

GOVERNOR'S OFFICE OF ELDERLY AFFAIRS

STRATEGIC PLAN

FY 2017 THROUGH FY 2021

**Ms. Karen Ryder, Deputy Secretary II
525 Florida Street 4th Floor
Baton Rouge, Louisiana 70801**

VISION: Louisiana will be a desirable and satisfying place to age.

MISSION: To serve as the focal point for the development, implementation, and administration of the public policy for the state of Louisiana, and address the needs of the state's elderly citizens.

PHILOSOPHY: The Governor's Office of Elderly Affairs as the sole state agency as directed by the Governor and Legislature is committed to: *Advocating* for the needs and rights of all older Louisianans. *Improving* the quality of life of our older citizens by encouraging and providing the means to achieve active, healthy, independent lives. *Building* partnerships with communities, organizations, agencies, families, and individuals to ensure the availability and accessibility of a continuum of service for all older Louisianans. *Promoting* public awareness and education about the aging process, trends in the aging of current older population, and projections for future generations of older persons. *Supporting* intergenerational activities, which foster mutual understanding and support, shared values, and personal responsibility. *Intervention* in the exploitation and abuse of elderly Louisianans.

AGENCY GOAL: To serve as an effective visible advocate of the elderly by ensuring appropriate services are provided by the aging network in Louisiana

ADMINISTRATION PROGRAM:

Authority
LSA R.S. 46:931
LSA R.S. 46:935
LSA R.S. 46:936

MISSION: To create a team who respects diversity and dignity of the elderly Louisianans by developing and promoting teamwork among the staff.

GOALS:

I. To oversee the management and provide training to the staff of the Governor's Office of Elderly Affairs and the aging network.

II. To serve as an effective and visible advocate for the state of Louisiana's elderly and provide leadership, direction and coordination in the delivery of services to the elderly population in Louisiana.

OBJECTIVE: I.1: To maintain baseline of 200 training hours to agency staff and agencies who provide service to the elderly annually ending on June 30 each year.

STRATEGY I. 1. 1 To increase the staff productivity and knowledge of the Governor's Office of Elderly Affairs and aging network

STRATEGY I. 1. 2 Provide training in the computerization of the reporting and financial data

STRATEGY I. 1. 3 Provide training topics that are diverse and applicable which prepares staff, agents and volunteers with the necessary skills to provide timely services to the senior population

STRATEGY I.1.4 Provide one-on-one training as needed for staff and aging network providers

PERFORMANCE INDICATORS:

Input: Base line of 200 hours of training made available to staff and service providers and aging service counterparts through conferences/training approved or provided by the Governor's Office of Elderly Affairs

Output: Number of employees in the Governor's Office of Elderly Affairs/contractors and other agencies providing services to seniors who

received training.

Outcome: Provide diverse training programs to staff/contractors
 Percentage of staff/contractors, and aging network employees who benefited from training received from the Governor’s Office of Elderly Affairs

Efficiency: Cost of training per employee/contractor

Quality: An evaluation tool to measure customer satisfaction at the end of each training session with a target of 90% of the participants rating the training as satisfactory or above

OBJECTIVE: I. 2: Modify and maintain a workforce plan and system as an ongoing process to prepare for the retirement of tenured employees by June 30 each year.

STRATEGY I 2. 1 Identify agency positions currently filled with employees who are eligible to retire within five years. Identify employees interested in and eligible for promotion.

STRATEGY I 2. 2 Develop plans to cross-train employees using motivational strategies such as Rewards and Recognition policy or cross training which will enhance qualifications for promotional opportunities.

STRATEGY I 2.3 Train managers and supervisors in development of procedure manuals which can be used to teach the essential functions of a position.

STRATEGY I 2.4 Identify CPTP classes which would enhance the skill-set of employees who are interested in promotional opportunities.

PERFORMANCE INDICATORS:

Input: Number of employees within 5 years of eligible retirement
 Number of employees willing to participate in cross training

Output: Percent of Staff willing to participant in cross training and /or CPTP training classes
 Number of Procedure Manual sections completed

Outcome: Percent of employees who feel better equipped for promotional opportunities

OBJECTIVE: I. 3: To maintain a centralized database which provides timely accurate reports by service to the state quarterly and the Administration for Community Living/Administration on Aging (ACL/AOA) at the end of each federal fiscal year ending September 30 each year.

- STRATEGY II. 1. 1 To provide the facilitation, coordination and collaboration on aging issues that cross department boundaries
- STRATEGY II. 1. 2 Create excellence in program services and provide leadership in continual development of services to the older Louisianans
- STRATEGY II 1. 3 Provide accurate and timely data to stakeholders and government officials.

PERFORMANCE INDICATORS:

- Input: Utilization of subcommittees to determine which services are being provided and by whom
- Output: Number of service providers in the aging network
- Outcome: Determine enhancement and time needed to complete services
- Efficiency: To reduce duplication of service across agencies

OBJECTIVE: II. 1 To provide 43,000 seniors and disabled persons and their families with access to prescription medication and other needed supports and services by June 30 each year.

- STRATEGY II 1. 1 Publicize the availability of services through the use of the web page www.Louisianaanswers.com
- STRATEGY II 1. 2 Follow up with callers regarding requests
- STRATEGY II 1.3 Request aging network to put a link on their web page to www.Louisiana Answers.com
- STRATEGY II 1.4 Keep web page updated regarding providers of service

PERFORMANCE INDICATORS:

- Input: Total Number of clients served through the Senior Rx and ADRC programs
- Output Percent of clients who received assistance with prescription medication
- Outcome Amount of savings on prescription medication received by clients.

Elderly Protective Services (EPS) Sub Program:

Authority
L.R.S. 14:403.2
42 U.S.C. 30581

MISSION: To protect citizens aged sixty (60) and above from abuse, neglect and or exploitation.

GOAL1: To prevent, remedy, and investigate the reports of abuse, neglect and exploitation of vulnerable elderly.

OBJEECTIVE 1.1: To respond to reports of abuse, neglect and exploitation within the given priority levels; High Priority – 24 working hours, Medium Priority – within 5 working days of case assignment, Low Priority – within 10 working days of case assignment.

STRATEGY 1.1.1 All EPS reports will be logged according to priority levels each day

STRATEGY 1.1.2 All priority levels and response times will be reported in the database on the EPS secured web

PERFORMANCE INDICATORS:

Input: Number of reports received
Output: Number of reports investigated
Outcome: Number of reports received by priority level
Quality: Random review of case records show that policy guidelines have been met

OBJECTIVE II.I To investigate all accepted EPS reports of abuse, neglect and exploitation within the 30-day time frame.

STRATEGY 1.2.1 All EPS regional supervisors will verify the 30 day period on the EPS-7 Case Review form

STRATEGY 1.2.2 Investigated decisions are made on all cases within a 30 calendar day

PERFORMANCE INDICATORS

Input: Number of reports accepted
Output: Number of reports in compliance with the 30 day time frame
Outcome: 70% of all reports accepted have been investigated within the 30 day time period

Quality: Random review of case records reveal that the policy guidelines are met

FEDERAL OLDER AMERICANS ACT PROGRAM Title III B, C, D, & E, Title V, Title VII, and Nutrition Program

Authority

42 U.S.C. 3021

42 U.S.C. 3025

42 U.S.C. 3026 (a)(4)

42 U.S.C. 3027 (a)(9)

42 U.S.C. 3027 (a)(13)

42 U.S.C. 3027 (f)

MISSION: Leading Louisiana in serving older individuals.

GOAL I.

To deliver supportive and nutritional services to 8% of older individuals to enable them to live dignified, independent, and productive lives in appropriate settings. (using the most current census data).

OBJECTIVE I.1: To oversee the area agencies on aging to ensure they comply with the Governor's Office of Elderly Affairs policies and procedures by June 30 each year.

STRATEGY I. 1. 1 Monitor area plans and/or amendments at the end of each fiscal year

STRATEGY I. 1. 2 Semi-annually monitor the delivery of supportive and nutrition services under approved contracts with area agencies on aging

STRATEGY I. 1. 3 Notify the area agency on aging's governing board of any discrepancy noted during monitoring and the required corrective action

PERFORMANCE INDICATORS:

Input: Number of recipients receiving service from the Home and Community-Based program

Output: Number of units of service provided to eligible participants by service received

Outcome: Percentage of elderly population served

Efficiency: Total unduplicated count of persons served for registered services under the Older Americans Act

OBJECTIVE II.1: To require Area Agencies on Aging to target the state’s older individuals with the greatest economic or social need, with particular attention to low-income minority individuals, for services by June 30 each year.

STRATEGY I. 2. 1 Issue Technical Assistance Memorandum(s) to area agencies on aging regarding any changes in the Governor’s Office of Elderly Affairs policies and procedures.

STRATEGY I. 2. 2 Quarterly monitor the delivery of registered services to targeted population by the Older American Act 2016 Title III service providers

STRATEGY I. 2. 3 Provide technical assistance through trainings with staff and boards governing the agencies and any service providers

PERFORMANCE INDICATORS:

Input: Baseline of services currently provided by the area agency on aging
Output: Number of clients served for each service
Outcome: Unduplicated count of persons served by minority and rural status and poverty level
Efficiency: Percentage of low-income persons served as compared to the number of elderly persons by service area

Title V

Authority
42 U.S.C. 3056

GOAL I:

To serve the low-income elderly of Louisiana, age 55 and older, by providing meaningful part-time employment opportunities, enhance community involvement, and promote individual self-sufficiency.

OBJECTIVE I. 1: The Governor’s Office of Elderly Affairs will meet the United States Department of Labor Entered Employment goal of 39.13% of authorized slots by June 30, each year. The Entered Employment goal is re-negotiated annually.

STRATEGY I. 1. 1 Coordinate activities with One-Stop Career Centers by encouraging older individuals to seek the services offered by the centers

STRATEGY I. 1. 2 Increase the skills of program participants by offering at least one opportunity for occupational training by utilizing services available through Workforce Investment Act (WIA)

STRATEGY I. 1. 3 Secure consultants and other sources to provide training to contractors to enhance their unsubsidized placements

PERFORMANCE INDICATORS:

Inputs: Number of authorized positions in the Title V program
Outputs: Number of persons actually enrolled in Title V program annually
Outcome: Number of persons placed in unsubsidized employment
Percentage of Title V workers placed in unsubsidized employment
Efficiency Number of persons served compared to the authorized positions

Title VII Elder Rights Protection (Ombudsman Program)

Authority	
LSA R.S.	40:2010.2
LTCO	42 U.S.C. 3021(c)
LTC	42 U.S.C. 3027 (a)(12)
ELDER RIGHTS	42 U.S.C. 3058j
LEGAL ASSISTANCE PROGRAM	42 U.S.C. 3027 (a)
LEGAL ASSISTANCE DEVELOPER	42 U.S.C. 3027 (a)(18)
STATE LTC OMBUDSMAN	LSARS 40:2010.1 et seq

GOAL I:

To promote the rights and well-being of residents of Louisiana's Long-Term Care facilities and empower residents, their families and communities to participate in the actions and decision-making that affect their daily lives.

OBJECTIVE I.1 To resolve complaints brought by or on behalf of residents of long-term care facilities monthly.

STRATEGY I. 1. 1 Provide and approve continuing educational training for certified personnel

STRATEGY I. 1. 2 Arrange for legal advice and consultation for ombudsmen in interpreting the laws and regulations pertaining to residents' rights and requirements for nursing facilities

- STRATEGY I. 1. 3 Provide technical assistance to ombudsmen as needed in resolving complaints
- STRATEGY I 1.4 Provide in-service to nursing facilities and conduct or participate in community education events
- STRATEGY I 1.5 Promote culture change efforts with providers and current and potential consumers

PERFORMANCE INDICATORS:

- Inputs: Number of complaints received
Number of in-service hours
- Outcome Number of complaints resolved
- Quality: Random review of case records for effectiveness and compliance

OBJECTIVE II .1: To ensure resident access to the ombudsmen services in all Louisiana licensed nursing homes, visits will be conducted by certified Ombudsmen monthly.

- STRATEGY I. 2. 1 Require regular visitation of facilities by paid staff and volunteers
- STRATEGY I. 2. 2 Require a minimum Full Time Equivalent (FTE) in each region
- STRATEGY I. 2. 3 Hold certification training as necessary to ensure minimal FTE requirements
- STRATEGY I.2.4 Conduct monthly meetings/phone conferences with Ombudsmen Coordinators

PERFORMANCE INDICATORS:

- Inputs: Number of nursing homes visited monthly
- Outputs: Number of certified ombudsmen
- Outcomes: Percentage averaged quarterly of nursing homes visited monthly

PARISH COUNCILS ON AGING PROGRAM

Authority
LSA R.S. 46:1601 et seq

MISSION: To provide support services to the elderly population by parish councils on aging.

GOAL I.

To ensure that parish councils on aging operates in compliance with state laws and the Governor's Office of Elderly Affairs (GOEA) Policies and Procedures.

OBJECTIVE I.1: Through the Parish Councils on Aging activity, keep elderly citizens in the contractor's parish abreast of nutrition programs and other services being offered through the parish councils on aging or other parish and state resources by holding public hearings.

STRATEGY I.1 .1 To enforce policies governing the use of state funds appropriated to parish voluntary councils on aging in accordance with R.S. 46:1606

STRATEGY I.1 .2 Provide contingency training to voluntary parish councils on aging board members regarding the parish council on aging statutory functions and responsibilities

STRATEGY I. 1. 3 Provide technical support by the Governor's Office of Elderly Affairs staff on an as needed or requested basis

STRATEGY I 1.4 Provide nutritional services to those who have the greatest nutritional need

PERFORMANCE INDICATORS:

Inputs: Annual review of 64 board rosters
Number of training sessions held
Outputs: Number of board and staff trained.
Outcomes: Increase in the number of requests for training by 2%
Percentage of seniors with high nutritional risk served through the nutrition program
Quality: Participant evaluation were satisfaction or above

SENIOR CENTER PROGRAM

Authority

LSA R.S. 46:932(14)

LSA R.S. 46:1608

MISSION: To provide facilities where older persons in each parish can receive supportive services and participate in activities that foster their independence, enhance their dignity, and encourage involvement in and with the community.

GOAL I.

To provide facilities, throughout the state, where older individuals can meet and receive a variety of services on a local level.

OBJECTIVE I.1: To assess state funded senior centers for compliance with the Governor's Office of Elderly Affairs policy by June 30 each year.

STRATEGY I. 1. 1 A self-assessment instrument will be sent to the Councils on Aging and/or senior centers for completion.

STRATEGY I. 1. 2 Evaluate the results of the senior centers self-assessment instrument

STRATEGY I. 1. 3 Issue a final report on state funded senior centers 45 days after the state fiscal year ends.

PERFORMANCE INDICATORS:

Inputs: Baseline number of the senior centers that operate in the state
Outputs: Number of contracts awarded annually for senior center operation
Number of older individuals receiving services in state-funded senior centers
Outcomes: Services provided in senior centers throughout the state
Percentage of seniors who participate in the congregate meal program
Number of seniors at high nutritional risk who receive a meal
Efficiency: Senior centers will deliver services in designated areas

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 1: To maintain baseline of 200 training hours to the agency staff and agencies who provide service to the elderly annually ending on June 30, each year.

Indicator Name: Base line of 200 hours of training made available to staff and service providers and aging service counterparts through conferences/training approved or provided by the Governor's Office of Elderly Affairs

Indicator LaPAS PI Code: 348

1. Type and Level: Input and Key
2. Rationale: To have employees/contractors trained in areas that will benefit the job duties of each employee or contractor
3. Use: Help to budget the need for training which is provided to the aging network annually and regionally
4. Clarity: None
5. Validity, Reliability and Accuracy: This program is sub.
6. Data Source, Collection and Reporting: Data collected from rosters at the end of each training and report on a quarterly basis the number of training and hours provided for the participants
7. Calculation Methodology: Tabulate hours from training rosters
8. Scope: None
9. Caveats: Cost of each training that would include the travel and maintenance of each participant, trainer presentation cost, and material. Also included in training is staff attending external training and then the cost would include the maintenance for each participant and registration cost.
10. Responsible Person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program ADMINISTRATION PROGRAM

Objective I. 1: To maintain baseline of 200 training hours to the agency staff and agencies who provide service to the elderly annually ending on June 30 each year.

Indicator Name: Number of employees in the Governor's Office of Elderly Affairs, contractors and other agencies providing services to seniors who received training.

Indicator LaPAS PI Code: 6165

1. Type and Level: Output and supportive
2. Rationale: Is the number of employees trained adequately to the number of employees that provide service.
3. Use: Reviewing the number of trained persons in comparison to the changes in the agency's policy or any new rules
4. Clarity: Not Applicable
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Sign-in list and evaluation will be collected at the end of each training session. The results are then compiled and reported in each appropriate indicator to OPB.
7. Calculation Methodology: Determine what percentage of agencies/organizations received training from the total number of agencies eligible to send participants.
8. Scope: None
9. Caveats: Cost may be a determining factor in what type of training to be offered and who may attend.
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 1: To maintain baseline of 200 training hours to the agency staff and agencies who provide service to the elderly annually ending on June 30 each year.

Indicator Name: Provide diverse training programs provided to staff/contractors

Indicator LaPAS PI Code: 6166

1. Type and Level: Outcome and supportive
2. Rationale: To have more informed trained staff and service providers
3. Use: To provide a variety of training topics that is pertinent to the services provided to the community.
4. Clarity: Not applicable
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Sign-in list and evaluation will be collected at the end of each training session. The results are then compiled and reported in each appropriate indicator to OPB.
7. Calculation Methodology: Not applicable
8. Scope: None
9. Caveats: Not Applicable
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 1: To maintain baseline of 200 training hours to the agency staff and agencies who provide service to the elderly annually ending on June 30 each year.

Indicator Name: Percentage of staff/contractors, and aging network employees who benefited from training from the Governor's Office of Elderly Affairs

Indicator LaPAS PI Code: 23366

1. Type and Level: Outcome and Key
2. Rationale: To provide substantial and meaningful training
3. Use: To provide a variety of training topics that is pertinent to the services provided to the community.
4. Clarity: Not applicable
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Sign-in list and evaluation will be collected at the end of each training session. The results are then compiled and reported in each appropriate indicator to OPB.
7. Calculation Methodology: Not applicable
8. Scope: None
9. Caveats: Not Applicable
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 1: To maintain baseline of 200 training hours to the agency staff and agencies who provide service to the elderly annually ending on June 30 each year.

Indicator Name: Cost of training per employee/contractor

Indicator LaPAS PI Code:

1. Type and Level: Efficiency and general performance information
2. Rationale: To determine if the training is cost effective
3. Use: To insure that the training is cost effective
4. Clarity: Not Applicable
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: To review all the training completed annually and review the cost associated with delivery of all trainings to determine an average cost.
7. Calculation Methodology: Divide number of participants into the total cost of each training session.
8. Scope: None
9. Caveats: None
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 1: To maintain baseline of 200 training hours to the agency staff and agencies who provide service to the elderly annually ending on June 30 each year.

Indicator Name: An evaluation tool will measure customer satisfaction at the end of each training session with 95% of the participants rating the training as satisfactory or above.

Indicator LaPAS PI Code: 6167

1. Type and Level: Quality and Supportive
2. Rationale: To determine if the training provided meet the need of the participant.
3. Use: To ensure that the training is meeting the needs of the audience and is presented in an organized manner.
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Review the evaluation tool that each participant completes and compile the results.
7. Calculation Methodology: Tabulate each training evaluation on an overall rating of satisfied and above.
8. Scope: None
9. Caveats: None
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 2: Modify and maintain a workforce plan and system as an ongoing process to prepare for the retirement of tenured employees by June 30 each year.

Indicator Name: Number of employees within 5 years of eligible retirement

Indicator LaPAS PI Code:

1. Type and Level: Input and general performance
2. Rationale: To retain the knowledge of the tenured employees after they retire
3. Use: To help management recognize the need to retain the expertise of tenured employees
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: The use of personal records to obtain information on age and seniority
7. Calculation Methodology: Summation
8. Scope: This idea is civil service plan in retaining an informed workforce
9. Caveats: Everything depends on the willingness of employees to receive training and remain within the same work environment.
11. Responsible person: Angela Calhoun, Human Resources Manager, 225-342-7100
AWCalhoun@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 2: Modify and maintain a workforce plan and system as an ongoing process to prepare for the retirement of tenured employees by June 30 each year.

Indicator Name: Number of employees willing to participate in cross training

Indicator LaPAS PI Code:

1. Type and Level: Input and general performance
2. Rationale: To prepare for the retirement of experience employees
3. Use: For management to encourage employees to receive additional training to become qualified for positions in the agency
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Correspondence employees submit to supervisors on interest in certain positions
7. Calculation Methodology: Summation
8. Scope: This will only relate to our agency's staff
9. Caveats: This will depend on the response of current staff
10. Responsible person: Angela Calhoun, Human Resources Manager, 225-342-7100
CWCalhoun@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 2: Modify and maintain a workforce plan and system as an ongoing process to prepare for the retirement of tenured employees by June 30 each year.

Indicator Name: Percent of staff who participant in cross training and /or CPTP training classes

Indicator LaPAS PI Code:

1. Type and Level: Output and general performance
2. Rationale: To prepare for the retirement of experienced employees
3. Use: To maintain staff interest in learning a new job
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Any training records and staff feedback
7. Calculation Methodology: Summation
8. Scope: Relates to staff
9. Caveats: The agency is small with limited job opportunities
10. Responsible person: Angela Calhoun, Human Resources Manager, 225-342-7100 or AWCalhoun@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 2: Modify and maintain a workforce plan and system as an ongoing process to prepare for the retirement of tenured employees by June 30 each year.

Indicator Name: Number of Procedure Manual sections completed.

Indicator LaPAS PI Code:

1. Type and Level: Output and general performance
2. Rationale: To prepare agency for the retirement of experienced employees
3. Use: To be utilized in the training of existing staff or new hires
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Actual sections of the manual
7. Calculation Methodology: Manual
8. Scope: Relates duties of position
9. Caveats: The agency is small with limited job opportunities and the retirement or loss of An employee could impact the agency with orientation for a new staff member
10. Responsible person: Angela Calhoun, Human Resources Manager, 225-342-7100 or AWCalhoun@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 2: Modify and maintain a workforce plan and system as an ongoing process to prepare for the retirement of tenured employees by June 30 each year.

Indicator Name: Percent of employees who feel better equipped for promotional opportunities

Indicator LaPAS PI Code:

1. Type and Level: Outcome and general performance
2. Rationale: To prepare for the retirement of experienced employees
3. Use: To maintain the interest in learning a new job
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Any training records and feedback from cross-trained employees
7. Calculation Methodology: Summation
8. Scope: None
9. Caveats: The agency is small with limited job opportunities and cross-trained employees would know if they wanted to apply for positions that may come available in the future
10. Responsible person: Angela Calhoun, Human Resources Manager 225-342-7100 or AWCalhoun@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 3: To maintain a centralized database that will provide timely accurate reports by service to the state quarterly and the Administration for Community Living/Administration on Aging (ACL/AOA) at the end of each federal fiscal year ending September 30 annually.

Indicator Name: Utilization of subcommittees to determine which services are being provided and by whom

Indicator LaPAS PI Code:

1. Type and Level: Input & General performance information
2. Rationale: To avoid duplication of services in order to use both public and private funds more efficiently.
3. Use: To determine if the agency's resources are being channeled to programs needed by the public.
4. Clarity: Committees will report findings on a quarterly basis at a minimum
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Using data that is collected monthly from service providers. Data is collected reviewed quarterly for compliance.
7. Calculation Methodology: Tallying survey results.
8. Scope: None
9. Caveats: Locating organizations that influence and represent the community as a whole.
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 3.: To maintain a centralized database that will provide timely accurate reports by service to the state quarterly and the Administration for Community Living/Administration on Aging (ACL/AOA) at the end of each federal fiscal year ending September 30 each year.

Indicator Name: Number of services providers in aging network

Indicator LaPAS PI Code:

1. Type and Level: Output and General performance information
2. Rationale: Output
3. Use: Reviews the resources used in the area agencies regarding service delivery.
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data collected is analyzed quarterly.
7. Calculation Methodology: Compiling status reports
8. Scope: None
9. Caveats: Project will have expense of travel to compile the needed data
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 3.: To maintain a centralized database that will provide timely accurate reports by service to the state quarterly and the Administration for Community Living/Administration on Aging (ACL/AOA) at the end of each federal fiscal year ending September 30 each year.

Indicator Name: Determine enhancement and time needed to complete services

Indicator LaPAS PI Code:

1. Type and Level: Outcome and General performance information
2. Rationale: To provide excellent services for seniors
3. Use: Not applicable
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data collected is analyzed quarterly
7. Calculation Methodology: Tabulating survey results
8. Scope: None
9. Caveats: None
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective I. 3.: To maintain a centralized database that will provide timely accurate reports by service to the state quarterly and the Administration for Community Living/Administration on Aging (ACL/AOA) at the end of each federal fiscal year ending September 30 each year.

Indicator Name: To reduce duplication of service across agencies

Indicator LaPAS PI Code:

1. Type and Level: Efficiency and General performance information
2. Rationale: Services expense for future budgets
3. Use: To determine what services that are not mandated and need to be added if funding is available
4. Clarity: *Services*: This can be tangible or intangible items that senior citizens need and these *services* are provided to seniors in communities by government and non-profit agencies.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Service results are collected quarterly and reviewed annually regarding the community needs.
7. Calculation Methodology: Utilize public hearing results
8. Scope: None
9. Caveats: It may be difficult to obtain information on all service providers
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Elderly Protective Services Sub Program

Objective 1.1: To respond to reports of abuse, neglect and exploitation within the given priority levels; High Priority – 24 working hours, Medium Priority – within 5 working days of case assignment, Low Priority – within 10 working days of case assignment

Indicator Name: Number of reports received

Indicator LaPAS PI Code: 350

1. Type and Level: Input and Key
2. Rationale: Monitor the number of reports received monthly in each region
3. Use: To review staffing in all regions, state and contract
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Daily log used by service is collected daily and reported monthly
7. Calculation Methodology: Count the number of cases received
8. Scope: None
9. Caveats: None
10. Responsible Person: EPS Manager, Ebony Phillips, 225-342-7122, ETPhillips@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Elderly Protective Services Sub Program

Objective I.I: To respond to reports of abuse, neglect and exploitation within the given priority levels; High Priority – 24 working hours, Medium Priority – within 5 working days of case assignment, Low Priority – within 10 working days of case assignment

Indicator Name: Number of reports investigated

Indicator LaPAS PI Code: 351

1. Type and Level: Output and Key
2. Rationale: To review the number of reports that are investigated by region
3. Use: To review staffing in region
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Reports are collected and tabulated on a monthly basis.
7. Calculation Methodology: Count the number of investigations that were conducted each month
8. Scope: None
9. Caveats: None
10. Responsible person: EPS Manager, Ebony Phillips, 225-342-7100, ETPhillips@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Elderly Protective Services Sub Program

Objective I.I: To respond to reports of abuse, neglect and exploitation within the given priority levels; High Priority – 24 working hours, Medium Priority – within 5 working days of case assignment, Low Priority – within 10 working days of case assignment

Indicator Name: Number of reports received by priority level

Indicator LaPAS PI Code: 14083

1. Type and Level: Outcome and Key
2. Rationale: Review the priority of the reported case in comparison to the assessed priority level of the same investigated case.
3. Use: Review staffing in state and contract regions
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Phone log, EPS reports which are reported to state office on a monthly basis.
7. Calculation Methodology: Count each priority level case
8. Scope: None
9. Caveats: None
10. Responsible Person: EPS Manager, Ebony Phillips, 225-342-7100, ETPhillips@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Elderly Protective Services Sub Program

Objective I.I: To respond to reports of abuse, neglect and exploitation within the given priority levels; High Priority – 24 working hours, Medium Priority – within 5 working days of case assignment, Low Priority – within 10 working days of case assignment

Indicator Name: Random review of case records reveals that policy guidelines have been met

Indicator LaPAS PI Code: New

1. Type and Level: Quality general performance
2. Rationale: To ensure that the same quality of service is being delivered statewide
3. Use: To ensure that procedures and rules are being followed
4. Clarity: None
5. Validity, reliability and Accuracy This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: All EPS reports which are collected monthly.
7. Calculation Methodology: Review case records
8. Scope: None
9. Caveats: None
10. Responsible Person: EPS Manager, Ebony Phillips, 225-342-7100, ETPhillips@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Elderly Protective Services Sub Program

Objective II.I: To investigate all accepted EPS reports of abuse, neglect and exploitation within the 30 day time frame.

Indicator Name: Number of Reports Accepted

Indicator LaPAS PI Code: New

1. Type and Level: Input and general performance
2. Rationale: To review by region the number of reports accepted compared to the number of report received by region
3. Use: Review of unaccepted cases to determine the reason they did not meet the guidelines
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Monthly reports
7. Calculation Methodology: Count the number of reports accepted
8. Scope: None
9. Caveats: None
10. Responsible Person: EPS Manager, Ebony Phillips, 225-342-7100, ETPhillips@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Elderly Protective Services Sub Program

Objective II.I: To investigate all accepted EPS reports of abuse, neglect and exploitation within the 30 day time frame. .

Indicator Name: Number of reports in compliance with the 30 day time frame

Indicator LaPAS PI Code: New

1. Type and Level: Input and general performance
2. Rationale: To monitor each region according to the established time frame
3. Use: To ensure that procedures and rules are followed in each regional office
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Data is collected from call logs and case records, which are reported monthly and analyzed by region.
7. Calculation Methodology: Count the number of cases that are within the 30 day time frame
8. Scope: None
9. Caveats: None
10. Responsible Person: EPS Manager, Ebony Phillips, 225-342-7100, ETPhillips@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Elderly Protective Services Sub Program

Objective II.I: To investigate all accepted EPS reports of abuse, neglect and exploitation within the 30 day time frame. .

Indicator Name: Number of reports that are non-compliant with the 30 day time frame

Indicator LaPAS PI Code: New

1. Type and Level: Output and general performance
2. Rationale: To see if regions have been staffed according to the number of investigations that are being requested.
3. Use: Review: To ensure that all rules and procedures are followed
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Data is collected from call logs and case records, which are reported monthly.
7. Calculation Methodology: Timeline
8. Scope: None
9. Caveats: None
10. Responsible Person: EPS Manager, Ebony Phillips, 225-342-7100, ETPhillips@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Elderly Protective Services Sub Program

Objective II.I: To investigate all accepted EPS reports of abuse, neglect and exploitation within the 30 day time frame. .

Indicator Name: 70% of all reports accepted have been investigated within the 30 day time frame

Indicator LaPAS PI Code: New

1. Type and Level: Outcome and general performance
2. Rationale: Monitor cases for the 45 day time regulation
3. Use: To ensure that all rules and procedures are followed
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Data is collected monthly using the EPS-7 Activity Sheet, which is reported to administration.
7. Calculation Methodology: Figure the percentages of all cases by region.
8. Scope: None
9. Caveats: None
10. Responsible Person: EPS Manager, Ebony Phillips, 225-342-7100, ETPhillips@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Elderly Protective Services Sub Program

Objective II.I: To investigate all accepted EPS reports of abuse, neglect and exploitation within the 30 day time frame. .

Indicator Name: Random review of case records reveals that policy guidelines are met

Indicator LaPAS PI Code: New

1. Type and Level: Quality and general performance
2. Rationale: To provide quality assurance to clients served
3. Use: To ensure that all rules and procedures are followed
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Data is collected monthly using the EPS-7 Activity Sheet, which is reported to administration.
7. Calculation Methodology: Weekly
8. Scope: None
9. Caveats: None
10. Responsible Person: EPS Manager, Ebony Phillips, 225-342-7100, ETPhillips@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective II. 1.: To provided 43,000 seniors and disabled persons and their families with access to prescription medication and other needed supports and services by June 30 each year.

Indicator Name: Total number of clients served through the Senior Rx and Aging and Disability Resource Center programs

Indicator LaPAS PI Code: 23369

1. Type and Level: Input and Key
2. Rationale: To assist seniors and disabled adults with access to pharmaceutical company programs at no charge or reduced cost for medication
3. Use: Assist citizens stay health with prescribed medications
4. Clarity: *Services*: None
5. Validity, Reliability and Accuracy: Software is updated with the most current data. This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Reports submitted quarterly to the Legislature
7. Calculation Methodology: Use a software program that calculates the cost of medication obtained
8. Scope: None
9. Caveats: Cost of personnel who assist with the application process
10. Responsible person: Program Manager 1-A Angela Calhoun, 225 342-7100
AWCalhoun@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective II. 1.: To provided 43,000 seniors and disabled persons and their families with access to prescription medication and other needed supports and services by June 30 each year.

Indicator Name: Percent of clients who received assistance with prescription medication

Indicator LaPAS PI Code: 23370

1. Type and Level: Outcome and supporting indicator
2. Rationale: To assist seniors and disabled adults with access to pharmaceutical company programs at no charge or reduced cost for medication
3. Use: Provides data on number of seniors and disabled adults who would be unable to purchase prescribed medication
4. Clarity: *Services*: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Reports submitted quarterly to the Legislature
7. Calculation Methodology: Use a software program that calculates the cost of medication obtained
8. Scope: None
9. Caveats: Cost of personnel to assist clients with applications
10. Responsible person: Program Manager 1-A Angela Calhoun 225 342-7100
AWCalhoun@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: ADMINISTRATION PROGRAM

Objective II. 1.: To provided 43,000 seniors and disabled persons and their families with access to prescription medication and other needed supports and services by June 30 each year.

Indicator Name: Amount of savings on prescription medication received by clients.

Indicator LaPAS PI Code: 23368

1. Type and Level: Outcome and supporting indicator
2. Rationale: To assist seniors and disabled adults with access to pharmaceutical company programs at no charge or reduced cost for medication
3. Use: Software is able to calculate the projected cost of the medication each client received
4. Clarity: *Services*: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Reports submitted quarterly to the Legislature
7. Calculation Methodology: Use a software program that calculates the cost of medication obtained
8. Scope: None
9. Caveats: Cost of personnel assisting client and the software updates
10. Responsible person: Program Manager 1-A Angela Calhoun 225 342-7100
AWCalhoun@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title III, B, C, D, & E, Title V, Title VII, & Nutrition

Objective: I.1. To oversee the area agencies on aging to ensure they comply with GOEA policies and procedures by June 30 each year.

Indicator Name: Number of recipient receiving service from the Home and Community-Based program

Indicator LaPAS PI Code: 360

1. Type and Level: Input and Key
2. Rationale: To determine the number of elderly that is receiving services
3. Use: Gives a basis to compare services provided by the area agencies on aging
4. Clarity: *NAPIS* stands for National Aging Program Information, which is a report generated annually and required by the ACL/AOA.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Data collection source is the NAPIS report which is collected quarterly
7. Calculation Methodology: Adding all clients receiving services
8. Scope: None
9. Caveats: None
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title III, B, C, D, & E, Title V, Title VII, & Nutrition

Objective: I.1. To oversee the area agencies on aging to ensure they comply with the Governor's Office of Elderly Affairs policies and procedures by June 30 each year.

Indicator Name: Number of units of service provided to eligible participants by service received

Indicator LaPAS PI Code:

1. Type and Level: Output and general performance
2. Rationale: To determine the average of services provided to senior citizens
3. Use: Gives a baseline of units of service to determine if services increase or decline over a span of time.
4. Clarity: *NAPIS* stands for the National Aging Program Information System which is a report that is generated annually and submitted to the ACL/AOA
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit..
6. Data Source, Collection and Reporting: Data collection source is the *NAPIS* report which is collected quarterly
7. Calculation Methodology: Statistic retrieved from the *Napis* report
8. Scope: None
9. Caveats: None
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title III, B, C, D, & E, Title V, Title VII, & Nutrition

Objective: I.1. To oversee the area agencies on aging to ensure they comply with GOEA policies and procedures by June 30 each year.

Indicator Name: Percentage of elderly population served

Indicator LaPAS PI Code: 6168

1. Type and Level: Outcome and Key
2. Rationale: To see what percent of elderly are being served in the State
3. Use: To compare the percentage of services our network provides compared to other southern states.
4. Clarity: *NAPIS* stands for National Aging Program Information, which is a report that is generated annually and submitted to the ACL/AOA.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Data collection source is the *NAPIS* report, which is collected quarterly
7. Calculation Methodology: Utilize the *NAPIS* report for the figures
8. Scope: None
9. Caveats: None
10. Responsible person: Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title III, B, C, D, & E, Title V, Title VII, & Nutrition

Objective: I.1. To oversee the area agencies on aging to ensure they comply with GOEA policies and procedures by June 30 each year.

Indicator Name: Total unduplicated count of persons served for registered services under the Older Americans Act

Indicator LaPAS PI Code: 6173

1. Type and Level: Efficiency and Supportive
2. Rationale: To determine the number of services provided to each person
3. Use: Compare the number of clients receiving services compared to the 60+ state population
4. Clarity: Data collected monthly and quarterly reports are reviewed and data is submitted to ACL/AOA annually.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Data collection source is the NAPIS report, which is collected monthly and totaled quarterly and annually.
7. Calculation Methodology: Retrieve unduplicated figures from each report to obtain state count of unduplicated figures.
8. Scope: None
9. Caveats: None
10. Responsible person. Compliance and Planning Manager, Michelle Guillory, 225-342-7100 or MTGuillory@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title III, B, C, D, & E, Title V, Title VII, & Nutrition

Objective: II.1. To require area agencies to target the state's older individuals with the greatest economic or social need, with particular attention to low-income minority individuals, for services by June 30 each year.

Indicator Name: Baseline of services currently provided by the area agencies on aging

Indicator LaPAS PI Code:

1. Type and Level: Input and general performance
2. Rationale: To track any additional services provided
3. Use: Ensures that resources are targeted in the right area
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Check quarterly reports for services delivered by providers.
7. Calculation Methodology: Tabulate reports submitted by all Area Agencies on Aging
8. Scope: None
9. Caveats: None
- 10. Responsible person: Home and Community Based Services Unit, Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov.**

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title III, B, C, D, & E, Title V, Title VII, & Nutrition

Objective: II.1. To require area agencies to target the state's older individuals with the greatest economic or social need, with particular attention to low-income minority individuals, for services by June 30 each year.

Indicator Name: Number of client served for each service

Indicator LaPAS PI Code:

1. Type and Level: Output and general performance
2. Rationale: To compare the number of seniors which receive services to the number of seniors residing in the state.
3. Use: To be able to compare the number of clients receiving
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Data is collected in the NAPIS report and reported annually.
7. Calculation Methodology: Compare target individuals to the number of individuals served
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit, Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title III, B, C, D, & E, Title V, Title VII, & Nutrition

Objective: II.1. To require area agencies to target the state's older individuals with the greatest economic or social need, with particular attention to low-income minority individuals, for services by June 30 each year.

Indicator Name: Unduplicated count of persons served by minority and rural status and poverty level

Indicator LaPAS PI Code:

1. Type and Level: Outcome and general performance
2. Rationale: To compare the services to the number below poverty according to the census
3. Use: to review if the area agencies on aging are servicing the top priority population.
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data collection source is the NAPIS report which is reported annually.
7. Calculation Methodology: None
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit, Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title III, B, C, D, & E, Title V, Title VII, & Nutrition

Objective: II.1. To require area agencies to target the state's older individuals with the greatest economic or social need, with particular attention to low-income minority individuals, for services by June 30 each year.

Indicator Name: Percentage of low-income persons served as compared to the number of elderly persons by service area

Indicator LaPAS PI Code:

1. **Type and Level:** Efficiency and general performance
2. **Rationale:** To determine if more outreach in the communities is needed.
3. **Use:** To review if the area agency on aging services the priority population
4. **Clarity:** None
5. **Validity, Reliability and Accuracy:** This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. **Data Source, Collection and Reporting:** Data is collected monthly and reviewed quarterly.
7. **Calculation Methodology:** Review reports
8. **Scope:** None
9. **Caveats:** None
10. **Responsible person:** Home and Community Based Services Unit, Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title V

Objective: I.1.: The Governor's Office of Elderly Affairs will meet the United States Department of Labor Entered Employment goal of 39.13% of authorized slots by June 30 each year. The Entered Employment goal is re-negotiated annually.

Indicator Name: Number of authorized positions in the Title V program

Indicator LaPAS PI Code: 14085

1. Type and Level: Input and Key
2. Rationale: To verify the number of persons in the Title V Program
3. Use: These indicators are set by Federal guidelines
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected from contractors and compared to Job Placement Data and is reviewed annually.
7. Calculation Methodology: Summation
8. Scope: None
9. Caveats: None
10. Responsible person: Program Manager 1-A, LaKeisha Robertson, 225 342-7100, LDWomack@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title V

Objective: I.1.: The Governor's Office of Elderly Affairs will meet the United States Department of Labor Entered Employment goal of 39.13% of authorized slots by June 30, each year. The Entered Employment goal is re-negotiated annually.

Indicator Name: Number of persons actually enrolled in the Title V program annually

Indicator LaPAS PI Code: 365

1. Type and Level: Output and Key
2. Rationale: To determine how many elders benefit from this program
3. Use: These indicators are set by Federal guidelines
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected from contractors and compared to the Department of Labor employment statistic
7. Calculation Methodology: Analysis
8. Scope: None
9. Caveats: Time to comply the information needed
10. Responsible person: Program Manager 1-A, LaKeisha Robertson, 225 342-7100, LDWomack@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title V

Objective: I.1.: The Governor's Office of Elderly Affairs will meet the United States Department of Labor Entered Employment goal of 39.13% of authorized slots by June 30 each year. The Entered Employment goal is re-negotiated annually.

Indicator Name: Number of persons placed in unsubsidized employment

Indicator LaPAS PI Code: 366

1. Type and Level: Outcome and Key
2. Rationale: To have more informed trained staff
3. Use: To provide a variety of training topics that is pertinent to the services that are provided to the community
4. Clarity: Not Applicable
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected and reported quarterly.
7. Calculation Methodology: Not Applicable
8. Scope: None
9. Caveats: Not Applicable
10. Responsible person: Program Manager 1-A, LaKeisha Robertson, 225 342-7100, LDWomack@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title V

Objective: I.1.: The Governor's Office of Elderly Affairs will meet the United States Department of Labor Entered Employment goal of 39.13% of authorized slots by June 30 each year. The Entered Employment goal is re-negotiated annually.

Indicator Name: Percentage of Title V workers placed in unsubsidized employment

Indicator LaPAS PI Code: 23371

2. Type and Level: Outcome and Key
2. Rationale: To have informed trained workers
3. Use: To provide a variety of training topics that is pertinent to the services that are provided to the community
4. Clarity: Not Applicable
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected and reported quarterly.
7. Calculation Methodology: Not Applicable
8. Scope: None
9. Caveats: Not Applicable
10. Responsible person: Program Manager 1-A, LaKeisha Robertson, 225 342-7100, LDWomack@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title V

Objective: I.1 The Governor's Office of Elderly Affairs will meet the United States Department of Labor Entered Employment goal of 39.13% of authorized slots by June 30 each year. The Entered Employment goal is re-negotiated annually.

Indicator Name: Number of persons served compared to the authorized positions

Indicator LaPAS PI Code: 365

1. Type and Level: Efficiency and general performance
2. Rationale: To show a need for this service
3. Use: These indicators are set by Federal Guidelines.
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Data is collected from the annual report.
7. Calculation Methodology: Compare the numbers of positions to those who have been served
8. Scope: None
9. Caveats: None
10. Responsible person: Program Manager 1-A, LaKeisha Robertson, 225 342-7100, LDWomack@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title VII Elder Rights Protection (Ombudsman Program)

Objective: I.1. To resolve complaints brought by or on behalf of residents of long-term care facilities monthly.

Indicator Name Number of complaints received

Indicator LaPAS PI Code: 370

1. Type and Level: Input and general performance
2. Rationale: This indicates the demand for services
3. Use: Determine if families of persons in nursing homes and board and care facilities are reviewing the publicity submitted by the Ombudsman region..
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Reports collected by regional ombudsman and reported monthly.
7. Calculation Methodology: Summation
8. Scope: None
9. Caveats: None
10. Responsible person: State Ombudsman, Rosa Walton, 225 342-7100, RSWalton@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title VII Elder Rights Protection (Ombudsman Program)

Objective: 1.1. To resolve complaints brought by or on behalf of residents of long-term care facilities monthly

Indicator Name: Number of in-service hours

Indicator LaPAS PI Code:

1. Type and Level: Output and general performance
2. Rationale: To keep Ombudsman trained and updated on any changes in procedures
3. Use: To ensure that funds are budgeted in an adequate amount to keep the field current with any changes
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected from sign in sheets at the training and reported with the monthly report.
7. Calculation Methodology: Summation
8. Scope: None
9. Caveats: None
10. Responsible person: State Ombudsman, Rosa Walton, 225 342-7100, RSWalton@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title VII Elder Rights Protection (Ombudsman Program)

Objective: I.1. To resolve complaints brought by or on behalf of residents of long-term care facilities monthly

Indicator Name: Number of complaints resolved

Indicator LaPAS PI Code: 14086

1. Type and Level: Outcome and general performance
2. Rationale: This measures the effectiveness of the service since a complaint is only considered resolved when it is resolved to the satisfaction of the client.
3. Use: Helps verify that the necessary training was provided.
4. Clarity: By definition, complaints are resolved to the satisfaction of the client
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected by regional ombudsman and turned in to the State Office on a monthly basis.
7. Calculation Methodology: Summation
8. Scope: None
9. Caveats: None
10. Responsible person: State Ombudsman, Rosa Walton, 225 342-7100, RSWalton@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title VII Elder Rights Protection (Ombudsman Program)

Objective: I.1. To resolve complaints brought by or on behalf of residents of long-term care facilities monthly

Indicator Name: Random review of case records for effectiveness and compliance.

Indicator LaPAS PI Code:

1. Type and Level: Quality and general performance
2. Rationale: Monitoring of case records will ensure accurate reporting and effectiveness in the service
2. Use: Helps verify that the necessary training was provided
3. Clarity: Case records are maintained on an on-going basis. Monitoring is conducted quarterly or more frequent if necessary.
4. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
5. Data Source, Collection and Reporting: Data is the case records maintained by ombudsmen and this is maintained on an ongoing basis and monitored annually.
6. Calculation Methodology: A sample of cases will be collected from the field and examined by the state office for timeliness and quality.
7. Scope: An average of response time will be calculated. A dichotomous scale will indicate effectiveness: Acceptable or Unacceptable.
8. Caveats: None
10. Responsible person: State Ombudsman, Rosa Walton, 225 342-7100, RSWalton@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title VII Elder Rights Protection (Ombudsman Program)

Objective: II.1 To ensure client access to ombudsmen services in all Louisiana licensed nursing homes, visits will be made by certified Ombudsmen monthly.

Indicator Name: Number of nursing homes visited monthly

Indicator LaPAS PI Code: 21342

1. Type and Level: Output and key
2. Rationale: Provides a monitoring tool to use with the Ombudsman regional contracts.
3. Use: Reports will be reviewed to determine that each nursing facility in each region is visited according to the contract.
4. Clarity: None
5. Validity, Reliability and Accuracy: Reports will be reviewed and records will be checked on visits to regions. This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Ombudsman regions turn in monthly reports to the state office giving the name of the facility, date, and time visited.
7. Calculation Methodology: To tabulate monthly reports
8. Scope: None
9. Caveats: None
10. Responsible person: State Ombudsman, Rosa Walton, 225 342-7100, RSWalton@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title VII Elder Rights Protection (Ombudsman Program)

Objective: II.1. To ensure client access to ombudsmen services in all Louisiana licensed nursing homes, visits will be made by certified Ombudsmen monthly

Indicator Name: Number of certified ombudsmen

Indicator LaPAS PI Code:

1. Type and Level: Output and general performance
2. Rationale: Determines when recruitment for the program is needed in order to keep the proper ratio of Ombudsman to the number of facilities.
3. Use: Helps to determine if more training and recruitment is needed to have adequate Ombudsman coverage.
4. Clarity: Not applicable
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Data collected by state office and used to set up training sessions as needed.
7. Calculation Methodology: Summation
8. Scope: None
9. Caveats: None
10. Responsible person: State Ombudsman, Rosa Walton, 225 342-7100, RSWalton@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Title VII Elder Rights Protection (Ombudsman Program)

Objective: II.1. To ensure client access to ombudsmen services in all Louisiana licensed nursing homes, visits will be made by certified Ombudsmen monthly

Indicator Name: Percentage, averaged quarterly, of nursing homes visited monthly

Indicator LaPAS PI Code: 21345

1. Type and Level: Outcome and supporting indicator
2. Rationale: A visual for the state office
3. Use: .Used in monitor the regional Ombudsman contracts
4. Clarity: None
5. Validity, Reliability and Accuracy: Reports will be reviewed and records will be checked on visits to regions. This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Reports will be received monthly and compiled into a quarterly report.
7. Calculation Methodology: Reports are turned in monthly and reviewed for number of licensed nursing homes visited.
8. Scope: None
9. Caveats: There should not be any limitation of this indicator unless there is a staff turnover in one or more of the regions.
10. Responsible person: State Ombudsman, Rosa Walton, 225 342-7100, RSWalton@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Parish Councils on Aging

Objective: I.1. Through the parish councils on aging activity, keep elderly citizens in the contractor's parish abreast of nutrition programs and other services being offered through the parish councils on aging or other parish and state resources by holding public hearings.

Indicator Name: Annual review of 64 board rosters

Indicator LaPAS PI Code:

1. Type and Level: Input and general performance
2. Rationale: To ensure that councils on aging are following the policy guidelines on board membership
3. Use: To ensure that GOEA's policy is being followed.
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Board rosters are requested after each annual meeting or board roster changes due to death, resignation or removal of a board member
7. Calculation Methodology: Review reports submitted by councils
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Parish Councils on Aging

Objective: I.1. Through the parish councils on aging activity, keep elderly citizens in the contractor's parish abreast of nutrition programs and other services being offered through the parish councils on aging or other parish and state resources by holding public hearings.

Indicator Name: Number of training sessions held

Indicator LaPAS PI Code:

1. Type and Level: Input and general performance
2. Rationale: To ensure that members of the Council on Aging Boards are knowledgeable on their responsibilities
3. Use: If a problem with processes or policy is detected in, the aging network the training scheduled will be reviewed to see if an increase of training is needed.
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit.
6. Data Source, Collection and Reporting: Rosters are collected after each training/orientation sessions
7. Calculation Methodology: N/A
8. Scope: None
9. Caveats: Cost of training is the responsibility of each Council on Aging
- 10. Responsible person:** Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Parish Council on Aging

Objective: I.1. Through the parish councils on aging activity, keep elderly citizens in the contractor's parish abreast of nutrition programs and other services being offered through the parish councils on aging or other parish and state resources by holding public hearings.

Indicator Name: Number of board and staff trained

Indicator LaPAS PI Code:

1. Type and Level: Output and general performance
2. Rationale: Training increases the productivity of staff and knowledge of board members assisting them in performing their respective duties
3. Use: Helps to ensure the information is given to the leadership of the aging network.
4. Clarity: None
6. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Collect the roster at the end of each training.
7. Calculation Methodology: Summation
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Parish Council on Aging

Objective: I.1. Through the parish councils on aging activity, keep elderly citizens in the contractor's parish abreast of nutrition programs and other services being offered through the parish councils on aging or other parish and state resources by holding public hearings.

Indicator Name: Increase in the number of requests for training

Indicator LaPAS PI Code:

1. Type and Level: Outcome and general performance
2. Rationale: Participants see the value of training
3. Use: N/A
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Request may vary but the data is analyzed annually.
7. Calculation Methodology: Summation
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Parish Council on Aging

Objective: I.1. Through the parish councils on aging activity, keep elderly citizens in the contractor's parish abreast of nutrition programs and other services being offered through the parish councils on aging or other parish and state resources by holding public hearings.

Indicator Name: Percentage of seniors with high nutritional risk served through the nutrition program

Indicator LaPAS PI Code: 23373

1. Type and Level: Outcome and general performance
2. Rationale: To reach as many seniors who are at nutritional risk
3. Use: Assist to evaluate the program and the goals of the parish council on aging
4. Clarity: None
5. Validity, Reliability and Accuracy: This program is reviewed on a quarterly basis. This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Request may vary but the data is analyzed annually.
7. Calculation Methodology: Summation and using the SAMS software which can give reports by planning and service areas or a state report
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Parish Council on Aging

Objective: I.1. Through the parish councils on aging activity, keep elderly citizens in the contractor's parish abreast of nutrition programs and other services being offered through the parish councils on aging or other parish and state resources by holding public hearings.

Indicator Name: Participant evaluation were satisfaction or above.

Indicator LaPAS PI Code:

1. Type and Level: Quality and general performance
2. Rationale: To determine if the information presented was usable in their work environment
3. Use: Monitors the effectiveness and usefulness of the training that was provided
4. Clarity: None
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Survey data is collected at the conclusion of each training.
7. Calculation Methodology: Summation
8. Scope: None
9. Caveats: None
- 11. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov**

PERFORMANCE INDICATOR DOCUMENTATION

Program: Senior Center Program

Objective: I.1. To assess state funded senior centers for compliance with the Office of Elderly Affairs policy by June 30 each year.

Indicator Name: Baseline of the senior centers that operate in the state

Indicator LaPAS PI Code: 398

1. Type and Level: Input and Key
2. Rationale: To set guidelines for any additional senior centers
3. Use: Gives a baseline number of senior centers in Louisiana to determine how many other locations are needed based on population and need.
4. Clarity: *Senior Center* is a place where seniors in the community can receive a meal, socialize, and participate in other activities.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected annually
7. Calculation Methodology: N/A
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Senior Center Program

Objective: I.1. To assess state funded senior centers for compliance with the Office of Elderly Affairs by June 30 each year.

Indicator Name: Number of contracts awarded annually for senior center operation

Indicator LaPAS PI Code:

1. Type and Level: Output and general performance
2. Rationale: How does this compare to the number of centers that are approved
3. Use: To help determine if new contracts are needed for senior centers and the location of other senior centers in the area.
4. Clarity: *Senior Center* is a place where seniors in the community can receive a meal, socialize and participate in other activities.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected from reports annually.
7. Calculation Methodology: N/A
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Senior Center Program

Objective: .I.1. To assess state funded senior centers for compliance with the Governor's Office of Elderly Affairs policy by June 30 each year.

Indicator Name: Number of older individuals receiving services in state funded senior centers

Indicator LaPAS PI Code:

1. Type and Level: Output and General performance information
2. Rationale: Are the senior centers strategically placed in their geographic region? Does the area have large concentrations of elderly according to the most recent census data?
3. Use: Review the number of senior citizens that are served in centers to assess if the location of the center meets the needs of the senior community.
4. Clarity: *Senior Center* is a place where seniors in the community can receive a meal, socialize, and participate in other activities.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected through the annual report and compared to the most recent census data.
7. Calculation Methodology: Tabulate the number of senior citizens who receive service from a Senior Center.
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Senior Center Program

Objective: I.1. To assess state funded senior centers for compliance with the Governor's Office of Elderly Affairs policy by June 30 each year.

Indicator Name: Services provided in senior centers throughout the state

Indicator LaPAS PI Code: 6177

1. Type and Level: Outcome and Key
2. Rationale: Which areas seem to have a greater need for more senior centers
3. Use: To review the types of services that have been provided in senior centers.
4. Clarity: *Senior Center* is a place where seniors in the community can receive a meal, socialize, and participate in other activities.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected annually on the Senior Center Assessment Tool
7. Calculation Methodology: Tabulation
8. Scope: None
9. Caveats: None
- 12.** Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov.

PERFORMANCE INDICATOR DOCUMENTATION

Program: Senior Center Program

Objective: I.1. To assess stated funded senior centers for compliance with the Governor's Office Of Elderly Affairs policy by June 30 each year.

Indicator Name: Percentage of seniors who participate in the congregate meal programs

Indicator LaPAS PI Code: 23374

1. Type and Level: Outcome and General performance information
2. Rationale: For the elder community to be able to reach areas where they may receive service and not travel long distances.
3. Use: To assure that the senior centers are in locations where senior citizens reside.
4. Clarity: *Senior centers* are places where seniors in the community can receive a meal, socialize and participate in other activities.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected annually via the area plan goal review
7. Calculation Methodology: N/A
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Senior Center Program

Objective: I.1. To assess stated funded senior centers for compliance with the Governor's Office Of Elderly Affairs policy by June 30 each year.

Indicator Name: Number of seniors at high nutritional risk who receive a meal

Indicator LaPAS PI Code:

1. Type and Level: Outcome and General performance information
2. Rationale: For the elder community to be able to reach areas where they may receive service and not travel long distances.
3. Use: To assure that the senior centers are in locations where senior citizens reside.
4. Clarity: *Senior centers* are places where seniors in the community can receive a meal, socialize and participate in other activities.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected annually via the area plan goal review
7. Calculation Methodology: N/A
8. Scope: None
9. Caveats: None
- 13. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov**

PERFORMANCE INDICATOR DOCUMENTATION

Program: Senior Center Program

Objective: I.1. To assess stated funded senior centers for compliance with the Office Of Elderly Affairs policy by June 30 each year.

Indicator Name: Senior centers will deliver services in designated areas

Indicator LaPAS PI Code:

1. Type and Level: Efficiency and General performance information
2. Rationale: For the elder community to be able to reach areas where they may receive service and not travel long distances.
3. Use: To assure that the senior centers are in locations where senior citizens reside.
4. Clarity: *Senior centers* are places where seniors in the community can receive a meal, socialize and participate in other activities.
5. Validity, Reliability and Accuracy: This indicator is subject for review by the Legislative Auditor and/or the Division of Administration Internal Audit
6. Data Source, Collection and Reporting: Data is collected annually.
7. Calculation Methodology: N/A
8. Scope: None
9. Caveats: None
10. Responsible person: Home and Community Based Services Unit Manager, Stacy Mills, 225-342-7100 or SLMills@goea.la.gov

APPENDIX:

A brief statement on each program their principle clients and users and the specific service or benefit that they derive.

Administration Program:

The administration program is responsible for the overall operation of the agency and is financially responsible for all programs under the auspice of the Governor's Office of Elderly Affairs. Stakeholders in the Administration Program include the agency staff, Louisiana Executive Board on Aging (LEBA) Board members, parish council on aging staff, their board of directors, area agency on aging staff and their board of directors, service recipients and their families. Additional stakeholders include the Governor, Legislators and their constituents. Stakeholders benefit from an informed and trained council on aging staff, which provide comprehensive and appropriate services to clients in the most expedient and cost efficient manner.

The stakeholders of the EPS sub program are the elderly at risk, residents of medical facilities, residents of long-term care facilities and their families. Additional stakeholders for EPS are medical personnel, social workers, EPS staff, community leaders, clergy, law enforcement and government officials. EPS is responsible for investigating reports of abuse of citizens age 60 plus regarding allegations of abuse, neglect and/or exploitation. This includes the age 60 or older individual who is suspected to inflict self-neglect or abuse. EPS receives reports of abuse, neglect and/or exploitation from the public, investigates the allegations and helps to arrange for appropriate services for the client/victim.

Stakeholders for the Elder Rights/Ombudsman program are the residents of medical facilities, long-term care facility residents, and their families. Additional stakeholders for Elder Rights, Ombudsman program are medical personnel, social workers, Regional Ombudsman staff, community leaders, clergy, law enforcement and government officials. Long Term Care Ombudsmen investigate and resolve complaints made by or on behalf of residents of long-term care facilities. Long-term care facilities include nursing homes, assisted living facilities, and personal care homes that serve all individuals. Ombudsmen also assist consumers and potential consumers with information choose a facility to fit their needs. Ombudsmen also assist residents and their families with involuntary discharge or any other long-term care facility issue the resident or their family may need assistance in resolving.

The Aging and Disability Resource Center (ADRC)/SenioRx serving Louisiana offers individuals and families a single source for information and assistance and individualized service planning to enhance self-sufficiency and quality of life. The ADRC/SenioRx staff assist individuals with accessing free or discounted prescriptions who do not have insurance or have reached the gap in their Medicare prescription coverage. Stakeholders for the ADRC/SenioRx Programs are staff, their agency board of directors, area agency on aging staff, caregivers,

individuals seeking assistance, councils on aging, and elected officials.

Federal Older American' Act Program Title III B, C, D, & E Title V, Title VII, and Nutrition

The Administration of Community Living (ACL) appropriates federal funds to the state for services to elderly citizens. These federal funds are distributed based on a formula approved by the Administration of Community Living, and state funds are distributed as dictated by state law R. S. 46:1606 and R.S. 46:1608. Stakeholders for this program are the parish councils on aging, area agencies on aging, the elderly population, their families, friends, local governments and agency staff. The elderly population are assisted with their needs and reside in rural areas or urban areas. Seniors may have economic and/or social need, limited income, disability; suffer from Alzheimer, or other related medical disorders are considered high priority. Additional stakeholders are legal corporations and attorneys who fulfill legal services, recipients of home delivered meals, congregate meal sites or recipients of services such as homemaker, chore, or transportation.

The National Family Caregiver Support Program (NFCSP) assists caregivers who are caring for persons over 60 years old or grandparents who have responsibility for children under the age of 18. The NFCSP provides educational services, support groups, personal care attendants, respite care, and some material aid items. NFCSP assist the caregiver to continue to care for their spouse, or relative so the elder may remain in the environment of their choice.

Individuals who participate in services from the Title III programs must be over age 60. However, recipients of the Senior Employment Program only need to be over 55 years of age and have an income at or below poverty. The senior employment program gives senior citizens the opportunity to receive training, and on the job experience which will assist them to return to the workforce.

Program monitors evaluate all programs to verify the services delivered meet the needs of the consumer. Recipients of service also provide feedback through public hearings and need assessment surveys. Services being provided are reviewed and adjustments can be made based on the needs assessment.

Parish Councils on Aging

The Governor's Office of Elderly Affairs provides an allotment to parish councils on aging based on R.S. 46:1606 which provides funding to supplement programs/services or administrative costs. Councils on aging are located in each parish and chartered by the state to advocate for elderly in their parish based on R.S. 46:1601. The councils on aging also provide contracted services through an area agency on aging. Some of the councils on aging receive a local tax mileage or a designated sales tax as another source of revenue to assist with programs for the parish's elderly population. Stakeholders for this program are recipients of service, families of the elderly who receive service, parish government, and employees of the council on aging. The

councils are responsible for being an advocate for the elderly in their parish. The councils on aging network ensure the needs of the elderly are met in the community.

Senior Center Program

The National Council on the Aging defines a senior center as:

A community focal point on aging where older persons as individuals or in groups come together for services and activities that enhance their dignity, support their independence and encourage their involvement in and with the community.

In Louisiana, we have 139 senior center sites that offer not only services, but a place where seniors can socialize and learn new things. This helps to keep the senior healthy, informed, and active in the community. We are seeing more seniors live longer and the senior centers provide an excellent location for an exchange of ideas. This facility helps in providing activities to stimulate the elder's interest and promote independence.

Stakeholders of the Senior Center Program are the elderly who participate in the programs, their families, and local governments, parish councils on aging, the community, state lawmakers, the governor and the staff of the Office of Elderly Affairs.

Internal Assessment

The Governor's Office of Elderly Affairs (GOEA) is an agency in the Executive Office that plans for various federal grants and state funding to regional and local contractors and ensures accountability for those funds through contract management. This office also provides direct service to clients through the State Long Term Care Ombudsman Program and the Elderly Protective Services Program. The eligibility for the programs with GOEA is for persons 60 and older except with the Title V Senior Employment Program where the age minimum age is 55 and the SenioRx/ADRC program for any person who has a need. Targeted groups are the frail, low income, minority, rural, victims of abuse and those who demonstrate the greatest social or economic need.

An identification of potential external factors that are beyond the control of the entity and that could significantly affect the achievement of its goals or objectives have been done by the management team. The Governor's Office of Elderly Affairs management team that was involved in the process used the SWOT analysis as a tool to evaluate internal and external factors in development of the strategic plan. Comments were requested from the Office of Planning and

budget in preparation of this plan.

Internal strengths are found in the department and an example is the Aging & Disability Resource Centers (ADRC), which began with grant funding. Aging and Disability Resource Center staff assist seniors and other persons with applications for many types of services, which includes the prescription medication program through pharmaceutical companies, Medicare Part D counseling and seeking other community resources to meet the needs of the individual needing assistance. Our office is a mission priority of the Governor, we are a small agile agency, and we are dedicated to providing good information and training for our contractors. The programs funded through our agency, are essential in providing activities and services to include providing meals to those who may be nutrition deficient, in-home services for seniors who are unable to leave their home and rights to those that reside in a long-term care facility and protection to those that are abused, neglected and/or exploited. Services provided through the Governor's Office of Elderly Affairs funds are cost-effective services with a low overhead. GOEA has a commitment to utilizing the agency website and online newsletter to provide additional resources and news regarding the aging in Louisiana.

External Assessment

Eligibility to the programs provided by the Governor's Office of Elderly Affairs is age based not income means tested. We must look at our present elderly population and their needs when we review projections of the population that will reach age 60 in the next ten years. Louisiana and other states have started to see a growth in our aging population and the strain it has had on providing more services to a diverse group of aging people. We must also look at longevity, income, and health of the aging population in assessing the services that we are currently providing through state providers. We must look at what services seniors need and their request when we look at future services.

When reviewing the external opportunities and threats of the agency we see leveling and reductions of funding from both state and federal government. How will the Census 2014 estimate affects the council on aging who receive their state funds based on a 60 plus population? The "Baby Boomers" will have an impact on number of seniors looking for services, and making the funds stretch for all the needs. The internet keeps the "Baby Boomers" connected with the aging network, available services, and provides them with opportunities for training or volunteering.

Workforce Commission

The Office of Elderly Affairs Program B, Federal Older Americans Act Title V, Senior Community Service Employment Program, is a mandatory partner with the workforce development and provides employment and training for persons 55 and above which is part of the one-stop career center environment.

Human Resource Policies Beneficial to Women and Families

The Governor's Office of Elderly Affairs revised the Personnel Manual in September 2003 to provide employees the opportunity to choose a four-day workweek. In September 2014, the GOEA Personnel Manual has been revised and the four-day workweek was suspended indefinitely. The suspension was due to a reduction in the agency staff. The manual already supported flextime to allow all employees the flexibility to set a workday that was beneficial to their families.

Program A, Administrative, Objective 1 regarding training hours is linked to flextime, which assists staff to provide training to the aging network.

Program B, Title III, nutritional services is linked through the GOEA's Policy Manual that defines the services the state's senior citizens can receive. Many of the recipients of these services are older females.

Program B, Title V, job placement for persons 55 and older with limited economic resources. This objective has been linked to the Human Resource Policy for Women as this program provides training and placement back into the workforce. The majority of the placements are women who had left the workforce and find themselves in need of employment.

Records Retention

Records maintained by the Governor's Office of Elderly Affairs will be maintained in accordance with RS 44:36 (Preservation of records).

Demographics

The estimated Census 2030 data for Louisiana reports the population as 5,161,800, which is a slight increase from the Census 2020 population of 4,758,690. The 60+ population has been estimated at 22.2% of the estimated Census 2030. The 2015 Census projection profiles the general population and housing characteristics for Louisiana and is estimated for the age 60 plus is 939,468. The "baby boomers" have reached the 60 age group and this group is projected to increase dramatically.

The estimated Census 2028 shows the 85+ making up 1.6% of the state's population is the same percent as Census 2026. The increase in the aging population has an impact on family support structure, health care, aging services and there is a need for additional funds to meet the demand for services.

Service Duplication

The Federal Older American's Act mandates each state to designate a state agency to provide oversight of the federally funded programs for the elderly. Louisiana Act 1182 required the Governor's Office of Elderly Affairs to establish a State Task Force to review all services provided to the elderly by profit, nonprofit and government agencies to determine if services are being duplicated. The task force reported their findings to the Legislature in March 1999. This report helped guide the agency in making plans on programs for Louisiana's aging population.

Services are divided among programs that the Governor's Office of Elderly Affairs administers along program lines. Each program has distinct duties and responsibilities that other agency programs do not duplicate. The Office of the Legislative Auditor published a report, Analysis of Program Authority and Performance Data, dated September 7, 1998, that addresses the subject of service duplication. The auditor's overall findings regarding the Office of Elderly Affairs are found in Chapter 14 starting on page 165. In the Chapter Conclusions on page 165 paragraph three the auditor's states "There are no apparent overlapping or duplicative programs or functions identified within the office." No significant structural changes have taken place within the agency since this report was issued.

GOEA has applied for and received several grants. These grants have resulted in partnerships with other agencies or groups to provide services to seniors. The Aging & Disability Resource Centers (ADRC) maintain a database of services and resources available for seniors and disabled individuals. ADRCs assist callers to locate appropriate services to meet the individual's needs. The ADRC service provider database is updated on a regular basis to verify services are still being provided and client eligibility for the service has not changed.

Background:

In 1956, Act 479 created the Louisiana Commission on the Aging with the approval of Governor Earl K. Long. The Governor appointed twelve members to the Commission who had an interest and knowledge of the problems of aging. "Their responsibility was to collect facts and statistics and make special duties concerning the employment, health, financial status, recreation, social adjustment, and other conditions affecting the welfare of the aging people of the state." In 1965, Older Americans Act gave the Commission some initial funding to hire staff and make grants to localities for small aging programs. In 1969, federal amendments of the Older Americans Act expanded the state's mandate making the state agency on aging responsible for planning, coordinating and evaluating programs for older people at the state level.

In the 1970's small state agencies were consolidated creating large departments. This consolidation placed the Commission under the Department of Health and Human Resources. The Commission now became known as Bureau of Aging Services (BOAS). In 1973, Comprehensive Services Amendments to the Older Americans Act called for the state agency on aging to strengthen services to the elderly. This amendment set three service delivery systems for

older people, Administration on Aging at a Federal level, State Agency on Aging at the State level and Area Agencies on Aging at the sub-state level. The Governor divided the state into eight planning districts and BOAS called these eight districts “planning and service area.” In 1979, Act 206 created and established the Office of Elderly Affairs (GOEA) in the Office of the Governor.

In 1980, Governor David Treen signed Executive Order 80-16 authorizing GOEA to designate planning and service areas to coincide with the sixty-four parishes. This led to the state agency on aging designating all sixty-four (64) parishes as planning and service areas including the Council on Aging in their respective parish. The Area Agencies on Aging challenged this action and settled out of court. This court settlement led to a compromise that resulted in two of the original Area Agencies on Aging keeping their designation as multi parish agencies and others opted to become single parish AAAs. Currently Louisiana has thirty-six planning and service area providers that include thirty-two single parishes and four planning and service area that cover from seven to ten parishes.

Many services, which the Governor’s Office of Elderly Affairs currently provides to the state’s elderly citizens, are funded with Federal grants and matching state funds. Currently GOEA has four (4) programs, Administration, Title III, Title V, Title VII, NSIP, Parish Council on Aging, and Senior Centers. .

In accordance with the 2013 Regular Legislative Session, HB 352 was signed by the Governor and became Act 352 to establish the Department of Elderly Affairs.

PERFORMANCE INDICATOR MATRIX

Program: Administration

Date:

GOAL I: To oversee the management and provide training to the staff of the Governor's Office of Elderly Affairs (GOEA) and the aging network.

Performance Standard	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
<p>Objective I.1: To maintain baseline of 200 training hours to agency staff and agencies who provide service to the elderly annually ending on June 30 each year.</p>	<p>Baseline FY 2012-2013, 200 hours of training made available to staff and service providers and aging service counterparts through conferences/training approved or provided by GOEA.</p>	<p>Number of employees in GOEA/contractors and other agencies providing services to seniors who received training</p>	<p>Provide diverse training programs to staff/contractors</p>	<p>Cost of training per employee/contractor</p>	<p>An evaluation tool to measure customer satisfaction at the end of each training session with a target of 90% of the participants rating the training as satisfactory or above.</p>
			<p>Percentage of staff/contractors, and aging network employees who benefited from training received from GOEA</p>		

PERFORMANCE INDICATOR MATRIX

Program: Administration

Date:

GOAL I: To oversee the management and provide training to the staff of the Governor's Office of Elderly Affairs and the aging network.

Performance Standard	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective I. 2: Modify and maintain a workforce plan and system as an ongoing process to prepare for the retirement of tenured employees by June 30 each year.	Number of employees within 5 years of eligible retirement	Percent of staff willing to participate in cross-training and /or CPTP training classes	Percent of employees who feel better equipped for promotional opportunities		
Objective I.3. To maintain a centralized database which provides timely accurate reports by service to the state quarterly and the Administration for Community Living/Administration on Aging (ACL/AOA) at the end of each federal fiscal year ending September 30 each year.	Number of employees willing to participate in cross training	Number of Procedure Manual sections completed	Determine enhancement and time needed to complete services	To reduce duplication of service across agencies	
	Utilization of subcommittees to determine which services are being provided and by whom	Number of services providers in the aging network			

PERFORMANCE INDICATOR MATRIX

Program: Administration Sub Program: Elderly Protective Services				Date:	
GOAL I: To prevent, remedy, and investigate the reports of abuse, neglect and exploitation of vulnerable elderly					
Performance Standard	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective I.1: To respond to reports of abuse, neglect and exploitation within the given priority levels; High Priority – 24 working hours, Medium Priority – within 5 working days of case assignment, Low Priority – within 10 working days of case assignment.	Number of reports received	Number of reports investigated	Number of reports received by priority level		Random review of case records reveals that policy guidelines have been met.
Objective II.1: To investigate all accepted EPS reports of abuse, neglect and exploitation within the 30-day time-frame.	Number of reports accepted	Number of reports in compliance with the 30-day time frame	70% of all reports accepted have been investigated within the 45 day time frame		Random review of case records reveals that policy guidelines are met
		Number of reports that are noncompliant with the 30-day time frame			

PERFORMANCE INDICATOR MATRIX

Program: Administration	Date:
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GOAL II: To serve as an effective and visible advocate for the elderly of the state of Louisiana and provide leadership, direction and coordination in the delivery of services to the elderly population in Louisiana

Performance Standard	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective II.1: To provide 43,000 seniors and disabled persons and their families with access to prescription medication and other needed supports and services by June 30 each year.	Total number of clients served through the Senior Rx and ADRC programs	Percent of clients who received assistance with prescription medication	Amount of savings on prescription medication received by clients		

PERFORMANCE INDICATOR MATRIX

Program: Title III,B, C, D, & E, Title V, Title VII, & Nutrition Program	Date:
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GOAL I: To deliver supportive and nutritional services to 8% of older individuals to enable them to live dignified, independent, and productive lives in appropriate settings. (Using the most current census data)

Performance Standard	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective I. 1. To oversee the area agencies on aging to ensure they comply with GOEA policies and procedures by June 30 each year.	Number of recipients receiving service from the Home and Community -Based program	Number of units of service provided to eligible participants by service received.	Percentage of elderly population served	Total unduplicated count of persons served for registered services under the Older Americans Act	
Objective II.1: To require area agencies to target the state’s older individuals with the greatest economic or social need, with particular attention to low-income minority individuals, for services by June 30 each year.	Baseline of services currently provided by the area agency on aging	Number of clients served for each service	Unduplicated count of persons served by minority and rural status and poverty level	Percentage of low-income persons served as compared to the number of elderly persons by service area..	

PERFORMANCE INDICATOR MATRIX

Program: Title V	Date:
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GOAL I: To serve the low-income elderly of Louisiana, age 55 and over, by providing meaningful part-time employment opportunities, enhance community involvement and promote individual self-sufficiency.

Performance Standard	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective I.1: The Governor’s Office of Elderly Affairs will meet the United States Department of Labor Entered Employment goal of 39.13% of authorized slots by June 30 each year. The Entered Employment goal is re-negotiated annually.	Number of authorized positions in the Title V program	Number of persons actually enrolled in Title V program annually	Number of persons placed in unsubsidized employment	Number of persons served compared to the authorized positions	
			Percentage of Title V workers placed in unsubsidized employment		

PERFORMANCE INDICATOR MATRIX

Program: Title VII Elder Rights Protection	Date:
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GOAL I: To promote the rights and well-being of residents of Louisiana's Long-Term Care facilities and empower residents, their families and communities to participate in the actions and decision-making that affect their daily lives.

Performance Standard	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective I.1: To resolve complaints brought by or on behalf of residents of long-term care facilities monthly	Number of complaints received		Number of complaints resolved		Random review of case records for effectiveness and compliance
	Number of in-service hours				
Objective II.1: To ensure client access to ombudsmen services in all Louisiana licensed nursing homes, visits will be made by certified Ombudsmen monthly	Number of nursing homes visited monthly	Number of certified ombudsmen	Percentage, averaged quarterly, of nursing homes visited monthly		

PERFORMANCE INDICATOR MATRIX

Program: Parish Councils on Aging Program	Date:
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GOAL I: To ensure that parish council on aging operates in compliance with state laws and the Governor's Office of Elderly Affairs (GOEA) Policy and Procedures.

Performance Standard	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective I.1: Through the parish councils on aging activity, keep elderly citizens in the contractor's parish abreast of nutrition programs and other services being offered through the parish councils on aging and other parish and state resources by holding public hearings.	Annual review of 64 board rosters	Number of board and staff trained	Increase in the number of requests for training by 2%		Participant evaluation were satisfactory or above
	Number of training sessions held		Percentage of seniors with high nutritional risk served through the nutrition program		

PERFORMANCE INDICATOR MATRIX

Program: Senior Center Program	Date:
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GOAL I.: To provide for facilities throughout the state where older persons can meet and receive a variety of services on a local level.

Performance Standard	INPUT	OUTPUT	OUTCOME	EFFICIENCY	QUALITY
Objective I.1: To assess state funded senior centers for compliance with the Governor’s Office of Elderly Affairs policy by June 30 each year.	Baseline of the senior centers that operate in the state	Number of contracts awarded annually for senior center operation	Service provided in senior centers throughout the state	Senior centers will deliver services in designated areas	
		Number of older individuals receiving services in state funded senior centers	Percentage of seniors who participate in the congregate meal program		
			Number of seniors at high nutritional risk who receive a meal		