



Strategic Plan

July 1, 2010 – June 30, 2015

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LOUISIANA WORKFORCE COMMISSION

VISION

The Louisiana Workforce Commission will drive the development of the workforce that meets the current and future needs of the state.

MISSION

The Louisiana Workforce Commission will provide the services that promote worker opportunity and business growth.

PHILOSOPHY

The Louisiana Workforce Commission (LWC) is an aggressive advocate for a trained, viable workforce and is committed to a strategy of career ladder employment for Louisiana citizens. LWC is dedicated to working closely with employers, workers, and job seekers to determine how best to meet their employment and training needs.

GOALS

- Fully implement Louisiana’s comprehensive workforce development reform initiatives.
 - To provide quality workforce solutions through an integrated workforce development system.
 - To maintain the integrity of the Unemployment Insurance and Workers’ Compensation systems through regulatory compliance.
 - Increase the state’s economic competitiveness.
 - Help retain and expand existing businesses.
 - Increase workforce participation.
-

VALUES

- Trust
- Respect
- Fairness
- Excellence
- Open Communication
- Involvement
- Accountability

PROGRAM NAME **WORKFORCE SUPPORT AND TRAINING**
PROGRAM A: OFFICE OF THE EXECUTIVE DIRECTOR

MISSION The mission of the Office of the Executive Director is to provide leadership and oversight of departmental programs.

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GOAL I *The Office of the Executive Director will lead and support the continuous improvement of agency operations and customer relations at all levels.*

AUTHORIZATION LA R.S. 23:4

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PROGRAM ACTIVITY Office of the Executive Director – This activity provides executive level leadership and administrative services to support the agency’s effort to build a well-trained workforce and become the indispensable provider of workforce solutions.

PROGRAM ACTIVITY OBJECTIVE I.1

To achieve 90% of agency performance objectives, complete 100% of approved audit plans, and decrease Unemployment Insurance (UI) judicial reviews to 10 working days.

STRATEGY I.1.1 Establish Continuous Improvement Teams.

STRATEGY I.1.2 Lead the effort to integrate all state level job training, employment and employment-related educational programs and functions under the authority of the Louisiana Workforce Commission.

STRATEGY I.1.3 Lead the state’s effort to develop a comprehensive labor market information system.

STRATEGY I.1.4 Develop an annual audit plan and routinely monitor progress of meeting scheduled audit completion dates.

STRATEGY I.1.5 Monitor the timeliness of filing UI judicial review answers.

PERFORMANCE INDICATORS

Outcome: Percentage of performance objectives achieved.

Outcome: Percentage of Internal Audit Plan completed.

Outcome: Percentage of answers filed in UI judicial review appeals within 10 working days of receipt of the case record from the Appeals Tribunal.

PROGRAM NAME **WORKFORCE SUPPORT AND TRAINING**
PROGRAM B: OFFICE OF MANAGEMENT AND FINANCE

MISSION The mission of the Office of Management and Finance is to provide the technical and administrative support necessary to fulfill the vision and mission of the LWC.

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GOAL I ***To manage and safeguard the agency's assets to create and maintain an environment of continuous improvement.***

AUTHORIZATION LA R.S. 36:306

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PROGRAM ACTIVITY Support Services – This activity is designed to improve the LWC’s organizational capacity to pursue its vision, mission, and goals in a timely and sustainable manner. These services assist primary program providers by providing the necessary resources to deliver quality services to customers, properly account for federal and state funding, and procure services and equipment.

PROGRAM ACTIVITY OBJECTIVE I.1

To provide and support effective and quality management by providing accurate and timely financial information to business units.

STRATEGY I.1.1 To develop and maintain procedures that promote effective compliance with purchasing and inventory control.

STRATEGY I.1.2 Improve budget ownership, management, and monitoring.

STRATEGY I.1.3 Redesign contract approval process and train end-users to increase contract competency.

STRATEGY I.1.4 Educate employees on fundamental financial accounting principles (line item budgets, coding, etc.)

PERFORMANCE INDICATORS

Efficiency: Percentage of quarterly cost allocations completed in 45 days.

PROGRAM ACTIVITY OBJECTIVE I.2

To provide and support effective Human Resources strategies that enable the LWC to fulfill its mission by attracting, developing and retaining a competent, qualified workforce.

STRATEGY I.2.1 To develop a comprehensive performance management system for all employees.

STRATEGY I.2.2 To communicate the importance of employee development and ensure that employees are afforded the opportunity to participate in both internal and external training.

PERFORMANCE INDICATORS

Outcome: Percentage of PPRs completed timely and within Civil Service guidelines.

Outcome: Percentage of LWC supervisory level staff that receives required LWC and State Civil Service developmental training.

PROGRAM NAME **WORKFORCE SUPPORT AND TRAINING
PROGRAM C: OFFICE OF INFORMATION SYSTEMS**

MISSION The mission of the Information Systems Section is to provide timely and accurate labor market information, and to provide information technology services to the LWC, its customers and stakeholders.

GOAL I *To provide timely and accurate labor market information, and to provide information technology services to the LWC, its customers and stakeholders. The program administers and provides assistance for the Occupation Information System.*

AUTHORIZATION LA R.S. 36:301C and 36:308E
1884 Statute (29 USC 1)
Wagner-Peyser Act, Section 14 (29 USC 49 f (a)(3)(D))
Job Training Partnership Act (29 USC 1501)
PVTEA, Section 422 (b)
Occupational Safety and Health Act of 1970
Workforce Investment Act of 1998

PROGRAM ACTIVITY Information Technology Services – This activity develops, maintains and provides IT support services to all divisions and programs of the LWC. Major functions of LWC include: Unemployment Insurance, Workers' Compensation and Workforce Development. Evaluate, purchase and maintain hardware and software to support the agency's technology infrastructure. IT also supports more than 50 area offices providing LWC services across the state.

PROGRAM ACTIVITY OBJECTIVE I.1

To provide quality information technology services to agency business units and stakeholders, achieving a customer satisfaction rate of 90%.

STRATEGY I.1.1 Track the progress of major IT projects and give regular status reports to the users.

STRATEGY I.1.2 Align IT priorities with business priorities and improve the quality of data.

PERFORMANCE INDICATORS

Outcome: Percentage of internal customers who indicate satisfaction with information technology.

PROGRAM ACTIVITY Labor Statistics – This activity manages five distinct statistical programs to determine the size and characteristics of Louisiana's labor force under established grant guidelines. It also populates the agency's website, produces occupational projections, and disseminates all labor market information on employment statistics.

PROGRAM OBJECTIVE I.2 To provide labor force statistical data with 90% of all contract deliverables completed satisfactorily, resulting in workforce data dissemination in a user-friendly format.

STRATEGY I.2.1 Communicate with training providers, Workforce Investment Boards, and state and federal partners for quality assurance.

STRATEGY I.2.2 Continue improvements to existing internet site through customer feedback.

STRATEGY 1.2.3 Make continual improvements to the occupational projections process, adding value and credibility to the estimates.

PERFORMANCE INDICATORS

Outcome: Number of Bureau of Labor Statistics (BLS) contract deliverables completed.

Outcome: Percentage of Labor Market Information (LMI) data disseminated in 30 days.

PROGRAM NAME

**OFFICE OF WORKFORCE DEVELOPMENT
PROGRAM D: OFFICE OF WORKFORCE DEVELOPMENT**

MISSION

The Office of Workforce Development is to provide high quality employment, training services, supportive services, and other employment-related services to businesses and job seekers to develop a diversely skilled workforce with access to good paying jobs and to support and protect the rights and interests of Louisiana’s workers through the administration and enforcement of worker protection state statutes and regulations.

GOAL I

To increase employment and earnings.

GOAL II

To increase educational and occupational skills.

GOAL III

To decrease welfare dependency.

GOAL IV

To improve the quality of the workforce.

GOAL V

To enhance productivity and competitiveness of the state through the labor exchange service and training activities.

GOAL VI

To ensure that every Louisiana worker is afforded protection from work-related abuses.

GOAL VII

To assist community action agencies that provide a range of social services that have a measurable and potentially major impact on the causes of poverty in the community.

AUTHORIZATION

Job Training and Placement Authorization

Louisiana Revised Statutes 36.308 9B); 23:1; Workforce Investment Act (WIA) of 1998 (P.L. 105-200 - August 7, 1998, Titles I and III); Welfare-to-Work grant provision of Title IV, Part A of the Social Security Act as amended by the Balanced Budget Act of 1997, Federal Regulations (November 18, 1997); Community Services Block Grant (CSBG) Federal – Omnibus Budget Act of 1981 (public Law 97-5 and Human Service Amendments of 1994, Public Law 103-252); Wagner Peyser Act, as amended by Workforce Investment Act Title III, IRCA 1991, Small Business Job Protection Act of 1996, Taxpayer Relief Act of 1997, Trade Act of 1974, OCTA 1998, and NAFTA IMP Act 1993; Title 38 U.S. Code and 20 CFR 652 Food Security Act of 1958

Incumbent Worker Training Authorization

Act 1053 of the 1997 Regular Legislative Session

Community Service Block Grant (CSBG) Authorization

Federal - Omnibus Budget Reconciliation Act of 1981 (Public Law 97-35) and Amendments, known as Community Services Block Grant Act and Louisiana Revised Statutes 23:61-66

Worker Protection Authorization

Louisiana Revised Statutes 23:101, Private Employment Services; R.S. 23:151, Child Labor Law; R.S. 23:381 Registered Apprenticeship; R.S. 23:897, Costs of Medical Exams/Drug Tests

Vocational Rehabilitation Authorization

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

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PROGRAM ACTIVITY Administration-JTP – This activity receives federal funds through the U.S. Department of Labor and reallocates these funds across the state to the 18 Local Workforce Investment Areas and agreements with various Community Action Agencies and local parish entities for CSBG and CDBG projects.

PROGRAM ACTIVITY OBJECTIVE I.1

To conduct an annual program compliance monitor review of sub-grantee recipients on 95% of LWIBs.

STRATEGY I.1.1 Provide policy guidance and oversight of the network of comprehensive Business & Career Solutions Centers located in each region of the state.

PERFORMANCE INDICATORS

Outcome: Percentage of LWIBs that undergo a formal program compliance review.

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PROGRAM ACTIVITY Business Services – This activity provides tailored workforce solutions that focus on the unique needs of specific companies, industry sectors, and occupations.

PROGRAM ACTIVITY OBJECTIVE I.2

To increase the number of employers who use LWC services by 20% in order to increase the number of workers who become employed or re-employed.

STRATEGY I.2.1 Create a Business Services Division to build capacity, accountability and support for results-oriented, demand-driven organizational cultures at the local and state levels.

STRATEGY I.2.2 Use Workforce Investment Act and Wagner-Peyser funds to hire business specialists to work with the business community in resolving workforce needs.

STRATEGY I.2.3 Ensure business has a primary role in describing public skills training.

STRATEGY I.2.4 Business services representatives will work with local boards and stakeholders to develop customized business plans to meet small business workforce needs.

STRATEGY I.2.5 Build strategic partnerships with industry.

PERFORMANCE INDICATORS

Outcome: Percentage of employer market penetration.

Outcome: Percentage of individuals receiving services placed in employment.

Outcome: Percentage of employees trained in LWC-defined regionally targeted occupations.

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PROGRAM ACTIVITY

Job Seeker Services – This activity strategically leverages federal Workforce Investment Act (WIA) funds with workforce dollars from integrating agencies. Additionally, it consolidates and integrates efforts to empower regional and local WIA leadership to set the overall policy and vision for the operation of programs that provide the required core services for job seekers and employers.

PROGRAM ACTIVITY OBJECTIVE I.3

To increase the number of adults, dislocated workers, and youths entering the labor market and/or increase the number of youths receiving a degree or certification.

STRATEGY I.3.1

Effectively utilize WIA partners and other community resources to deliver a comprehensive plan for job seekers.

STRATEGY I.3.2

Develop relationships with guidance counselors to assist students that are preparing for the workforce.

STRATEGY I.3.3

Encourage all entities that work with job seekers to utilize the LAVOS system to post resumes and search for employment.

STRATEGY I.3.4

Provide Information regarding demand occupations and training to job seekers that are planning a career change or who wish to move up the career ladder.

STRATEGY I.3.5

Work with training providers to ensure that available training meets business needs.

STRATEGY I.3.6

Coordinate with the Department of Education on development of career pathways and curricula to support the career clusters in order to promote Louisiana high-demand, high-growth career opportunities.

STRATEGY I.3.7

Utilize support services available from partners (such as Community Services Block Grants) to provide assistance to job seekers.

STRATEGY I.3.8

Work with training providers to provide transitional assistance to students exiting training that are preparing to enter the workforce.

STRATEGY I.3.9

Increase activities to fully implement WorkKeys and promote qualifications for Career Readiness Certificates.

PERFORMANCE INDICATORS

Outcome: Percentage of adult and dislocated workers employed after receipt of services.

Outcome: Percentage of youth employed after receipt of services.

Outcome: Percentage of youth that obtain a Degree of Certification after receipt of services.

Outcome: Percentage of individuals served achieving locally defined self-sufficient wages.

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PROGRAM ACTIVITY

Customized Training – This activity provides funds for Louisiana businesses to partner with Louisiana-based training providers to deliver customized training to employees. It aligns training and educational programs with current and future workforce needs as driven by the needs of Louisiana employers. The intent is to increase the workers’ skills and prevent the loss of jobs, as well as create new jobs. Additionally, this activity advances the state’s economic reform goals by building a diversified portfolio of businesses across multiple industry sectors, many of which are positioned to grow by retaining, growing and attracting good jobs by making strategic investments in the state’s workforce.

PROGRAM ACTIVITY OBJECTIVE I.4

To increase the Incumbent Worker Training Program (IWTP) by 10% of incumbent workers that are trained through a customized training program and to train 1,500 employees through the Small Business Employment and Training (SBET).

STRATEGY I.4.1

Through Business & Career Solutions Centers and the customized business services unit, identify and target qualified businesses in each region to promote and facilitate their utilization of IWTP and SBET to meet business training needs.

PERFORMANCE INDICATORS

Outcome: Percentage increase in the number of employees trained in LWC-defined regionally targeted occupations.

Output: Number of jobs created as a result of IWTP services.

Output: Number of employees trained in SBET.

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PROGRAM ACTIVITY

Community Services Block Grant (CSBG) – This activity provides funding to 42 community action agencies in rural and urban communities throughout the state to assist low-income individuals and families combat poverty related conditions. All 64 parishes in the state are served and efforts are made to assist persons impacted by poverty move toward self-sufficiency. Additionally, it provides services for the following areas: employment, education, income management, housing, emergency services, nutrition, linkages, self-sufficiency and health.

PROGRAM ACTIVITY OBJECTIVE I.5

50% of economically disadvantaged family households and individuals within the state will receive a reportable CSBG service each fiscal year.

STRATEGY I.5.1

Leverage other resources by identifying and submitting proposals for workforce related programs offered through local, state, federal and private foundation organizations.

STRATEGY I.5.2

Use resource mapping as a tool to promote, advocate, and facilitate a higher level of integration of services and leveraging of program services.

STRATEGY I.5.3

Encourage the private sector to take a significant role in public/private partnerships.

STRATEGY I.5.4

Encourage local areas to participate and conduct cross-regional planning.

PERFORMANCE INDICATORS

Output: Percentage of participants enrolled in training, and/or educational or literacy programs that are able to attend regularly as a result of direct or indirect CSBG-supported services.

Outcome: Percentage of households with an annual increase in the number of hours of employment as a result of direct or indirect CSBG-supported services.

Output: Percentage of low-income individuals receiving some reportable direct or indirect CSBG-supported service.

Output: Percentage of individuals served achieving locally defined self-sufficient wages.

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PROGRAM ACTIVITY

Youth Worker Protection – This activity provides services and assistance to businesses and job seekers as well as oversight and compliance audits relative to statutory requirements related to Louisiana’s minor labor law, private employment service law and medical exam and drug testing law.

PROGRAM ACTIVITY OBJECTIVE I.6

To increase the number of inspections and/or reviews for programs related to worker protection that include status and regulations related to child labor, apprenticeship programs, private employment services, and company-required medical exams/drug testing to 7,500.

STRATEGY I.6.1

Implement enhanced technology measures to increase staff’s time spent in the field.

PERFORMANCE INDICATORS

Output: Number of apprenticeship programs developed for top demand (targeted) occupations.

Output: Number of inspections conducted.

Outcome: Number of medical exam/drug test and child labor violation cases resolved.

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PROGRAM ACTIVITY

Specialized Client Services for Career Development and Employment – This activity provides professional/quality outcome-based vocational rehabilitation services on a statewide basis to individuals with disabilities who have been determined eligible for the Vocational Rehabilitation Program, with the final goal of successful employment and independence.

PROGRAM ACTIVITY OBJECTIVE I.7

To provide vocational rehabilitation services leading to employment outcomes for 1,800 eligible individuals with disabilities.

STRATEGY I.7.1

Fund, coordinate, and develop appropriate services in a timely manner to assist consumers in obtaining jobs.

STRATEGY I.7.2

Work collaboratively with the Business & Career Solutions Centers to ensure that funds and services to consumers are fully used and leveraged.

STRATEGY I.7.3 Develop, coordinate, and utilize a user-friendly, efficient, web-based business network to be used by consumers, staff, and employers.

STRATEGY I.7.4 Continue the update of standards and performance indicators for Community Rehabilitation Programs (CRPs).

PERFORMANCE INDICATORS

Outcome: Percentage of consumers successfully employed in one of the top three demand occupational groups.

Output: Percentage of agency compliance.

Outcome: Number of individuals served statewide.

Output: Number of individuals employed.

Outcome: Average annual earnings at acceptance.

Outcome: Average annual earnings at closure.

Output: Percentage of consumers who rated CRP programs satisfactory under the services provided.

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PROGRAM ACTIVITY Randolph Sheppard Business Enterprise – This activity provides entrepreneurial opportunities for consumers who are legally blind to manage their own food service business by giving preference for such operations on federal, state, or municipal properties.

PROGRAM ACTIVITY OBJECTIVE I.8

To assist licensed entrepreneurs who are blind to successfully manage and maintain viable food service enterprises and increase the number of managers earning at least \$25,000 annually.

STRATEGY I.8.1 Those locations with projected annual earnings of \$25,000, or which can be merged with an existing location to improve an existing manager's earnings to \$25,000, will be considered for assignment to a manager.

STRATEGY I.8.2 As manager vacancies occur at facilities that earn less than \$25,000 annually, consideration will be given to merging these locations with other existing locations with earnings under the \$25,000 threshold to make a more profitable location.

PERFORMANCE INDICATORS

Output: Average annual wage of licensed Randolph Sheppard vending facility managers.

Output: Number of Randolph Sheppard vending facilities managers whose annual earnings increased to \$25,000 or more.

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PROGRAM ACTIVITY Independent Living – Older Blind and Part B – This activity enables individuals who have significant disabilities to function more independently in home, work, and community environments, thereby reducing dependency on others for routine activities and community integration.

PROGRAM ACTIVITY OBJECTIVE I.9

To maintain consumers' ability to live independently in their homes and community through the provision of Independent Living (IL) Services.

STRATEGY I.9.1 Award contracts to providers who are experienced in the IL philosophy and the provision of IL services.

STRATEGY I.9.2 Provide technical assistance and conduct annual site reviews on providers.

STRATEGY I.9.3 Submit consumer satisfaction surveys to determine consumer satisfaction of IL services.

PERFORMANCE INDICATORS

Outcome: Percentage of recipients whose cost does not exceed average cost of long term care.

Outcome: Percentage of consumers rating services as satisfactory.

Outcome: Percentage of consumers reporting improvement in independent living skills.

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PROGRAM ACTIVITY Vocational Rehabilitation Administrative – This activity provides administrative support for the effective and efficient operation of the Vocational Rehabilitation Program and other specialized programs for delivery of services to individuals with disabilities.

PROGRAM ACTIVITY OBJECTIVE I.10

To provide effective administration of Louisiana Rehabilitation Services programs to assist individuals with disabilities to become successfully employed and advance independence and self-sufficiency.

STRATEGY I.10.1 Provide technical assistance to staff statewide to assist them in effectively and efficiently serving consumers with disabilities.

STRATEGY I.10.2 Monitor and evaluate CRPs annually for quality and cost effectiveness of service provision.

STRATEGY I.10.3 Provide resources to agency staff to increase their efficiency in service provision through FY 2015.

PERFORMANCE INDICATORS

Outcome: Annual average cost per consumer served.

Outcome: Percentage of consumers rating services as good or excellent on consumer satisfaction survey conducted by the Rehab Council.

Outcome: Number of original IPEs developed for transition students.

Outcome: Number of transition students determined eligible for services.

PROGRAM NAME **WORKFORCE SUPPORT AND TRAINING
PROGRAM E: OFFICE OF UNEMPLOYMENT INSURANCE
ADMINISTRATION**

MISSION The mission of the Office of Unemployment Insurance Administration is to link unemployment recipients to job services that foster re-entry into the workforce while providing temporary financial assistance.

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GOAL I ***To operate an unemployment insurance processing system that provides timely and accurate payment of benefits, efficient collection of employer payroll taxes and links recipients to the LWC's employment and training services.***

AUTHORIZATION LA R.S. 23:1471
LA R.S. 36:308
Federally mandated by the Wagner-Peyser Act of 1933, the Social Security Act of 1935, and the Federal Unemployment Tax Act (FUTA)

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PROGRAM ACTIVITY Unemployment Benefits Payment – This activity pays unemployment benefits to unemployed individuals in accordance with provisions of the Louisiana Employment Security Law. Funds used to pay benefits come from the Unemployment Insurance (UI) Trust Fund that is financed by quarterly payroll taxes paid by Louisiana employers. Administrative responsibilities include the determination of monetary entitlement; weekly eligibility; deductible income; and non-monetary eligibility, including disqualifications for voluntary leaving and misconduct discharges. Initial and weekly claims are filed over the internet or by telephone through the UI Call Center.

PROGRAM ACTIVITY OBJECTIVE I.1

To issue 98% of first payments to intrastate claimants with no issues within seven days of the end of the first payable week and issue 85% of first payments to intrastate claimants with issues within 28 days of the end of the first payable week.

STRATEGY I.1.1 Develop appropriate software enhancements to achieve optimum cycle time.

STRATEGY I.1.2 Develop a staffing plan that ensures timely and efficient processing of claims.

STRATEGY 1.1.3 Implement continuous improvement teams for key UI functions.

PERFORMANCE INDICATORS

Outcome: Percentage of first payment to intrastate claimants without issues within seven days of the end of the first payable week.

Outcome: Percentage of first payments to intrastate claimants with issues within 28 days of the end of the first payable week.

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PROGRAM ACTIVITY

Unemployment Insurance Taxes – This activity registers employers, assigns tax rates and collects taxes from employers determined to be subject under Louisiana Employment Security Law and liable to pay UI taxes. Taxes are deposited into the UI Trust Fund within three days of receipt, and are used to pay unemployment compensation to the unemployed. The payroll data is used in determining the monetary eligibility of unemployment claims. Compliance audits are conducted to ensure employers are reporting properly to obtain missing wage data and to collect delinquent taxes.

PROGRAM ACTIVITY OBJECTIVE I.2

To collect unemployment taxes quarterly from liable employers, depositing 100% of taxes in three days in order to provide benefits to the unemployed worker and maintain the solvency and integrity of the Unemployment Insurance Trust Fund.

STRATEGY I.2.1

Evaluate the consolidation of the tax audit function with the Louisiana Department of Revenue as recommended by the Commission on Streamlining Government.

STRATEGY I.2.2

Optimize electronic communication between employers and the agency.

PERFORMANCE INDICATORS

Outcome: Percentage of liable employers issued account numbers within 180 days.

Outcome: Percentage of monies deposited within three days.

PROGRAM ACTIVITY OBJECTIVE I.1

To complete investigations of allegations of workers' compensation fraud and create public awareness of its economic impact.

STRATEGY I.1.1 Install and implement an electronic fraud detection system to better focus the efforts of investigators and prosecutors on high-probability fraud cases.

STRATEGY I.1.2 Develop scheduled compliance checks of employers to ensure initial and continued compliance with statutory requirement to secure workers' compensation coverage.

STRATEGY I.1.3 Coordinate with LWC Public Relations to generate regional press releases in connection with each arrest and conviction.

PERFORMANCE INDICATORS

Outcome: Percentage of investigations completed.

PROGRAM ACTIVITY

Hearings – This activity conducts hearings on claims for benefits, the controversion of entitlement to benefits, or other relief under the Workers' Compensation Act. Claims filed by an injured employee may request an initial mediation conference during which a workers' compensation mediator attempts to resolve the dispute informally. If the dispute is not resolved informally, the parties proceed through the judicial process until it is amicably settled by the parties, either by compromise or a lump sum. If it is not settled, a trial is held by a workers' compensation judge and a final decision is rendered. Court activity is concluded in a claim when it is either settled or final judgment rendered.

PROGRAM ACTIVITY OBJECTIVE I.2

To resolve disputed claims between worker's compensation claimants, employers, insurers and medical providers through resolution of more cases via mediation, and compressing time required for all parties in the OWCA court system by 15%.

STRATEGY I.2.1 Encourage the fair and efficient administration of the hearings processes for all parties by posting statistics for all OWCA judges on the LWC website.

STRATEGY I.2.2 Promulgate rules to establish and maintain current evidence-based medical treatment guidelines and a medical dispute resolution process for the efficient resolution of disputes over appropriate medical treatment.

PERFORMANCE INDICATORS

Outcome: Percentage of cases resolved via mediation prior to trial.

Outcome: Percentage of reduction in days required to close disputed claim for compensation.

Outcome: Percentage of cases set up within three days.

PROGRAM ACTIVITY

OSHA – This activity provides consultation, regulation, enforcement and educational information to employers regarding state and OSHA guidelines and regulations in an effort to provide Louisiana workers and employers with a healthy and safe work environment, with levying of fines and penalties.

PROGRAM ACTIVITY OBJECTIVE I.3

To reduce average response time and average closure time by 5% and inspect 1,600 at-risk employers.

STRATEGY I.3.1

Maintain a staff of trained safety professionals to provide consultation services to eligible Louisiana employers.

PERFORMANCE INDICATORS

Efficiency: Percentage reduction in the average number of days to respond to requests by employers for safety consultation.

Efficiency: Percentage reduction in the average number of days from date of visit to case closure.

Efficiency: Number of at-risk employers inspected.

