



Strategic Plan

July 1, 2017 – June 30, 2022

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VISION

To connect great employees with great companies by equipping Louisiana residents with all the tools they need to succeed.

MISSION

We put people to work in fulfilling, family-sustaining careers by unlocking their potential with our extensive resources.

PHILOSOPHY

The Louisiana Workforce Commission (LWC) is an aggressive advocate for a trained, viable workforce and is committed to employment strategies for Louisiana residents that respond to business and industry's workforce demands. LWC is dedicated to working closely with employers, employees, and job seekers to meet their employment and training needs.

GOALS

- Ensuring that all unemployment insurance and workers' compensation processes are efficient and customer-friendly.
 - Increasing public awareness of the agency's robust resources.
 - Lessening the training gap of a skilled workforce.
 - Connecting residents with existing employers by providing excellent customer service.
 - Engaging the agency's employees in our mission.
-

VALUES

- Respect
- Integrity
- Accountability
- Commitment
- Adaptability

ACT 1078 (Women and Families)

In accordance with Act 1078, the Department has an array of agency wide Human Resources Policies that provide assistance and support to females and families. All policies are monitored for compliance with state and federal rules and regulations. Initiatives that are presently utilized are: flexible work schedules, educational leave, availability of training courses, such as Diversity in the Workplace, Harassment/Discrimination/Workplace Violence, Ethics, etc. The Department also has policies and procedures for Family and Medical Leave and accommodations under the Americans with Disabilities Act. (LWC Policy 8, Policy 53, Policy 57, Policy 58)

PROGRAM NAME

WORKFORCE SUPPORT AND TRAINING

PROGRAM A: OFFICE OF THE EXECUTIVE DIRECTOR

MISSION

We put people to work by providing the following services to the operational components of the organization: strategic planning, legislative support, communications, legal services, project management, and compliance oversight.

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. 36:303

PROGRAM ACTIVITY

Office of the Executive Director – This activity provides executive level leadership and administrative services to a) ensure all unemployment insurance and worker’s compensation processes are efficient and customer-friendly; b) increase public awareness of agency’s resources; c) lessen the training gap of a skilled workforce; d) connect residents with existing employers; and e) engage agency employees in company mission.

PROGRAM ACTIVITY OBJECTIVE I.1

To achieve 85% of agency’s performance indicators.

STRATEGY I.1.1

Operate an integrated workforce development delivery system to showcase all services that are easy to comprehend by customers.

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

Conform to all existing and new federal laws.

STRATEGY I.1.4

Future enhancements to HiRE to streamlining job search tools available to Louisianans.

STRATEGY I.1.5

Maintain a more visible presence for Louisiana residents.

PERFORMANCE INDICATORS

Outcome: Percentage of performance indicators achieved.

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 and financial information and guidance needed to fulfill the vision and mission of the LWC.

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

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 Educate employees on fundamental financial accounting principles and provide monthly financial data to assist management decision making.

PERFORMANCE INDICATORS

Efficiency: Percent of monthly financial management meetings completed.

PROGRAM ACTIVITY OBJECTIVE I.2

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

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

STRATEGY I.2.2 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: Percent of PES evaluation documents completed in accordance with Civil Service guidelines.

Outcome: Percent of LWC classified staff that receives 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 quality information technology solutions to the LWC, its customers and stakeholders.

GOAL I *To provide timely and accurate labor market information, and to provide information technology services to 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))
PVTEA, Section 422 (b)
Workforce Innovation Opportunity ACT (WIOA) July 22, 2014 (Title I, II, III, & IV)

PROGRAM ACTIVITY Information Technology Services – All IT services, with the exclusion of IRS Federal Tax Information (FTI) and Treasury Offset Program (TOP), have been moved under the Division of Administration Office of Technology Services. To ensure that IRS data is properly secured, LWC will monitor that all internal users accessing the data have proper access and maintain training.

PROGRAM ACTIVITY OBJECTIVE I.1

To provide proper safeguards for IRS Federal Tax Information (FTI) and Treasury Offset Program (TOP) data through ensuring that 90% of internal users are trained and have proper access.

STRATEGY I.1.1 Access to data is logged, and is restricted to authorized users from authorized locations.

STRATEGY I.1.2 Training is renewed annually. All access is reviewed annually.

PERFORMANCE INDICATORS

Outcome: Percentage of internal users have been trained on FTI/TOP requirements and have the correct access.

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 ACTIVITY OBJECTIVE I.2

To provide labor force statistical data with 95% 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: Percentage of Bureau of Labor Statistics (BLS) contract deliverables accurately completed.

Outcome: Percent 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 skills training in demand occupations.

GOAL III

To improve the quality of the workforce.

GOAL IV

To enhance productivity and competitiveness of businesses by providing a well-trained workforce.

GOAL V

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

GOAL VI

To assist community action agencies in providing a range of social services that address poverty issues in the community.

AUTHORIZATION

LA R.S. 36:308 (B)
LA R.S. 23:1
Workforce Innovation Opportunity ACT (WIOA) July 22, 2014 (Title I, II, III, & IV)
Strategies to Empower People (STEP) Program
LA R.S. 46:231
Community-Based Services
Community Services Block Grant (CSBG) Federal – Omnibus
Budget Reconciliation Act of 1981 (Public Law 97-5 and Human
Service Amendments of 1994, Public Law 103-252)
Job Placement
Wagner-Peyser Act, as amended by Workforce Innovation Opportunity
Act Title
III. IRCA 1991, Small Business Job Protection Act of 1996,
Taxpayer Relief Act of 1997, Trade Act 1974, OTCA 1988, and NAFTA
IMP Act 1993
Title 38 U.S. Code and 20 CFR 652 Food Security Act of 1985.
Vocational Rehabilitation Authorization; The Federal Rehabilitation Act of 1973

PROGRAM ACTIVITY

Administration – This activity receives federal funds through the U.S. Department of Labor and reallocates these funds across the state to the 16 Local Workforce Development Areas and agreements with 42 Community Action Agencies and local parish entities for CSBG.

PROGRAM ACTIVITY OBJECTIVE I.1

To provide annual on-site technical assistance and guidance to all 16 LWDB's.

STRATEGY I.1.1

Provide policy guidance and oversight of the network of comprehensive one-stop offices located in each region of the state.

PERFORMANCE INDICATORS

Outcome: Percentage of LWDB's that receive quarterly technical assistance and guidance

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 became employed or re-employed.

STRATEGY I.2.1

Ensure business will have a primary role in describing public skills training.

STRATEGY I.2.2

Build strategic partnerships with industry.

PERFORMANCE INDICATORS

Outcome: Percent of employer market penetration.

Outcome: Percentage of individuals receiving services placed in employment.

PROGRAM ACTIVITY

Job Seeker Services – This activity provides job placement and training services to adults, dislocated workers and youth.

PROGRAM ACTIVITY OBJECTIVE I.3

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

STRATEGY I.3.1

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

STRATEGY I.3.2

Encourage all entities that work with job seekers to utilize the HiRE (Helping Individuals Reach Employment) system to post resumes and search for employment.

STRATEGY I.3.3

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.3.4

Coordinate with the Department of Education on the development of Career Pathways and curricula to support the career clusters in order to promote Louisiana High Demand High Growth career opportunities.

STRATEGY I.3.5

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

PERFORMANCE INDICATORS

Outcome: Percent of adult and dislocated workers employed after exit.

Outcome: Percent of youth that are employed after exit.

Outcome: Percent of youth that obtain a degree or certification after exit.

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 assists in building a diversified portfolio of businesses across multiple industry sectors.

PROGRAM ACTIVITY OBJECTIVE I.4

To train 3,000 employees through the Small Business Employee Training Program (SBET), and to create 1,100 job openings as a result of training through a customized training program per year.

STRATEGY I.4.1

Through the one-stop system and customized business services unit, identify and target qualified businesses in each region to promote and facilitate their utilization of the IWTP and SBET program to meet business training needs.

PERFORMANCE INDICATORS

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

Output: Number of employees trained in SBET.

PROGRAM ACTIVITY

Community Service 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.

PROGRAM ACTIVITY OBJECTIVE I.5

To increase services and activities for low-income individuals that alleviate the causes and conditions of poverty in communities.

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

Encourage eligible entities to coordinate services and activities with local one-stop centers and other community organizations.

STRATEGY I.5.3

Encourage eligible entities to participate in the local, regional or statewide planning of employment and/or educational programs.

PERFORMANCE INDICATORS

Output: Number of participants who have enrolled and/or completed training educational programs as a result of CSBG supported services.

Output: Number of participants who have obtained employment as a result of CSBG supported services.

Output: Number of low-income individuals receiving some reportable supported CSBG service.

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 ensure statewide application of annual inspections and reviews to support worker protection as it relates specifically to child labor.

STRATEGY I.6.1 Implement enhanced technology measures to improve effectiveness of the inspection process in identifying unsafe or illegal practices regarding the employment of youth.

PERFORMANCE INDICATORS

Output: Number of inspections conducted.

Outcome: Number child labor violation cases resolved.

PROGRAM ACTIVITY Vocational Rehabilitation 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 2,000 eligible individuals with disabilities.

STRATEGY I.7.1 Provide technical assistance to staff statewide to assist them in effectively and efficiently serving customers with disabilities.

STRATEGY I.7.2 Provide resources to agency staff to increase their efficiency in service provision.

STRATEGY I.7.3 Develop or improve data collections methods to ensure successful reporting of new Workforce Innovation and Opportunity Act (WIOA) performance measures so that funding for client services will continue.

STRATEGY I.7.4 Expand outreach to students with disabilities to make them aware of Vocational Rehabilitation services including Pre-Employment Transition Services (PETS).

STRATEGY I.7.5 Work collaboratively with the Business and Career Solution Centers and partners to ensure that funds are leveraged to allow VR services to be made available to the utmost extent.

STRATEGY I.7.6 Expand employment opportunities through improving interfaces with the National Employment Team, Society for Human Resource Managers and other professional organizations focused on employment.

PERFORMANCE INDICATORS

Outcome: Percent of consumers successfully employed in a top demand occupation.

Output: Percentage of agency compliance

Outcome: Number of original IPE's developed for transition students.

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

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.

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 a viable food service.

STRATEGY I.8.1

Consider assigning to a manager those locations with projected earnings of \$25,000.

STRATEGY I.8.2

As manager vacancies occur at facilities which earn less than \$25,000 consider merging these with other existing locations with earnings under the \$25,000 to make a single more profitable location.

PERFORMANCE INDICATORS

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

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 consumer ability to live independently in their homes and community through the provision of Independent Living 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 independent living 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.

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.

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)

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

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

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 from liable employers, quarterly; to deposit 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 LA 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.

PROGRAM NAME

WORKFORCE SUPPORT AND TRAINING

PROGRAM F: OFFICE OF WORKERS' COMPENSATION ADMINISTRATION

MISSION

The mission of the Office of Workers' Compensation Administration is to establish standards of payment, to utilize and review procedures of injured worker claims, and to receive, process, hear and resolve legal actions in compliance with state statutes, to ensure that employers comply with the requirement that they secure workers compensation coverage for their workers and to protect against fraudulent activity in the workers compensation system. It is also the mission of this office to educate and influence employers and employees in adopting comprehensive safety and health policies, practices and procedures, and to collect fees.

GOAL I

To administer a financially sound program to meet current and future claim obligations.

GOAL II

To maximize the quality of care received by workers injured on the job.

GOAL III

To administer the resolution of workers' compensation disputes in an efficient, timely, and impartial manner.

GOAL IV

To swiftly respond to all requests for safety and health consultation services from Louisiana employers.

GOAL V

To ensure compliance with duty to maintain workers compensation coverage and protect against fraudulent activity.

AUTHORIZATION

Sections 1310.1, 1310.3b(1) and 1310.6 of the Workers' Compensation Act
LA R.S. 23:1291 B (9), (10), (11) and (12)
LA R.S. 23:1291 B (4), (13), C (2) and (5)
LA R.S. 23:1034.2
LA R.S. 23:1121-1123
LA R.S. 23:1203.1
LA R.S. 23:1208
LA R.S. 23:1208.1
LA R.S. 23:1208.2
LA R.S. 23:1291 C (3)
LA R.S. 23:1295
LA R.S. 23:11688, 1169, 1170, 1171, 1171.2, 1172, 1172.2
LA R.S. 39:1543

PROGRAM ACTIVITY

Fraud and Compliance Section – This activity is the enforcement arm of the OWCA. It is charged with investigating fraudulent activity by any party affiliated with the Louisiana Workers' Compensation System, as well as ensuring that all employers in the state comply with their legal duty to properly secure workers' compensation coverage. These tasks are completed through the conducting of investigations of any allegations of fraudulent activity received through tips from the public, insurers, employers, law enforcement of the OWCA Hearings Division, as well as conducting of audits of self-insured employers to ensure proper compliance.

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 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 Office of Worker’s Compensation Administration (OWCA) court system by no more than 180 days.

STRATEGY I.2.1 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: Average number of days to close disputed claims for compensation.

Outcome: Percent of cases set up within three days.

PROGRAM ACTIVITY

OSHA – This activity provides free consultation, regulation 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, without levying of fines and penalties.

PROGRAM ACTIVITY OBJECTIVE I.3

To reduce average response time and average closure time within 25 days.

STRATEGY I.3.1

Priority will be assigned in scheduling to requests from businesses with the most hazardous operations, with primary attention to smaller businesses. Preference will be given to smaller businesses that are in high-hazard industries.

PERFORMANCE INDICATORS

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

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

PROGRAM ACTIVITY OBJECTIVE I.4

To inspect 724 at-risk employers.

STRATEGY I.4.1

Audit Louisiana companies and provide consultation services as necessary to assure they meet the requirements of LA RS 23:1291 B (4), requiring companies with more than 15 employees to have a written safety plan containing the 10 points required in LA Administrative Code, Title 40, Chapter 9.

PERFORMANCE INDICATORS

Efficiency: Number of at-risk employers inspected.

PROGRAM NAME **WORKFORCE SUPPORT AND TRAINING**

PROGRAM G: OFFICE OF THE 2ND INJURY BOARD

MISSION The mission of the Office of the 2nd Injury Board is to encourage the employment of workers with a permanent disability that is an obstacle to employment or reemployment, by reimbursing the insurance carrier, self-insured employer, or group self-insurance fund for the cost of workers' compensation benefits when such a worker sustains a subsequent job related injury. The Office of the 2nd Injury Board collects assessments from insurers and reimburses those who have met the prerequisites.

GOAL I ***Ensure reimbursement for qualifying claims in a timely manner and maintain adequate funding.***

AUTHORIZATION LA R.S. 23:1371-1379

PROGRAM ACTIVITY Administration of the 2nd Injury Board – This activity encourages the employment and retention of employees with a permanent disability by protecting employers from excess liability for workers compensation. The Board is funded by an annual assessment levied against all entities that pay Workers Compensation benefits to Louisiana employees. The Second Injury Board staff evaluates all claims for reimbursement to insure the statutory requirements for reimbursement are met and then audits the requests for eligible expenses once approved by the Board.

PROGRAM ACTIVITY OBJECTIVE I.1

To make a decision within 180 days of setting up the claim, and to maintain administrative cost below 4% of the total claim payments

STRATEGY I.1.1 Maintain a trained staff capable of properly evaluating second injury fund claims and preparing them for action by the Second Injury Board within 180 days of establishment of a claim.

STRATEGY I.1.2 Procure and implement an electronic claims management system to increase efficiencies, decrease risks of payment errors and better maintain data integrity.

STRATEGY I.1.3 Establish rules to better integrate the services of the Office of Workforce Development (LRS) with the Office of Workers Compensation in order to create greater opportunities for Louisiana employers to employ individuals with pre-existing permanent partial disabilities.

PERFORMANCE INDICATORS

Outcome: Percentage of administrative expenditures in the Second Injury Fund.

Outcome: Percentage of decisions rendered by the Second Injury Board within 180 days.



Louisiana Workforce Commission
Post Office Box 94094
Baton Rouge, LA 70804-9094

(225) 342-7824 phone

An Equal Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities.
TDD # 800-259-5154

