



# Strategic Plan

Fiscal Year July 1, 2023 – June 30, 2028

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**VISION**

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

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**MISSION**

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

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**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.

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**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 C: OFFICE OF OCCUPATIONAL INFORMATION SERVICES**

**MISSION** The mission of the Office of Information Services is to provide timely, accurate and relevant labor market information, to the Louisiana Workforce Commission (LWC), its customers and stakeholder in making informed workforce decisions.

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**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. 36:301 and 36:308E  
1884 Statute (29 USC 1)  
Occupational Safety and Health Act of 1970  
Wagner-Peyser Act, Section 14 (29 USC 49 f (a)(3)(D))  
Workforce Innovation and Opportunity Act of 2014

**PROGRAM ACTIVITY** Labor Statistics: This activity conducts four distinct statistical programs to determine the size and characteristics of Louisiana's labor force under established grant guidelines; populates the agency's website to produce occupational projections; and disseminates all labor market information on employment statistics.

**PROGRAMME ACTIVITY OBJECTIVE I.1**

To provide 75% training on addressing the industry and occupational forecasts, which will be used throughout Louisiana's eight regional labor market areas.

**PERFORMANCE INDICATORS**

Outcome: Percentage of regional labor market areas which have received training that addresses the industry and occupational forecasts.

**STRATEGY I.1.1** Communicate with training providers, workforce investment boards, and businesses for stakeholder input.

**STRATEGY I.1.2** Continue improvements on effective ways to disseminate information in user-friendly formats.

**STRATEGY 1.1.3** Make continual improvements to the occupational projections process, adding value and credibility to the estimates.

**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.

**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.

**STRATEGY I.2.1** Communicate with training providers, workforce investment boards, businesses 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.

**PROGRAM NAME**

**WORKFORCE SUPPORT AND TRAINING  
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.

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**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**

Job Training and Placement Authorization: Louisiana Revised Statutes 36.308(B); 23:1; Workforce Innovation and Opportunity Act (WIOA) (Public Law 113-128 ñ July 22, 2014)  
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 Workforce Innovation and Opportunity Act (WIOA) in 2014; The Louisiana Revised Statute - R. S. 36:477(B)

**PROGRAM ACTIVITY**

Administration: This activity provides for the administration of various state and federal funds used to provide educational and workforce development opportunities across the state to the 15 Local Workforce Development Boards (LWDBs) and agreements with 42 Community Action Agencies as well as local parish entities for Community Service Block Grant (CSBG). The funding for CSBG comes through Health and Human Services (HHS), Administration of Children and Families (ACF), and Office of Community Services (OCS).

**STATE OUTCOME GOAL**

Economic Development

**PROGRAM ACTIVITY OBJECTIVE I.1**

To provide annual on-site technical assistance and guidance to all 15 Louisiana Workforce Development Boards (LWDBs).

**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 on-site 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.

**STATE OUTCOME GOAL** Economic Development

**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** 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 Innovation Opportunity Act (WIOA) and Wagner-Peyser (WP) funds to hire business Specialists to work with the business community in resolving workforce needs.

**STRATEGY I.2.3** Ensure business will have a primary role in describing public skills training.

**STRATEGY I.2.4** The Office of Workforce Development Division’s Industry Sector Specialist 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: Percent of employer market penetration.

Outcome: Percentage of individuals receiving services placed in employment.

**PROGRAM ACTIVITY** Job Seeker Services – This activity provides job placement assistance, direct job placement, career and training services to adults, dislocated workers and youth.

**STATE OUTCOME GOAL** Economic Development

**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 WIOA Federal partners and other community resources as partners to deliver a comprehensive plan for job seekers.
- STRATEGY I.3.2** Develop relationships with guidance counselors to assist in preparing students for academic and occupational goals leading to sustained employment.
- STRATEGY I.3.3** Encourage all entities that work with job seekers to utilize the HiRE (Helping Individuals Reach Employment) system to post resumes in search of academic and occupational paths.
- 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 will meet 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 Service 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.

**PERFORMANCE INDICATORS**

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

Outcome: Percent of youth that are employed after receipt of services after exit.

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

**PROGRAM ACTIVITY**

Customized Training – This activity imparts 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 demands of Louisiana employers. The intent is to increase 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.

**STATE OUTCOME GOAL** Economic Development

**PROGRAM ACTIVITY OBJECTIVE I.4**

To train 3,000 employees through the Small Business Employee Training Program (SBET), and to fill 1,100 job openings created 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 openings created as a result of Incumbent Worker Training Program (IWTP) services.

Output: Number of employees trained in Small Business Employee Training (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.

**STATE OUTCOME GOAL**

Economic Development

**PROGRAM ACTIVITY OBJECTIVE I.5**

To ensure at least 30% of economically disadvantaged individuals and families who have been determined eligible for services 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 as a result of CSBG supported services.

Outcome: Percentage of individuals who have obtained employment as a result of CSBG supported services.

Output: Percentage of low-income individuals receiving reportable CSBG supported 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.

**STATE OUTCOME GOAL**

Economic Development

**PROGRAM ACTIVITY OBJECTIVE I.6**

To ensure at least 4,000 annual inspections and/or reviews for programs related to worker protection that include statutes and regulations related to child labor are performed.

**STRATEGY I.6.1** Implement enhanced technology measures to increase staff's time spent in the field.

**PERFORMANCE INDICATORS**

Output: Number of inspections conducted.

Outcome: Number of 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.

**STATE OUTCOME GOAL** Economic Development

**PROGRAM ACTIVITY OBJECTIVE I.7**

To provide Pre-Employment Transition Services (Pre-ETS) and 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 consumers 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.

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

**STRATEGY I.7.5** Work collaboratively with the American Job Centers and partners to ensure that services to consumers are utilized/leveraged 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 with high wages

Output: Number of transition students participating in Pre-Employment Transition Services

Output: Number of individuals served statewide

Outcome: Number of individuals employed

Outcome: Average annual earnings at closure

Outcome: Annual average cost per consumer served

**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.

**STATE OUTCOME GOAL** Safe and Thriving Children and Families

**PROGRAM ACTIVITY OBJECTIVE I.8**

To assist licensed entrepreneurs who are blind to successfully manage and maintain viable food service enterprises.

**STRATEGY I.8.1** Those locations with projected 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 which earn less than \$25,000 consideration will be given to merging these locations with other existing locations with earnings under the \$25,000 threshold to make a single more profitable location.

**PERFORMANCE INDICATORS**

Outcome: 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 the home, work, and community environments, thereby reducing dependency on others for routine activities and community integration.

**STATE OUTCOME GOAL** Health

**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 promote a stable, growth-oriented Louisiana through the administration of a solvent and secure Unemployment Insurance Trust Fund, which is supported by employer taxes. It is also the mission of this program to pay Unemployment Compensation Benefits to eligible unemployed workers.

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**GOAL I**                                *To provide financial security to unemployed workers through timely and accurate payment of Unemployment Compensation Benefits funded by employers' payments of quarterly unemployment taxes.*

**GOAL II**                                *To administer the Unemployment Insurance Trust Fund supported by employer taxes to pay Unemployment Compensation Benefits to eligible unemployed workers.*

**AUTHORIZATION**                      LA R.S. 23:1471  
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 Benefit Payments - 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 responsibility includes 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.

**STATE OUTCOME GOAL**                      Economic Development

**PROGRAM ACTIVITY OBJECTIVE I.1**

To issue 87% of first payments to claimants within 21 days of the end of the first payable week and issue 80% of non-monetary determinations within 21 days of the detection of any nonmonetary issue that had the potential to affect the claimant's benefit rights.

**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 payments issued to all claimants within 21 days of the end of the first payable week.

Outcome: Percent of non-monetary determinations made within 21 days of the detection of any nonmonetary issue with the potential to affect benefit payment.

**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. It is a business tax on an employer's payroll and not a deduction from employee wages. Employers are responsible for submitting quarterly employee payroll data along with the payment of UI taxes. Taxes are deposited into the UI Trust Fund within three (3) days of receipt, and are used to pay unemployment compensation to the unemployed. The payroll data is utilized 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.

**STATE OUTCOME GOAL**

Economic Development

**PROGRAM ACTIVITY OBJECTIVE I.2**

To establish liable employer account numbers within 180 days, in order to collect unemployment taxes 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.

<b>PROGRAM NAME</b>	<b>WORKFORCE SUPPORT AND TRAINING PROGRAM F: OFFICE OF WORKERS' COMPENSATION ADMINISTRATION</b>
<b>MISSION</b>	The mission of the Office of Worker's Compensation Administration (OWCA) is to establish standards of payment; utilize and review procedures of injured worker claims; and receive, process, hear, and resolve legal actions in compliance with state statutes. This office also works to educate and influence employers and employees in adopting comprehensive safety and health policies, practices, and procedures, and collect fees.
.....	
<b>GOAL I</b>	<i>To administer a financially sound program to meet current and future claim obligations.</i>
<b>GOAL II</b>	<i>To control medical costs.</i>
<b>GOAL III</b>	<i>To maximize the quality of care received by workers injured on the job.</i>
<b>GOAL IV</b>	<i>To administer the resolution of workers' compensation disputes in an efficient, timely, and impartial manner.</i>
<b>GOAL V</b>	<i>To swiftly respond to all requests for safety and health consultation services from Louisiana employers.</i>
<b>GOAL VI</b>	<i>To ensure compliance with duty to maintain workers compensation coverage and protect against fraudulent activity.</i>
<b>AUTHORIZATION</b>	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
<b>PROGRAM ACTIVITY</b>	Fraud and Compliance Section – This activity is the enforcement arms of the Office of Workers' Compensation Administration (OWCA). It is charged with investigating fraudulent activity by any party affiliated with the Louisiana Workers' Compensation System, as well as ensuring all employers within the State comply with their legal duty to be properly secured for 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, or the OWCA Hearings Division, as well as conducting of audits of self-insured employers to ensure proper compliance.
<b>STATE OUTCOME GOAL</b>	Economic Development

**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** Develop scheduled compliance checks of employers to ensure initial and continued compliance with statutory requirement to secure workers compensation coverage.

**STRATEGY I.1.2** Coordinate with LWC Public Relations to generate regional press releases in connection with each arrest and conviction.

**STRATEGY I.1.3** Prosecute at least 10 cases of workers' compensation frauds in the 19<sup>th</sup> judicial district court each year.

**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.

**STATE OUTCOME GOAL**

Economic Development

**PROGRAM ACTIVITY OBJECTIVE I.2**

To resolve disputed claims between worker's compensation claimants, employers, insurers and medical providers, via mediation and/or via adjudication.

**STRATEGY I.2.1** To informally resolve disputed claims via mediation.

**STRATEGY I.2.2** To adjudicate disputed claims within 180 days of claim filed date.

**STRATEGY 1.2.3** To promulgate rules to establish and maintain current evidence based medical treatment guidelines.

**STRATEGY 1.2.4** To establish a medical dispute resolution process for the efficient resolution of disputes over appropriate medical treatment.

**STRATEGY 1.2.5** To resolve medical disputes within 30 days of claim filed date.

**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.

Outcome: Percent of medical disputes decisions rendered within 30 days of claim filed date.

**PROGRAM ACTIVITY**

Occupational Safety and Health Act (OSHA): This activity imparts consultation, regulation, enforcement, and educational information to employers, regarding State of Louisiana and OSHA guidelines and regulations, in an effort to provide Louisiana workers and employers with a healthy and safe work environment, without levying fines and penalties.

**STATE OUTCOME GOAL**

Economic Development

**PROGRAM ACTIVITY OBJECTIVE I.3**

To maintain the average number of days to response to requests to 25 days or less; and to inspect at least 724 at-risk employers per annum.

**STRATEGY I.3.1**

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

**PERFORMANCE INDICATORS**

Efficiency: Average number of days to respond to requests by employers for safety consultation.

Efficiency: Average number of days from date of visit to case closure.

Efficiency: Number of at-risk employers inspected.

**PROGRAM NAME**                      **WORKFORCE SUPPORT AND TRAINING  
PROGRAM G: OFFICE OF THE 2<sup>ND</sup> INJURY BOARD**

**MISSION**                              The mission of the Second Injury Board is to encourage the employment, re-employment or retention of employees with a permanent, partial disability that is an obstacle to employment or reemployment, by reimbursing the employer or if insured their insurer for the costs of workers' compensation benefits when such a worker sustains a subsequent job related injury. The Second Injury Board obtains assessments from insurance companies and self-insured employers, and reimburses those clients who have met the prerequisites.

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**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, re-employment or retention of employees who have a permanent, partial disability by protecting employer's group self-insured funds and property and casualty insurers from excess liability for workers' compensation. The Second Injury Board obtains assessments from insurance companies and self-insured employers, and reimburses those clients who have met the prerequisites.

**STATE OUTCOME GOAL**              Economic Development

**PROGRAM ACTIVITY OBJECTIVE I.1**

To render a decision on a claim within 180 days, and to maintain administrative costs below four percent of the total claim payments annually.

**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 with the Office of Workers Compensation in order to create greater opportunities for Louisiana employers to employee 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.