

# Louisiana Department of Health (LDH) Business Plan

Coordinated System of Care (CSoC)

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OBH Overview

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FY 2022 Business  
Plan

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FY 2023 Business  
Plan Initiatives  
and Goals (OBH)

# LDH-Office of Behavioral Health

## LDH's Mission

LDH's mission is to protect and promote health and to ensure access to medical, preventive, and rehabilitative services for all residents of the state of Louisiana.

## OBH's Vision

People can and do recover from mental illness and addictive disorders. Through the delivery of timely and person-centered, clinically effective behavioral health and healthcare and supports, citizens of Louisiana will experience positive behavioral health outcomes and contribute meaningfully to our State's growth and development.

# Office of Behavioral Health

- OBH manages and delivers the services and supports necessary to improve the quality of life for citizens with mental illness and addictive disorders.
- OBH also delivers direct care through hospitalization and has oversight of behavioral health community-based treatment programs through the human services districts and authorities.
- Services are provided for Medicaid and non-Medicaid eligible populations.

## Programs/Services:

- Addictive Disorders
- Behavioral Health through the MCOs
- CSoC
- Mental health treatment
- Central & ELMHS

# FY 22 Business Plan

## Four Commitments

- Improve the Health and Well-being of Louisiana residents with an emphasis on Prevention
- Reshape #TeamLDH Culture
- Enhance Customer Service, Partnerships, and Community Relations
- Promote Transparency, Accountability, and Compliance

17 initiatives, 42 goals, and 258 deliverables



# FY 22 Business Plan Outcomes

**258**

FY22 deliverables

**246**

deliverables completed (95%)

**42**

Business Plan goals

**37**

goals completed (88%)



Full outcome report available [here](#).

# FY 23 Business Plan

## Five Commitments

- Improve health and well-being across the lifespan of Louisianans
- Support vulnerable and underserved populations
- Invest in and empower #TeamLDH
- Improve performance, accountability, and compliance
- Strengthen customer service, partnerships, and community relations

18 initiatives, 45 goals, and 253 deliverables



Complete BP for FY23 available [here](#).

# FY23 OBH Business Plan Initiatives and Goals

Commitment 1:  
Improve Health and  
Wellbeing Across the  
Lifespan of Louisianans

Initiative 3: Increase  
Availability of  
Behavioral Health  
Services

3 Goals

Commitment 5:  
Strengthen Customer  
Service, Partnerships,  
and Community  
Relations

Initiative 17:  
Strengthen, Expand,  
and Diversify  
Louisiana's Healthcare  
Workforce

Goals 1 and 4

## Initiative 3: Increase Availability of Behavioral Health Services

Goal 1: Increase access to crisis call services for individuals in suicidal crisis or emotional distress — maintaining a statewide, in-state answer rate of 90%.



988  
SUICIDE  
& CRISIS  
LIFELINE

If you or someone you know needs support now,  
**CALL OR TEXT: 988**  
**CHAT: 988lifeline.org**

*Talk with us.*



The complex block contains the 988 Suicide & Crisis Lifeline logo, a dark blue box with white text providing contact information, and the phrase 'Talk with us.' with icons for call, text, and chat services.

## Initiative 3: Increase Availability of Behavioral Health Services

Goal 2: Expand the behavioral health system's capacity to meet the needs of people with mental illness by expanding bed availability.

Goal 3: Conceptualize a system to introduce child and adolescent crisis services to Medicaid members including a mechanism to select qualified organizations to act as early adopters.

# Initiative 17: Strengthen, Expand, and Diversify Louisiana's Healthcare Workforce

Goal 1: Increase availability of Office-based Opioid Treatment (OBOT) programs within physician or prescriber offices throughout the state.

# Initiative 17: Strengthen, Expand, and Diversify Louisiana's Healthcare Workforce

Goal 4: Develop and implement a pilot on health careers, including in behavioral health, to improve high school students' knowledge of health workforce opportunities.



# Summary

# Questions?

# THANK YOU

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