25001

1. **Type and Level**: General

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** For all contracts completed each month, the total number of days will be added together and divided by the number of contracts completed per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.4**

Indicator Name: **Average processing time for resolutions (in days)**

Indicator LaPAS PI Code: 25002

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** For all contracts completed each month, the total number of days will be added together and divided by the number of contracts completed per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.4**

Indicator Name: **Average processing time for public bond approvals (TEFRAs) processed**

Indicator LaPAS PI Code: 25003

1. **Type and Level**: General

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** For all contracts completed each month, the total number of days will be added together and divided by the number of contracts completed per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.4**

Indicator Name: **Number of garnishments processed**

Indicator LaPAS PI Code: 25004

1. **Type and Level**: General

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** For all contracts completed each month, the total number of days will be added together and divided by the number of contracts completed per month.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Civil Division Deputy Director–Phone (225) 326-6000
Fax (225) 326-6097

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Total number of presentations made to public and private entities**

1. **Type and Level**: Input - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of presentations made to public and private entities.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Total number of attendees at presentations made to public and private entities**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of attendees at presentations made to public and private entities.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Total number of constituent services tickets**

1. **Type and Level**: Input - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of constituent services tickets.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Number of non-duty attorney tickets resolved**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of non-duty attorney tickets resolved.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Number of duty attorney tickets resolved**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of duty attorney tickets resolved.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Number of walk-ins resolved**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of resolved walk-in tickets.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Number of private request letters resolved**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of private request letters resolved.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Number of specialized inquiries received from state, local or private entities**

1. **Type and Level**: Input - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of specialized inquiries received from state, local or private entities

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Number of responses to specialized inquiries**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of responses to specialized inquiries.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Total number of constituent tickets resolved**

1. **Type and Level**: General

2. **Rationale:** It is necessary to track general indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the total number of constituent tickets resolved.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.5**

Indicator Name: **Total number of constituent tickets unresolved**

1. **Type and Level**: General

2. **Rationale:** It is necessary to track general indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the total number of constituent tickets unresolved.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.6**

Indicator Name: **Number of settlements received for review**

1. **Type and Level**: Input - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of settlements received for review.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.6**

Indicator Name: **Number of settlements approved**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of settlements approved.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.6**

Indicator Name: **Number of settlements approved within statutory time limits**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the number of settlements approved within statutory time limits.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.6**

Indicator Name: **Total dollar amount of settlements approved**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the total dollar amounts of settlements approved.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.6**

Indicator Name: **Number of settlements disapproved**

1. **Type and Level**: General

2. **Rationale:** It is necessary to track general indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together the total number of settlements disapproved.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.7**

Indicator Name: **Number of motions filed**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together all motions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.7**

Indicator Name: **Number of motions filed within 10 days following the end of each monthly billing cycle**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** add together all motions filed within 10 days.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.7**

Indicator Name: **Percentage of billing invoices submitted within 10 days following the end of each monthly billing cycle**

Indicator LaPAS PI Code: 21836

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The number of billing invoices submitted for payment within 10 days divided by the total number of billing invoices submitted.

7. **Calculation Methodology:** TBA; New Tracking Program in development.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.8**

Indicator Name: **Number of tobacco retail establishments in Louisiana**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** A list will be generated adding together all tobacco retail establishments in Louisiana.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Tobacco Section Chief
Phone (225) 326-6472
Fax (225) 326-6099

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.8**

Indicator Name: **Number of random site checks (inspections) conducted each quarter**

Indicator LaPAS PI Code: 10450

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** A report will be generated monthly listing all inspections

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Tobacco Section Chief
Phone (225) 326-6472
Fax (225) 326-6099

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.8**

Indicator Name: **Number of inspections finding a violation**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** A report will be generated monthly listing all inspections and inspections finding a violation.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Tobacco Section Chief
Phone (225) 326-6472
Fax (225) 326-6099

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.8**

Indicator Name: **Number of re-inspections within 6 months of the original inspection when a violation has occurred**

1. **Type and Level**: Quality - Supporting

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** A report will be generated monthly listing inspections finding a violation and the date the violation was corrected.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Tobacco Section Chief
Phone (225) 326-6472
Fax (225) 326-6099

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.8**

Indicator Name: **Percentage of re-inspections within 6 months of original inspection finding a violation**

Indicator LaPAS PI Code: 21838

1. **Type and Level**: Quality - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** A report will be generated monthly listing all inspections finding a violation. The number of violations will be divided by the number of violations corrected within 6 months of the inspection.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Tobacco Section Chief
Phone (225) 326-6472
Fax (225) 326-6099

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.8**

Indicator Name: **Number of violation notices sent within 15 days of an inspection finding a violation**

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** A report will be maintained listing all violation notices sent out, the date they were sent out, and the date of the inspection that found the violation

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Tobacco Section Chief
Phone (225) 326-6472
Fax (225) 326-6099

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.8**

Indicator Name: **Percentage of violation notices sent within 15 days of an inspection finding a violation**

Indicator LaPAS PI Code: 21837

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** The number of violation notices sent within 15 days of an inspection finding a violation divided by the total number of violation notices sent.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Tobacco Section Chief
Phone (225) 326-6472
Fax (225) 326-6099

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.9**

Indicator Name: **Number of tobacco-sponsored events inspected resulting in a violation**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** A report will be maintained listing all events inspected and which ones resulted in a violation.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Tobacco Section Chief
Phone (225) 326-6472
Fax (225) 326-6099

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.9**

Indicator Name: **Number of inspections of tobacco-sponsored events performed**

Indicator LaPAS PI Code: 10449

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Add together all inspections of tobacco sponsored events performed during the fiscal year.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Tobacco Section Chief
Phone (225) 326-6472
Fax (225) 326-6099

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.10**

Indicator Name: **Number of Tobacco presentations made**

Indicator LaPAS PI Code: 21839

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track supporting indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** A report will be maintained listing all presentations and sorted monthly.

7. **Calculation Methodology:** Add together all presentations made during the fiscal year.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Tobacco Section Chief
Phone (225) 326-6472
Fax (225) 326-6099

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11a**

Indicator Name: **Number of cases closed**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly. An Internal Tracking Database is maintained and is currently being updated.

7. **Calculation Methodology:** Add together all cases closed

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Equal Opportunity Section Chief
Phone (225) 326-6448
Fax (225) 326-6497

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11a**

Indicator Name: **Number of cases closed within HUD performance guidelines**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly. An Internal Tracking Database is maintained and is currently being updated.

7. **Calculation Methodology:** Add together all cases closed by the HUD section within HUD performance guidelines.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Equal Opportunity Section Chief
Phone (225) 326-6448
Fax (225) 326-6497

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11a**

Indicator Name: **Number of fair housing complaints received**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Information shall be gathered monthly. An Internal Tracking Database is maintained and is currently being updated.

7. **Calculation Methodology:** Add together all fair housing complaints received.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Equal Opportunity – Intake Specialist
Rose Hampton
Phone (225) 326-6443
Fax (225) 326-6497

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11a**

Indicator Name: **Number of fair housing complaints received last fiscal year**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Retrieved from last fiscal years monthly reports

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Equal Opportunity – Intake Specialist
Rose Hampton
Phone (225) 326-6443
Fax (225) 326-6497

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11a**

Indicator Name: **Number of cases closed which generated a "Letter of Exception"**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Retrieved from last fiscal years monthly reports

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Equal Opportunity – Intake Specialist
Rose Hampton
Phone (225) 326-6443
Fax (225) 326-6497

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL**

Objective: **I.11a**

Indicator Name: **Number of cases closed by conciliation**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Divide the total number of consumer complaints by the number of consumer complaints responded to within 90 days of receipt.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Insurance and Securities Section Chief
Phone (225) 326-6447
Fax (225) 326-6498

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11a**

Indicator Name: **Number of cases open with no activity within 30 days**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud complaints monthly

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11a**

Indicator Name: **Percent of cases closed within HUD performance guidelines**

1. **Type and Level**: Outcome - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11b**

Indicator Name: **Number of fair housing complaints received**

1. **Type and Level**: Input - Key

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11b**

Indicator Name: **Number of fair housing complaints received through intake**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11b**

Indicator Name: **Number of cases received each fiscal year**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11b**

Indicator Name: **Number of cases each investigator received through intake**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11b**

Indicator Name: **Number of closed by each investigator each fiscal year**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11b**

Indicator Name: **Number of cases closed by conciliation**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11b**

Indicator Name: **Number of cases closed in which cause was found**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11b**

Indicator Name: **Number of cases open with no activity within 30 days**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11b**

Indicator Name: **Percent of cased closed within HUD performance guidelines**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11c**

Indicator Name: **Number of training and/or outreach sessions scheduled**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11c**

Indicator Name: **Number of training and/or outreach sessions completed**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11c**

Indicator Name: **Number of fair housing booklets and pamphlets printed and distributed**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11c**

Indicator Name: **Number of persons attending training and/or outreach sessions**

1. **Type and Level**: Outcome - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11c**

Indicator Name: **Number of cities/parishes where fair housing booklets and pamphlets were distributed**

1. **Type and Level**: Outcome - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.11c**

Indicator Name: **Number of individuals who were sent a copy of fair housing booklets and pamphlets**

1. **Type and Level**: Outcome - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.12**

Indicator Name: **Number of complaints received**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.12**

Indicator Name: **Number of auto fraud complaints received**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.12**

Indicator Name: **Number of consumer complaints received**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.12**

Indicator Name: **Number of complaints responded to with an informal resolution within 45 days of receipt**

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.12**

Indicator Name: **Percentage of complaints responded to with an informal resolution within 45 days of receipt**

1. **Type and Level**: Output - Key

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize all the Civil Insurance Fraud petitions filed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.13**

Indicator Name: **Number of investigations initiated**

1. **Type and Level**: Input - Key

2. **Rationale:** It is necessary to support the input measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize the number of investigations initiated monthly.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.13**

Indicator Name: **Number of investigations active over 90 days (backlog)**

1. **Type and Level**: output - General

2. **Rationale:** It is necessary to support the output measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Summarize the number of investigations active over 90 days.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **I.13**

Indicator Name: **Percentage of investigations initiated during the fiscal year that have been brought to resolution within 60 days**

1. **Type and Level**: outcome - Supporting

2. **Rationale:** It is necessary to support the outcome measures**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** TBA; New Tracking Program in development. Information shall be gathered monthly.

7. **Calculation Methodology:** Divide the total number of investigations initiated by the number of investigations initiated and brought to resolution within 90 days.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:** Consumer Section Chief
Phone (225) 326-6456
Fax (225) 326-6499

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.1**

Indicator Name: **Number of training requested**

Indicator LaPAS PI Code: New

1. Type and Level: Input - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.1**

Indicator Name: **Number of training sessions scheduled**

Indicator LaPAS PI Code: New

1. Type and Level: Output - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.1**

Indicator Name: **Number of training sessions completed**

Indicator LaPAS PI Code: New

1. Type and Level: Output - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.1**

Indicator Name: **Number of law enforcement officers who received DOJ violence, abuse, and sexual harassment response in-service training**

Indicator LaPAS PI Code: 21843

1. Type and Level: Outcome - Key

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.2**

Indicator Name: **Number of training requested**

Indicator LaPAS PI Code: New

1. Type and Level: Input - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.2**

Indicator Name: **Number of presentations requested**

Indicator LaPAS PI Code: New

1. Type and Level: Input - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.2**

Indicator Name: **Number of training sessions scheduled**

Indicator LaPAS PI Code: New

1. Type and Level: Output - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.2**

Indicator Name: **Number of training sessions completed**

Indicator LaPAS PI Code: New

1. Type and Level: Output - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.2**

Indicator Name: **Number of people that received DOJ violence, abuse, and sexual harassment awareness training**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - Key

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.2**

Indicator Name: **Percent of DOJ supervisors receiving DOJ violence, abuse, and sexual harassment awareness training**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.3**

Indicator Name: **Number of requests for technical assistance or presentations from schools**

Indicator LaPAS PI Code: New

1. Type and Level: Input - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.3**

Indicator Name: **Number of requests for technical assistance or presentations from community organizations**

Indicator LaPAS PI Code: New

1. Type and Level: Input - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.3**

Indicator Name: **Number of presentations completed**

Indicator LaPAS PI Code: New

1. Type and Level: Output - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.3**

Indicator Name: **Number of materials disseminated**

Indicator LaPAS PI Code: New

1. Type and Level: Output - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.3**

Indicator Name: **Number of individuals evaluating program as positive**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.3**

Indicator Name: **Number of individuals receiving DOJ technical assistance or presentations**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - Key

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.4**

Indicator Name: **Number of materials requested**

Indicator LaPAS PI Code: New

1. Type and Level: Input - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.4**

Indicator Name: **Number of materials distributed**

Indicator LaPAS PI Code: New

1. Type and Level: Output - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.4**

Indicator Name: **Number of youth trained**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.4**

Indicator Name: **Number of law enforcement officers trained**

Indicator LaPAS PI Code: 21845

1. Type and Level: Outcome - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.4**

Indicator Name: **Number of community agency members trained**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - Key

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.5**

Indicator Name: **Number of trainings requested**

Indicator LaPAS PI Code: New

1. Type and Level: Input - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.5**

Indicator Name: **Number of curriculums developed**

Indicator LaPAS PI Code: New

1. Type and Level: Output - supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.5**

Indicator Name: **Number of request of in-service trainings received**

Indicator LaPAS PI Code: New

1. Type and Level: Output - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.5**

Indicator Name: **Number of in-service trainings performed to law enforcement**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - Key

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **II.5**

Indicator Name: **Number of in-service training to community agencies**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.1**

Indicator Name: **Number of Civil Insurance Fraud complaints received**

Indicator LaPAS PI Code: New

1. Type and Level: Input - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.1**

Indicator Name: **Number of Civil insurance Fraud petitions filed**

Indicator LaPAS PI Code: New

1. Type and Level: Input - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.1**

Indicator Name: **Number of complaints responded to with an informal resolution within 60 day of receipt**

Indicator LaPAS PI Code: New

1. Type and Level: Output - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.1**

Indicator Name: **Percent of Civil Insurance Fraud petitions filed within 60 days by June 30, 2022.**

Indicator LaPAS PI Code: New

1. Type and Level: Output - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.1**

Indicator Name: **Percent of Civil Insurance Fraud petitions that result in monetary penalties and fines**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.2**

Indicator Name: **Number if investigations initiated**

Indicator LaPAS PI Code: New

1. Type and Level: Input - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.2**

Indicator Name: **Number of civil insurance fraud petitions files**

Indicator LaPAS PI Code: New

1. Type and Level: Input - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.2**

Indicator Name: **Number of complaints responded to with an informal resolution within 60 days of receipt**

Indicator LaPAS PI Code: New

1. Type and Level: Output - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.2**

Indicator Name: **Number of Civil Insurance Fraud petitions filed**

Indicator LaPAS PI Code: New

1. Type and Level: Output - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.2**

Indicator Name: **Number of investigations active over 90days (backlog)**

Indicator LaPAS PI Code: New

1. Type and Level: Output - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.2**

Indicator Name: **Percent of complaints that are responded to with an informal resolution within 60 days of receipt**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.2**

Indicator Name: **Percent of Civil insurance Fraud petitions that result in monetary penalties and fines**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - General

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CIVIL – PUBLIC PROTECTION**

Objective: **III.2**

Indicator Name: **Percent of investigations initiated during the fiscal year that have been brought to resolution within 90 days**

Indicator LaPAS PI Code: New

1. Type and Level: Outcome - Supporting

2. Rationale: It is necessary to track key indicators

3. Use: It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. Clarity: Clearly identified.

5. Validity, Reliability and Accuracy: No, the indicator is valid.

6. Data Source, Collection and Reporting: Information shall be gathered manually monthly using an Excel Spreadsheet.

7. Calculation Methodology: Add up all law enforcement officers that were given a certificate for completion of an in-service training session.

8. Scope: Indicator is aggregated.

9. Caveats: No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. Responsible Person: Domestic Violence Coordinator and the Public Outreach Director

CRIMINAL PROGRAM
2018-2022 STRATEGIC PLAN
SUPPORTING INTERNAL/EXTERNAL DOCUMENTATION

INTERNAL

Customers, expectation groups and stakeholders

The Criminal Program serves several individuals and groups including but not limited to: the citizens of the state, the Legislature, District Attorneys, local and other state law enforcement agencies, the courts, Attorney's General Offices in other states, other agencies of state government, various agencies of the Federal government, Federal law enforcement, area schools and universities, various banking and financial groups and organizations and other divisions and programs of the Department of Justice.

Where is the organization now?

The Criminal Division includes the General Prosecution Sections, Appeals and Special Services Section, Public Corruption Unit, Insurance Fraud Unit, Sexual Predator Apprehension Team, and the Medicaid Fraud Control Unit.

Further, the present administration has begun a very pro-active public campaign against fraud and other corruptive practices in state government. Several cases have been prosecuted and our office has been instrumental in several ongoing investigations regarding issues which we expect will result in further referrals for prosecution.

What are the program's strengths and weaknesses?

The strengths of the Criminal Division are displayed in the assemblage of attorneys and staff which are comprised of hard working, conscientious employees with expertise and widely diversified personal and professional skills.

The greatest strength of the program is the present staff of prosecutors who have collective experience of over 150 years in the practice of law.

Another area of strength is the type of professional personalities within the prosecution team. Good work ethic, experience in criminal litigation, common sense, and the ability to grasp the local "lay of the land", are all extremely important skills that our attorneys possess.

The program's primary weakness is the fact that we have only 21 full time prosecutors who prosecute recusal cases and cases where local District Attorneys request assistance. These prosecutors operate in 64 parishes state wide. The variety of venues and the vastness of the geographic area of coverage create enormous logistic, procedural, political and practical challenges to the limited number of prosecutors in the office.

In addition, the types of cases recused to our office include, for the most part, high profile and often politically charged matters with challenging factual and/or legal issues.

Considering the current Attorney General's position on fighting public corruption, waste, fraud and abuse, in addition to the growth and development of the Attorney General's Investigations Division, we expect our case load will increase thus exacerbating lawyer fatigue and increasing delays in prosecution. Additionally, the program suffers from a lack of qualified paralegal positions and training has suffered due to lack of funding. Morale has begun to decrease because the impending budget crisis and what is likely a low opportunity for raises.

EXTERNAL

What are the current issues that affect the organization's activities?

Several complex issues involving criminal behavior in the areas of elderly abuse, fraud, and public corruption among several others are at the forefront of the Attorney General's program in and at the forefront of the public consciousness. As a result, our office has been inundated with additional complaints for investigation and prosecution in these areas in addition to the many recusal cases and requests for assistance we receive from the local District Attorneys.

Therefore, the most significant external issue that affects the Criminal Program is the uncertainty of funding on a year to year basis to account for this increase in business. It becomes a very difficult task to plan for the coming years when funding is so tenuous. As an example, experts are key in many of our prosecutions. Experts must be paid for their services. If we are unable to retain experts for the cases which require expert testimony then those prosecutions suffer. This is an area of concern because a prosecution should not be "hamstrung" because of an inability to hire good experts. This is but one example of how the budget crisis directly affects our ability to prosecute serious crimes such as sexual abuse of children and homicides among many others.

Finally, with the ever increasing number of computer and other high tech crimes, including identity theft and internet fraud, the division is becoming more and more burdened with specialty prosecutions of this nature, since we are the primary investigatory and only state wide prosecution unit in this area.

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.1: Through the Criminal Division, 95% of cases received through recusal shall be handled in-house by June 30, 2022.

Strategy I.1.a: The Director shall review all cases received to determine if recusal is needed.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame

__X___Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.2: Through the Insurance Fraud Support Unit of the Criminal Division, to provide legal support to law enforcement agencies investigating criminal insurance fraud referrals by responding to requests for legal consultation within two working days and attending 90% of monthly intelligence sharing meetings hosted by the Louisiana State Police Insurance Fraud Unit by June 30, 2022.

Strategy I.2.a: Use management system to log and track requests for legal assistance.

Strategy I.2b: Supervisor will assure attendance at all State Police Insurance Fraud meetings.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame

__X___Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.2: Through the Insurance Fraud Support Unit of the Criminal Division, to provide legal support to law enforcement agencies investigating criminal insurance fraud referrals by responding to requests for legal consultation within two working days and attending 90% of monthly intelligence sharing meetings hosted by the Louisiana State Police Insurance Fraud Unit by June 30, 2022.

Strategy I.2b: Supervisor will assure attendance at all State Police Insurance Fraud meetings.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame

__X___Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.3: Through the Medicaid Fraud Control Unit of the Criminal Division, open 250 investigations of provider fraud and patient abuse annually by June 30, 2022.

Strategy I.3.a: Outreach to law enforcement, healthcare providers, professional organizations and community organizations to encourage the reporting of provider fraud and patient abuse.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame

__X___Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: Criminal

Objective I.4: Through the Sexual Predator Apprehension Team of the Criminal Division, provide written notice to offenders within 30 days from the date on which the Department of Justice posts its determination of the registration and notification period end date to the offender's file in the Sex Offender and Child Predator Registry by June 30, 2022.

Strategy I.4.a: Use Sex Offender and Child Predatory Registry to determine registration and notification end dates.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame

_____ Already ongoing
__X__ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: Criminal

Objective I.4: Through the Sexual Predator Apprehension Team of the Criminal Division, provide written notice to offenders within 30 days from the date on which the Department of Justice posts its determination of the registration and notification period end date to the offender's file in the Sex Offender and Child Predator Registry by June 30, 2022.

Strategy I.4.b: Use management system to track written notices.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame

_____ Already ongoing
__X__ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: Criminal

Objective I.5: Through the Sexual Predator Apprehension Team of the Criminal Division, respond to 95% of petitions filed by offenders seeking relief from registration within 30 days of receipt by June 30, 2022.

Strategy I.5.a: Use management system to log notice of petition and response.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame

_____ Already ongoing
___X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: Criminal

Objective I.6: Through the Sexual Predator Apprehension Team of the Criminal Division, provide in-service trainings to law enforcement and other agencies having a role in sex offender and child predator registration within 60 days of a request for training by June 30, 2022.

Strategy I.6.a: Use management system to log requests for trainings and dates of trainings.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame

_____ Already ongoing
__X_ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: Criminal

Objective I.7: Through the Sexual Predator Apprehension Team of the Criminal Division, respond to requests for consultation within 45 days of receipt of the request or receipt of all information necessary to respond to the request, whichever is later by June 30, 2022.

Strategy I.7.a: Use management system to log requests for consultation and responses to requests.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame

_____ Already ongoing
__X__ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____Means of finance identified

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.1**

Indicator Name: **Number of cases opened**

Indicator LaPAS PI Code: **12322**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system captures all performance information related to the number of cases opened. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search of the date opened.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Executive Manager
Criminal Division
Phone: 225-326-6200
Fax: 225-326-6297

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.1**

Indicator Name: **Number of cases closed**

Indicator LaPAS PI Code: **12323**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system captures all performance information related to the number of cases closed. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search of the date closed.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Executive Manager
Criminal Division
Phone: 225-326-6200
Fax: 225-326-6297

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.1**

Indicator Name: **Number of recusals received**

Indicator LaPAS PI Code: **12324**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system captures all performance information related to the number of recusals. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search of the nature field which is marked recusals.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.1**

Indicator Name: **Number of requests for assistance**

Indicator LaPAS PI Code: **12325**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system captures all performance information related to the number of requests for assistance. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search of the nature field marked request for assistance.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Executive Manager
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.1**

Indicator Name: **Number of parishes served**

Indicator LaPAS PI Code: **12328**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system captures all performance information related to the number of parishes served. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search of the parish field and open active cases.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Executive Manager
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.1**

Indicator Name: **Number of cases that are refused due to conflict**

Indicator LaPAS PI Code: **25021**

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system captures all performance information related to the number of cases that are recused. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search of the number of cases received that are recused.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Executive Manager
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.1**

Indicator Name: **Percentage of new cases received by recusal that are retained and handled in-house.**

Indicator LaPAS PI Code: **25022**

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system captures all performance information related to the percentage of cases received that are recusals. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by number of cases received by recusal and number of cases that are retained and handled in-house. The percentage is calculated from the total number of cases received by recusal and the number of cases refused due to conflict.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.2**

Indicator Name: **Number of requests for legal consultation**

Indicator LaPAS PI Code: **21860**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system captures all performance information related to the number of requests for legal consultation. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search of the nature field marked request for consultation.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Insurance Fraud Support Unit, Section Chief
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.2**

Indicator Name: **Number of scheduled intelligence sharing meetings**

Indicator LaPAS PI Code: **22200**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The data is entered into the calendar in the Case Tracking System. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data on the calendar by date range selected..

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Insurance Fraud Support Unit, Section Chief
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.2**

Indicator Name: **Percentage of requests for legal consultation responded to within 2 working days**

Indicator LaPAS PI Code: **21858**

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system captures all performance information related to the number of requests for legal consultation. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search of the nature field marked request for consultation.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.2**

Indicator Name: **Number of scheduled intelligence sharing meetings attended by DOJ**

Indicator LaPAS PI Code: **22201**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The data is entered into the calendar of the Case Tracking System. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data on the calendar by date range selected.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.2**

Indicator Name: **Percent of scheduled intelligence sharing meetings attended by DOJ**

Indicator LaPAS PI Code: **21859**

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The data is entered into the calendar of the Case Tracking System. All data will be reported on a monthly basis

7. **Calculation Methodology:** Hand count and use of calculator.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.3**

Indicator Name: **Number of investigations opened**

Indicator LaPAS PI Code: **25023**

1. **Type and Level**: Efficiency - Key

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The MFCU case tracking database captures all performance information. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of fraud cases where case research is entered in the data base, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Chief Investigator
Unit Director, Medicaid Fraud Control Unit
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.3**

Indicator Name: **Number of arrests**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The MFCU case tracking database captures all performance information. All data will be reported on a monthly basis

7. **Calculation Methodology:** Arrests are entered in the data base for every case, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Chief Investigator
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.3**

Indicator Name: **Number of convictions**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The MFCU case tracking database captures all performance information. All data will be reported on a monthly basis

7. **Calculation Methodology:** Convictions entered in the data base for every case, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Chief Investigator
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.3**

Indicator Name: **Number of Civil cases settled**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The MFCU case tracking database captures all performance information. All data will be reported on a monthly basis

7. **Calculation Methodology:** Civil case settlements are entered in the data base for every case, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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Unit Director, Medicaid Fraud Control Unit
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.3**

Indicator Name: **Total amount of Restitution ordered for the Medicaid Program**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The MFCU case tracking database captures all performance information. All data will be reported on a monthly basis

7. **Calculation Methodology:** Restitution ordered is entered in the data base for every case, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Chief Investigator
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.3**

Indicator Name: **Total amount of restitution collected for the Medicaid Program**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The MFCU case tracking database captures all performance information. All data will be reported on a monthly basis

7. **Calculation Methodology:** The dollar amount restitution is entered in the data base for every case, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Chief Investigator
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.3**

Indicator Name: **Total other dollar amounts ordered**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The MFCU case tracking database captures all performance information. All data will be reported on a monthly basis

7. **Calculation Methodology:** Amounts ordered are entered in the data base for every case, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Chief Investigator
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.3**

Indicator Name: **Total other amounts collected**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The MFCU case tracking database captures all performance information. All data will be reported on a monthly basis

7. **Calculation Methodology:** The dollar amounts collected are entered in the data base for every case, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Chief Investigator
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.3**

Indicator Name: **Number of outreach training programs provided to law enforcement, healthcare providers, professional organizations and community organizations**

Indicator LaPAS PI Code: **25024**

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The MFCU case tracking database captures all performance information. All data will be reported on a monthly basis

7. **Calculation Methodology:** Dollar amount of civil and criminal fines ordered entered in the data base, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Chief Investigator
Unit Director, Medicaid Fraud Control Unit
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.4**

Indicator Name: **Number of offenders reviewed**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The SPAT Unit will use the Sex Offender and Child Predatory Registry to review offenders. All data will be reported on a monthly basis

7. **Calculation Methodology:** Manual count, Excel spreadsheet.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Sexual Predator Apprehension Team, Section Chief
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.4**

Indicator Name: **Number of written notices sent**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The SPAT Unit will use the Sex Offender and Child Predatory Registry to review offenders to determine the notices that need to be sent. All data will be reported on a monthly basis

7. **Calculation Methodology:** Manual count, Excel spreadsheet.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.4**

Indicator Name: **Number of written notices provided by the Department of Justice within 30 days from date the determination is posted.**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators.

3. **Use:** It will be used for internal management purposes to monitor the Unit's efficiency and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The SPAT Unit will use the Sex Offender and Child Predatory Registry to review offenders to determine the notices that need to be sent and manually track the date the notices are sent. All data will be reported on a monthly basis

7. **Calculation Methodology:** Manual count, Excel spreadsheet.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.5**

Indicator Name: **Number of petitions received**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system will be used to track the number of petitions received. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search and the nature field.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.5**

Indicator Name: **Number of responses to petitions**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system will be used to track the number of responses to petitions. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search and the nature field.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.5**

Indicator Name: **Percentage of petitions for relief responded to by the Department of Justice within 30 days of receipt**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track to key indicators.

3. **Use:** It will be used for internal management purposes to monitor the Unit's efficiency and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system will be used to track the date petitions are received and the date the responses are made. The time period will be calculated manually. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search and the nature field. Efficiency of response will be manually counted.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.6**

Indicator Name: **Number of requests for trainings received**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measure.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** SPAT will manually track requests for trainings. All data will be reported on a monthly basis

7. **Calculation Methodology:** Manual count, Excel spreadsheet.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.6**

Indicator Name: **Number of trainings provided**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measure.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system will be used to calendar all trainings provided. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program calendar.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Sexual Predator Apprehension Team, Section Chief
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.6**

Indicator Name: **Number of trainings provided by the Department of Justice within 60 days of request**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track to key indicators.

3. **Use:** It will be used for internal management purposes to monitor the Unit's efficiency and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** SPAT will manually track requests for trainings, The Criminal Case Tracking system will be used to calendar trainings provided. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program and Excel spreadsheet; manual calculation of time period between date of training requests and date trainings provided.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.7**

Indicator Name: **Number of requests for consultation received**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system will be used to track the number of requests for consultation received. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search and the nature field.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.7**

Indicator Name: **Number of responses to requests for consultation**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system will be used to track the number of responses to requests for consultation. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search and the nature field.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Sexual Predator Apprehension Team, Section Chief
Criminal Division
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.7**

Indicator Name: **Number of responses made to requests for consultation within 45 days of the request or receipt of all information necessary to respond to the request, whichever is later**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track to key indicators.

3. **Use:** It will be used for internal management purposes to monitor the Unit's efficiency and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** The Criminal Case Tracking system will be used to track the date requests for consultation are received and the date the responses are made. The time period will be calculated manually. All data will be reported on a monthly basis

7. **Calculation Methodology:** Tracking Program retrieves data by date range search and the nature field. Efficiency of response will be manually counted.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Sexual Predator Apprehension Team, Section Chief
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CRIMINAL PROGRAM (INVESTIGATIONS)
2018-2022 STRATEGIC PLAN
SUPPORTING INTERNAL/EXTERNAL DOCUMENTATION

INTERNAL

Customers, expectation groups and stakeholders

The Criminal Program has many customers, expectation groups, and stakeholders identified as follows: the citizens of the state, the Legislature, District Attorneys, local and other state law enforcement agencies, the courts, Attorney's General Offices in other states, other agencies of state government, various agencies of the Federal government, Federal law enforcement, area schools and universities, various banking and financial groups and organizations and other divisions and programs of the Department of Justice.

Where is the organization now?

The Criminal Division includes the General Prosecution Section, Appeals and Special Services Section, Public Corruption Unit, Insurance Fraud Unit, Sexual Predator Apprehension Team, and the Medicaid Fraud Control Unit. The Investigation Division has been restructured to consist of the Trial/General Investigation Section, Fugitive Apprehension Unit, and Cyber Crime Unit.

Further, the present administration has begun a very pro-active public campaign against fraud and other corruptive practices in state government. Several high profile cases have already been prosecuted and our office has been instrumental in several ongoing investigations regarding these issues which will result in further referrals for prosecution.

What are the program's strengths and weaknesses?

The prosecutor group's strengths are displayed in the assemblage of attorneys and investigators which are comprised of hard working, conscientious employees with expertise and widely diversified professional skills.

The greatest strength of the program is the present staff of prosecutors who have collective experience of over 150 years in the practice of law.

Another area of strength is the type of professional personalities within the prosecution team. Good work ethic, experience in criminal litigation, common sense, and the ability to grasp the local "lay of the land", are all extremely important skills that our attorneys possess.

The programs primary weakness is the fact that we have only 15 full time prosecutors who have to prosecute in 64 parishes' state wide. The variety of venues and the vastness of the geographic area of coverage create enormous logistic, procedural, political and practical challenges to the limited number of prosecutors in the office at this time.

In addition, the types of cases recused to our office include, for the most part, high profile and sometimes politically charged issues which must go to trial. The rate of actual trials per case load is unusually greater than with normal prosecutorial offices.

We also anticipate that due to the present attorney general's pro-active involvement with law enforcement that our case load will again double, increasing lawyer fatigue and delays in prosecution. The program suffers from a lack of qualified paralegal positions.

Training has also suffered due to lack of funding, and morale had begun to decrease because of no opportunity for raises.

EXTERNAL

What are the current issues that affect the organization's activities?

The present political climate presents an external force where more and more cases are being referred to the LADOJ as a direct result of the very pro-active role taken by the presently elected incumbent.

Elderly abuse, consumer protection issues, and public corruption are all issues at the forefront of the attorney general's program as well as the public eye. As a result our office has been inundated with additional complaints for investigation and prosecution in these areas.

Therefore, the most significant external issue that affects the Criminal Program is the uncertainty of funding on a year to year basis to account for this increase in business. It becomes a very difficult task to plan for years in advance when the funding is so tenuous and there is no mechanism in place to recoup prosecution costs. Currently we do not even have money to order transcripts from hearings that are vital to a successful prosecution. Experts are also key in many of our prosecutions. Again, experts must be paid and this is an area of concern because a prosecution should not be "hamstrung" because of an inability to hire good experts.

Finally, with the ever increasing number of computer and other high tech crimes, including identity theft and internet fraud, the division, which also houses the foremost state computer forensic unit, is becoming more and more burdened with specialty prosecutions of this nature, since we are the primary investigatory and only state wide prosecution unit in this area.

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.8: Generate 240 Internet Crimes Against Children cases by June 30, 2022.

Strategy I.8.a: Engage in at least 300 hours proactive online investigation per fiscal year.

Analysis
_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization
__X__ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame
_____ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.9: Complete 1,500 Forensic Lab examinations by June 30, 2022.

Strategy I.9.a: Implement and maintain evidence and task tracking system for forensic lab examinations.

Analysis
_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization
__X__ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame
_____ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.9: Complete 1,500 Forensic Lab examinations by June 30, 2022.

Strategy I.9.b: Ensure that all examiners obtain ENCASE certification.

Analysis
_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization
__X__ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame
_____ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.10: Investigate 1,000 non-ICAC CCU complaints by June 30, 2022.

Strategy I.10.a: Cyber Crime Unit supervisor shall prioritize and assign cases based on the seriousness and potential threat to the public.

Analysis
_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization
__X__ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame
_____ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.11: Initiate or assist in 500 investigations per fiscal year by 2022.

Strategy I.11.a: Carefully screen complaints and requests for investigation to identify potential criminal violations warranting investigation.

Analysis
_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization
__X__ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame
_____ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.11: Initiate or assist in 500 investigations per fiscal year by 2022.

Strategy I.11.b: Assist in 100% of investigations in recusal cases upon request by Criminal Division.

Analysis
_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization
__X__ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame
_____ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.12: Initiate or assist in 50 fugitive apprehensions per fiscal year by June 30, 2022.

Strategy I.12.a: Carefully screen requests for assistance to identify all outstanding warrants per each target/fugitive.

Analysis
_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization
__X__ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame
_____ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

Program: CRIMINAL

Objective I.12: Initiate or assist in 50 fugitive apprehensions per fiscal year by June 30, 2022.

Strategy I.12.b: The supervisor will review casework to make sure proper background searches are completed.

Analysis
_____ Cost/benefit analysis conducted
__X__ Other analysis used
_____ Impact on other strategies considered

Authorization
__X__ Authorization exists
_____ Authorization needed

Organization Capacity
_____ Needed structural or procedural changes identified
__X__ Resource needs identified

Time Frame
_____ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact
__X__ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.8**

Indicator Name: **Number of ICAC cases opened that are initiated through complaints or information received**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to HTCU. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of complaints marked as ICAC related by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Deputy Director
Investigation Division
Phone: 225-326-6100
Fax: 225-326-6197

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.8**

Indicator Name: **Number of Internet Crimes Against Children cases opened generated from proactive online investigation per fiscal year**

Indicator LaPAS PI Code: **21869**

1. **Type and Level**: Output - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to HTCU. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of DOJ ICAC cases entered as resulting from proactive online investigation.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Deputy Director
Investigation Division
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.8**

Indicator Name: **Number of Internet Crimes Against Children cases opened that are initiated through complaints or information received**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to HTCU. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of DOJ ICAC cases entered as initiating from complaint or information received.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.8**

Indicator Name: **Number of DOJ ICAC cases per 40 hours of DOJ proactive online investigation per fiscal year**

Indicator LaPAS PI Code: **21870**

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to HTCU. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of DOJ ICAC cases divided by the number of DOJ proactive online hours results in the number per 40 hour of proactive online investigation.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.8**

Indicator Name: **Total CCU arrests**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to HTCU. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of CCU arrests by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.9**

Indicator Name: **Number of request for forensic lab examinations received from outside agencies**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to Forensic Lab. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of requests entered as from outside agencies, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.9**

Indicator Name: **Number of forensic lab examinations requested for DOJ cases**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to Forensic Lab. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of requests entered as from DOJ, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.9**

Indicator Name: **Size (in gigabytes) of completed examinations**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to Forensic Lab. All data will be reported on a monthly basis

7. **Calculation Methodology:** The total number of size (gigabytes) of completed examinations, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.9**

Indicator Name: **Total forensic examinations completed**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to Forensic Lab. All data will be reported on a monthly basis

7. **Calculation Methodology:** The total number of completed examinations, search by date range.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.10**

Indicator Name: **Number of non-ICAC CCU complaints received and reviewed**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to HTCU. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of complaints received as non-ICAC CCU by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.10**

Indicator Name: **Number of non-ICAC CCU complaints assigned for investigation**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to HTCU. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of complaints received as non-ICAC CCU assigned for investigation by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.10**

Indicator Name: **Number of non-ICAC CCU complaints where investigation is completed**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to HTCU. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of complaints received as non-ICAC CCU assigned for investigation marked as completed by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.10**

Indicator Name: **Number of cases opened as a result of a non-ICAC CCU complaint**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system coded to HTCU. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of cases opened as a result of complaints received as non-ICAC CCU by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.11**

Indicator Name: **Number of requests for assistance from law enforcement agencies**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of requests where assistance from a law enforcement agency is selected. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Deputy Director
Investigation Division
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Fax: 225-326-6197

PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.11**

Indicator Name: **Number of requests for assistance from non-law enforcement governmental agencies**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of requests for assistance from a non-law enforcement governmental agency is selected. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Deputy Director
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.11**

Indicator Name: **Number of recusal requests**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of recusals received. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.11**

Indicator Name: **Number of investigations opened**

Indicator LaPAS PI Code: **21861**

1. **Type and Level**: Input - Key

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of recusals received. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Deputy Director
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.11**

Indicator Name: **Number of open investigations per investigator**

Indicator LaPAS PI Code: **21863**

1. **Type and Level**: Input - KEY

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of open investigations divided by the number of FTE investigators. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.11**

Indicator Name: **Number of closed investigations per investigator**

Indicator LaPAS PI Code: **21862**

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of closed investigations divided by the number of FTE investigators. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Deputy Director
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.11**

Indicator Name: **Number of total closed investigations**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of closed investigations. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Deputy Director
Investigation Division
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.11**

Indicator Name: **Number of new investigations opened**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of new investigations opened. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.11**

Indicator Name: **Number of new investigations opened due to DOJ initiated**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of new investigations opened where DOJ initiated is selected. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.11**

Indicator Name: **Number of new investigations opened due to requested assistance**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of new investigations opened where assistance is requested. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.12**

Indicator Name: **Number of requests for fugitive apprehension assistance from law enforcement agencies**

Indicator LaPAS PI Code: **NEW**

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of requests for fugitive apprehension assistance assistance from law enforcement agencies. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.12**

Indicator Name: **Number of cases opened**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Input - Key

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of outstanding warrants on fugitives. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.12**

Indicator Name: **Number of outstanding warrants**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of outstanding warrants on fugitives. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.12**

Indicator Name: **Number of fugitive apprehension arrests**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - **Key**

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of arrests in the fugitive apprehension section. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.12**

Indicator Name: **Number of total closed investigations**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of fugitive apprehension cases closed. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Deputy Director
Investigation Division
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PERFORMANCE INDICATOR DOCUMENTATION

Program: **CRIMINAL**

Objective: **I.12**

Indicator Name: **Number of outstanding warrants cleared**

Indicator LaPAS PI Code: **New**

1. **Type and Level**: Outcome - **Key**

2. **Rationale:** It is necessary to track key indicators**.**

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified

5. **Validity, Reliability and Accuracy:** No, the indicator is valid.

6. **Data Source, Collection and Reporting:** Data is tracked in the Investigation Tracking system. All data will be reported on a monthly basis

7. **Calculation Methodology:** The number of warrants cleared by fugitive apprehension unit. Search by date range search.

8. **Scope:** Indicator is aggregated.

9. **Caveats:** No weaknesses; indicator is not a surrogate; the source of the date does not have a bias; there is not a caveat.

10. **Responsible Person:**

Deputy Director
Investigation Division
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LITIGATION PROGRAM
2018-2022 STRATEGIC PLAN BACK-UP DOCUMENTATION

SITUATION INVENTORY

INTERNAL:

1. Our major customer is the Office of Risk Management. Additional customers are the Baton Rouge Campus of LSU and other state officials and employees to whom we provide a defense when they are sued.
2. The major change in the last four years is the increased efforts made to move cases assigned to in-house and contract attorneys to completion. This has resulted in a significant reduction in the number of open cases in litigation and a reduction in outside counsel fees.
3. The Program continues to provide legal representation of the state, state officials and state employees when sued over events arising out of the activities of state government.
4. Strengths include the core group of experienced attorneys, updated tracking software, and the use of regional offices. Weaknesses include the lack of recruitment, lack of efforts to retain staff, and lack of non-management career paths.

EXTERNAL:

1. External threats to the Program include budget cuts affecting hiring and retention of qualified personnel.
2. Transfer of Third Party Administrators by the Office of Risk Management may create time periods of inefficiencies and reorganization of performance of duties and responsibilities.
3. External factors that are beyond the control of the Program that could significantly affect the achievement of its goals and objectives is the number of suits that are filed which the Office of Risk Management sends to the Litigation Program for defense.
4. Another external factor is the number of attorneys available to handle the defense of suits. Although the Program can request an increase in the table of organization to provide more attorneys to handle an increase in the average caseload beyond what is realistic for an attorney to handle effectively and efficiently, the final decision to increase the table of organization rests outside the department.
5. The continued state-wide budget issues may result in increased utilization of the Program both in defending the state in lawsuits and in representing state agencies in other litigation.

STRATEGY ANALYSIS CHECKLIST

Program: **LITIGATION**

Objective I.1: Through the Litigation Program, to handle in-house at least 85% of new risk litigation cases opened each fiscal year by June 30, 2022.

Strategies

I.1.a: Management shall review case assignment reports on a monthly basis.

I.1.b: Management shall, in its hiring practices, attempt to ensure as wide a range of specialization and experience as possible.

I.1.c: Management shall monitor attorney workload and progress to ensure that cases are handled efficiently

Analysis

_____ Cost/benefit analysis conducted
[X] Other analysis used
_____ Impact on other strategies considered

Authorization

[X] Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
[X] Resource needs identified

Time Frame

[X] Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

[X] Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Number of new cases received by the Litigation Program in the fiscal year

Indicator LaPAS PI Code: 13980

1. **Type and Level**: Input - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database tracked monthly. It is reported in "real time" and the report used is the "Performance Indicator: New Cases".

7. **Calculation Methodology:** This is a standard calculation of the number of new cases reported in the case tracking data based on a monthly basis.

8. **Scope:** This is aggregated and it can be broken down by section/office and by type and area of litigation.

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Number of open cases

Indicator LaPAS PI Code: 13968

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database, tracked monthly. It is reported in "real time". The report used is "Performance Indicator: Open Cases".

7. **Calculation Methodology:** This is a standard calculation of the number of open cases reported in the case tracking database on a monthly basis for in-house and contract attorney.

8. **Scope:** This is aggregated and it can be broken down by in-house, section/office, type of litigation and contract.

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Number of open cases handled by contract attorneys

Indicator LaPAS PI Code: 531

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database, tracked monthly. It is reported in "real time". The data used from the "The report used is "Performance Indicator: Open Cases - Contract".

7. **Calculation Methodology:** This is a standard calculation of the number of open cases reported in the case tracking database on a monthly basis for contract attorneys.

8. **Scope:** This is aggregated and it can be broken down by the number of cases contracted to outside counsel and by type of litigation.

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Number of open cases handled by in-house attorneys

Indicator LaPAS PI Code: 528

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database, tracked monthly. It is reported in "real time". The report used is "Performance Indicator: Open Cases – In-House".

7. **Calculation Methodology:** This is a standard calculation of the number of open cases reported in the case tracking database on a monthly basis for in-house attorneys.

8. **Scope:** This is aggregated and it can be broken down by section/office and type of litigation.

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Number of new cases assigned to contract attorney

Indicator LaPAS PI Code: 13981

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database, tracked monthly. It is reported in "real time". The report used is "Performance Indicator: New Cases - Contract".

7. **Calculation Methodology:** This is a standard calculation of the number of new cases assigned and reported in the case tracking database on a monthly basis for contract attorneys.

8. **Scope:** This is aggregated and it can be broken down by the number of cases contracted to outside counsel.

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Number of new cases assigned to in-house attorneys

Indicator LaPAS PI Code: 13982

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database, tracked monthly. It is reported in "real time". The report used is "Performance Indicator: New Cases – In-House".

7. **Calculation Methodology:** This is a standard calculation of the number of new cases assigned and reported in the case tracking database on a monthly basis for in-house counsel.

8. **Scope:** This is aggregated and it can be broken down by section/office and type of litigation.

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Percentage of open cases handled by contract attorneys

Indicator LaPAS PI Code: 13971

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database, tracked monthly. It is reported in "real time". The report used is "Performance Indicator: Open Cases".

7. **Calculation Methodology:** Number of open cases handled by contract attorneys divided by the total number of open cases.

8. **Scope:** This is aggregated it can be broken by the number of cases handled by contract attorneys

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Percentage of open cases handled by in-house attorneys

Indicator LaPAS PI Code: 13983

1. **Type and Level**: Output - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database, tracked monthly. It is reported in "real time". "Performance Indicator: Open Cases".

7. **Calculation Methodology:** Number of open cases handled by in-house attorneys divided by the total number of open cases.

8. **Scope:** This is aggregated it can be broken by the number of cases handled by in-house attorneys.

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Average number of days open for open contract attorney cases

Indicator LaPAS PI Code: 21876

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database, tracked monthly. It is reported in "real time".

7. **Calculation Methodology:** Ratio of average days open for open cases for contract attorneys

8. **Scope:** This is aggregated

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Average number of days open for open in-house attorney cases

Indicator LaPAS PI Code: 21877

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database, tracked monthly. It is reported in "real time".

7. **Calculation Methodology:** Total number days open for open cases for in-house attorneys divided by number of cases.

8. **Scope:** This is aggregated

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

PERFORMANCE INDICATOR DOCUMENTATION

Program: **Litigation Program**

Objective: **I.1**

Indicator Name: Percentage of new cases handled in-house

Indicator LaPAS PI Code: 527

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is a necessary indicator to track the reduction of cases assigned to outside attorneys.

3. **Use:** It will be used for internal management purposes and performance-based budgeting as an indicator of workload.

4. **Clarity:** Clearly identified.

5. **Validity, Reliability and Accuracy:** Input is valid based upon current data entry.

6. **Data Source, Collection and Reporting:** Internal database, tracked monthly. It is reported in "real time".

7. **Calculation Methodology:** Percentage of all new risk litigation cases divided by the number of new cases assigned to in-house attorneys monthly.

8. **Scope:** This is aggregated

9. **Caveats:** Input audit plan is currently under development.

10. **Responsible Person**: Director of Litigation Division

GAMING PROGRAM
2018-2022 STRATEGIC PLAN
SUPPORTING INTERNAL/EXTERNAL DOCUMENTATION

INTERNAL ENVIRONMENT

(1) Customers/clients/stakeholders

Customers/clients: The Gaming Division's clients include the Louisiana Gaming Control Board, Louisiana State Police, Louisiana State Racing Commission, Louisiana Lottery Corporation, and the Department of Revenue and Taxation, Charitable Gaming Unit.

Stakeholders: There do not appear to be stakeholders in the Gaming Division except perhaps contract counsel, court reporters, hearing officers and expert witnesses who receive compensation for services provided to the State and or the Louisiana Gaming Control Board.

(2) Major accomplishments which demonstrate how well needs of internal and external customers have been met

The Gaming Division's clients expect the Division to provide competent and effective legal advice, counsel, and representation in matters including proposed enforcement actions, rule promulgation, civil suits, subpoenas, public inquiries, application processing, suspensions, revocations, and administrative actions. They further expect the Division to assist in the strict regulation of the gaming industry to ensure that gaming is conducted honestly and free from criminal and corruptive elements.

The Division has provided competent and effective representation to its internal clients and has assisted in protecting the general public by serving to ensure that the gaming industry is free from criminal and corruptive elements.

Division personnel have been organized so that legal representation may be provided in an efficient manner. The Division consists of three sections which provide specific legal services to its clients. The sections within the Division are: 1) Licensing and Compliance; 2) Adjudication ; and 3) General Gaming.

The Division has fully implemented a case tracking system. The system has enhanced the Division's ability to provide consistent and competent services to its client agencies. The case tracking system has also improved the storing of all case file documents for easy retrieval and increased the Division's ability to successfully meet established performance objectives.

(3) Changes that have occurred in the Division over the last several years

The Gaming Division is operating under a new management team, including a new director and new section chiefs, which brings with it enthusiasm, experience, a variety of expertise, and a great deal of institutional knowledge, while retaining and relying on the wealth of knowledge

and experience possessed by the deputy director. Under the new management team, almost all of the internal problems that previously existed within the Division have been eliminated and the few that remain are being addressed. Overall, the Division is stronger than at any previous time in its existence.

The Division has streamlined its internal organizational structure into three sections – Licensing and Compliance, Adjudication, and General Gaming.

The case tracking system has been enhanced to provide a database for searching all previous gaming decisions issued by the Louisiana Gaming Control Board and the Administrative Hearing Office.

(4) Current activities and programs

The Gaming Division provides legal representation related to particular types of gaming activity, specifically Riverboat Gaming, Video Draw Poker, Louisiana Lottery, Charitable Gaming, Racetrack Gaming (including slots at the racetracks), Indian Gaming and Landbased Casino Gaming.

(5) Strengths and weaknesses of the Gaming Division

Strengths
The Division's legal staff is comprised of hard working, conscientious attorneys with expertise and widely diversified legal skills.

Weaknesses
The Division suffers from a high turnover rate due to non-competitive salaries for attorneys and staff personnel.

EXTERNAL ENVIRONMENT

(1) Threats to the Division's activities

a) Employee turnover rate due to non-competitive salaries;
b) Legislative changes; and
c) Division's budget.

(2) Major current issues or problems that affect organization (local, statewide, regional, etc.)

a) Legal challenges to licensees voluntary procurement goals and the state's monitoring compliance;
b) Declining gaming revenue due to economy and competition from other jurisdictions; and

c) Establishing the role of the Attorney General's Office in a multitude of gaming matters.

(3) Current events, issues, trends emerging in the field

a) Potential federal legalization and regulation of internet gaming;
b) Expansion of gaming in existing and new jurisdictions to address state budget problems;
c) Potential discovering of actual tampering of winning lottery numbers that has been discovered in other states; and
d) Increasing issues with online raffles.

(4) How environment may differ in the future

Increased staff time may be required to provide effective counsel in response to the issues and/or problems that affect gaming regulation in Louisiana. In addition, organizational changes may be necessary due to the increase of responsibility of the Division in particular areas of gaming.

STRATEGY ANALYSIS CHECKLIST

PROGRAM: **GAMING**

OBJECTIVE: I.1: Forward 95% of video gaming and casino gaming approval files to the Louisiana Control Board within 20 business days of assignment by June 30, 2022.

STRATEGY: I.1.a: Licensing and Compliance Section Chief shall use case tracking system to manage timeliness of file processing.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
__X__ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
_____ Resource needs identified

Time Frame

__X__ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

_____ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

PROGRAM: **GAMING**

OBJECTIVE: I.2: Forward 95% of all video gaming administrative action and denial files to the Louisiana Gaming Control Board within 60 business days of assignment by June 30, 2022.

STRATEGY I.2.a: Licensing and Compliance Section Chief shall use case tracking system to manage timeliness of file processing.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
__X__ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
_____ Resource needs identified

Time Frame

__X__ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

_____ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

STRATEGY ANALYSIS CHECKLIST

PROGRAM: **GAMING**

OBJECTIVE: I.3: Forward 95% of all casino gaming administrative action and denial files to the Louisiana Gaming Control Board within 30 business days of assignment by June 30, 2022.

STRATEGY: I.3.a: Licensing and Compliance Section Chief shall use case tracking system to manage timeliness of file processing.

Analysis

_____ Cost/benefit analysis conducted
__X__ Other analysis used
__X__ Impact on other strategies considered

Authorization

__X__ Authorization exists
_____ Authorization needed

Organization Capacity

_____ Needed structural or procedural changes identified
_____ Resource needs identified

Time Frame

__X__ Already ongoing
_____ New, startup date estimated
_____ Lifetime of strategy identified

Fiscal Impact

_____ Impact on operating budget
_____ Impact on capital outlay budget
_____ Means of finance identified

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Number of casino gaming approval files received from State Police**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of casino gaming approval files received from State Police.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation; No proxy or surrogate; Source of data does not have a bias; No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Number of video gaming approval files received from State Police**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of video gaming approval files received from State Police.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Number of casino gaming approval files processed by Licensing and Compliance**

Indicator LaPAS PI Code: 22204

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to key indicators.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of casino gaming approval files processed.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Number of video gaming approval files processed by Licensing and Compliance**

Indicator LaPAS PI Code: 22203

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to key indicators.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of video gaming approval files processed.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Number of casino gaming approval files returned to State Police**

Indicator LaPAS PI Code: New

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to key indicators.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of casino gaming approval files returned to State Police

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Number of video gaming approval files returned to State Police**

Indicator LaPAS PI Code: New

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to key indicators.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of video gaming approval files returned to State Police.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Average number of business days from assignment of casino gaming approval files until forwarded to Louisiana Gaming Control Board**

Indicator LaPAS PI Code: 21882

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by calculating the average number of business days from assignment of casino gaming approval files until forwarded to Board.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Average number of business days from assignment of video gaming approval files until forwarded to Louisiana Gaming Control Board**

Indicator LaPAS PI Code: 21880

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by calculating the average number of business days from assignment of video gaming approval files until forwarded to Board.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Number of casino gaming approval files processed within 20 business days of assignment**

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number casino gaming approval files processed within 20 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Number of video gaming approval files processed within 20 business days of assignment**

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of number of video gaming approval files processed within 20 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Percent of casino gaming approval files processed within 20 business days of assignment**

Indicator LaPAS PI Code: 21883

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track key indicators.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by calculating the percent of casino gaming approval files processed within 20 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Percent of video gaming approval files processed within 20 working days of assignment**

Indicator LaPAS PI Code: 21881

1. **Type and Level**: Outcome - Supporting

2. **Rationale:** It is necessary to track key indicators.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by calculating the percent of video gaming approval files processed within 20 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Number of complex casino gaming approval files processed in more than 20 business days of assignment**

Indicator LaPAS PI Code: 23427

1. **Type and Level**: Outcome - General

2. **Rationale:** It is necessary to track key indicators.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of complex casino gaming approval files processed in more than 20 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.1**

Indicator Name: **Number of complex video gaming approval files processed in more than 20 business days of assignment**

Indicator LaPAS PI Code: New

1. **Type and Level**: Outcome - General

2. **Rationale:** It is necessary to track key indicators.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of complex video gaming approval files processed in more than 20 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.2**

Indicator Name: **Number of video gaming administrative action and denial files received from State Police**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of video gaming administrative action and denial files received from State Police.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.2**

Indicator Name: **Number of video gaming administrative action and denial files processed by Licensing and Compliance**

Indicator LaPAS PI Code: 537

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of video gaming administrative action and denial files processed by Licensing and Compliance.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.2**

Indicator Name: **Number of video gaming administrative action and denial files returned to State Police**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of video gaming administrative action and denial files returned to State Police.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.2**

Indicator Name: **Average number of business days from assignment of video gaming administrative action and denial video files until forwarded to Louisiana Gaming Control Board**

Indicator LaPAS PI Code: 21885

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by calculating the average number of business days from assignment of video gaming administrative action and denial files until forwarded to Board.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.2**

Indicator Name: **Number of video gaming administrative action and denial files processed within 60 business days of assignment**

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of number of video gaming administrative action and denial files processed within 60 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.2**

Indicator Name: **Percent of video gaming administrative action and denial files processed within 60 business days of assignment**

Indicator LaPAS PI Code: 21884

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by calculating the percent of video gaming administrative action and denial files processed within 60 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.2**

Indicator Name: **Number of complex video gaming administrative action and denial files processed in more than 60 business days of assignment**

Indicator LaPAS PI Code: 23425

1. **Type and Level**: Outcome - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of complex video gaming administrative action and denial files processed in more than 60 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.3**

Indicator Name: **Number of casino gaming administrative action and denial files received from State Police**

1. **Type and Level**: Input - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of casino gaming administrative action and denial files received from State Police.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.3**

Indicator Name: **Number of casino gaming administrative action and denial files processed by Licensing and Compliance**

Indicator LaPAS PI Code: 11895

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of casino gaming administrative action and denial files processed by Licensing and Compliance.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.3**

Indicator Name: **Number of casino gaming administrative action and denial files returned to State Police**

1. **Type and Level**: Output - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of casino gaming administrative action and denial files returned to State Police.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.3**

Indicator Name: **Average number of business days from assignment of casino administrative action and denial files until forwarded to Louisiana Gaming Control Board**

Indicator LaPAS PI Code: 10464

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by calculating the average number of business days from assignment of casino administrative action and denial files until forwarded to Board.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.3**

Indicator Name: **Number of casino gaming administrative action and denial files processed within 30 business days of assignment**

1. **Type and Level**: Efficiency - Supporting

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of number of casino gaming administrative action and denial files processed within 30 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.3**

Indicator Name: **Percent of casino gaming administrative action and denial files processed within 30 business days of assignment**

Indicator LaPAS PI Code: 21886

1. **Type and Level**: Outcome - Key

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by calculating the percent of casino gaming administrative action and denial files processed within 30 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599

PERFORMANCE INDICATOR DOCUMENTATION

Program: **GAMING PROGRAM**

Objective: **I.3**

Indicator Name: **Number of complex casino gaming administrative action and denial files processed in more than 30 business days of assignment**

Indicator LaPAS PI Code: New

1. **Type and Level**: Outcome - General

2. **Rationale:** It is necessary to track to support the outcome measures.

3. **Use:** The indicator will be used for management purposes and for performance-based budgeting as an indicator of workload.

4. **Clarity:** Indicator clearly identifies what is being measured. Indicator does not contain jargon or acronyms.

5. **Data Source, Collection and Reporting:** The Gaming Case Tracking program tracks all data related to performance indicators. All data will be reported on a monthly basis.

6. **Calculation Methodology:** Standard calculation by counting the number of complex casino gaming administrative action and denial files processed in more than 30 business days of assignment.

7. **Scope:** The indicator is aggregated.

8. **Caveats:** No weakness or limitation. No proxy or surrogate. Source of data does not have a bias. No caveats.

9. **Validity, Reliability and Accuracy:** The indicator has not been audited. The indicator is valid.

10. **Responsible Person:** Tracking Manager, Licensing and Compliance, phone: 326-6500, fax: 326-6599