

**Louisiana Department of Health
Strategic Plan Update
FY 2026-2027 through FY 2030-2031**

**Top Five Performance
Indicators**

Louisiana Strategic Plan Update

FY 2026-2027 through FY 2030-2031

Top Five Performance Indicators

Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

Agency Name: Jefferson Parish Human Services Authority
Performance Indicator #1: Average number of days from date of service to claim submission. (Supportive)
<p>Objective Name: Through the Compliance & Performance Support/Business Operations activity, ensure efficient utilization of resources in support of Mission, as well as sound business practices that meet legal, regulatory, ethical, and accreditation requirements and promote continuous performance and quality improvement through FY 2030-2031.</p> <p>** This indicator ties into LDH's overall goal to maximize financial viability.</p>
Performance Indicator #2: Percent of service recipients receiving integrated service, behavioral health and primary care services. (Supportive)
<p>Objective Name: Through the JeffCare activity, provide a continuum of services to individuals of all ages, and retain or acquire resources needed to sustain such programs through the end of FY 2030-2031.</p> <p>**This indicator ties into LDH's overall goals to integrate primary care into behavioral health.</p>
Performance Indicator #3: Percent of adults who report improvement in or maintenance of recovery behaviors of goal setting, knowledge of symptom control, and responsibility for recovery. (Supportive)
<p>Objective Name: Through the JeffCare activity, provide a continuum of services to individuals of all ages, and retain or acquire resources needed to sustain such programs through the end of FY 2030-2031.</p> <p>**This indicator ties into LDH's overall goal to reduce opioid deaths.</p>
Performance Indicator #4: Percent of adults receiving community-based services who remain in the community without a hospitalization. (Supportive)
<p>Objective Name: Through the Behavioral Health Community Services activity, provide a continuum of services to individuals of all ages, and retain or acquire resources needed to sustain such programs through the end of FY 2030-2031.</p> <p>**This indicator ties into LDH's overall goal to reduced strain on already scarce resources.</p>
Performance Indicator #5: Percent of Individual and Family Support recipients who remain living in the community vs. institution. (Supportive)
<p>Objective Name: Through the Developmental Disabilities Community Services activity, provide a continuum of services to individuals of all ages, and retain or acquire resources needed to sustain such programs through the end of FY 2030-2031.</p> <p>**This indicator ties into LDH's overall goal to reduced strain on already scarce resources.</p>

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Agency Name: Florida Parishes Human Services Authority
<p>Performance Indicator #1: 26338/Total unduplicated number of persons served in outpatient behavioral health clinics, includes screening, assessment, and treatment of persons seeking services for substance abuse, mental health, and compulsive gambling.</p> <p>Objective Name: Through the Behavioral Health Services (BHS) activity, FPHSA will provide cost effective evidence-based treatment services for individuals with behavioral health disorders and evidence-based/informed prevention services in the community.</p> <p><i>In line with LDH's Louisiana State Health Improvement Plan Behavioral Health Objective to Reduce Deaths from Drug Misuse.</i></p>
<p>Performance Indicator #2: 25516/Number of unduplicated persons participating in evidence-based treatment groups in FPHSA's outpatient clinics.</p> <p>Objective Name: Through the Behavioral Health Services (BHS) activity, FPHSA will provide cost effective evidence-based treatment services for individuals with behavioral health disorders and evidence-based/informed prevention services in the community.</p> <p>Strategy: Use evidence-based practices for treatment and harm reduction to reduce deaths from drug abuse; <i>In line with LDH's Louisiana State Health Improvement Plan Behavioral Health Objective to Reduce Deaths from Drug Misuse.</i></p>
<p>Performance Indicator #3: 26339/Percentage of persons on survey who say they would continue to come to FPHSA clinic even if they could go anywhere for treatment.</p> <p>Objective Name: Through the Behavioral Health Services (BHS) activity, FPHSA will provide cost effective evidence-based treatment services for individuals with behavioral health disorders and evidence-based/informed prevention services in the community.</p>
<p>Performance Indicator #4: 23832/Cost per registered enrollee in evidence-based educational (prevention) programs.</p> <p>Objective Name: Through the Behavioral Health Services (BHS) activity, FPHSA will provide cost effective evidence-based treatment services for individuals with behavioral health disorders and evidence-based/informed prevention services in the community.</p>
<p>Performance Indicator #5: 21022/Total unduplicated number of individuals receiving community-based developmental disabilities services.</p> <p>Objective Name: Developmental Disabilities Services (DDS) are designed to support people to remain in their communities or location of choice, support people to achieve valued outcomes, develop meaningful relationships, and attain quality of life as defined by the person. Individualized supports for each person are developed to meet the personal outcomes and goals.</p>

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Agency Name: Capital Area Human Services District
Performance Indicator #1: 26793 [S] – Percentage of clients who rate the extent to which they felt better on the client satisfaction survey as agree
<p>Objective Name: Adult Behavioral Health Services-CAHSD will provide a comprehensive continuum of coordinated community-based services and ensure that at least 90% of clients would continue to receive services at CAHSD clinics if given the choice to go elsewhere.</p> <ul style="list-style-type: none"> • Alignment: <ul style="list-style-type: none"> ○ Vision: Making lives better. ○ Mission: Deliver caring and responsive services. ○ Philosophy: Services are person-centered and support meaningful progress in health and quality of life. • Why it matters: A direct reflection of whether clients <i>feel better</i> as a result of CAHS —a clear metric of life improvement and emotional wellness.
Performance Indicator #2: 15707 [K] – Percentage of those surveyed reporting that the Individual and Family Support services contributed to maintaining themselves or their family member in their own home
<p>Objective Name: Developmental Disabilities-CAHSD will arrange for services for persons with developmental disabilities in the least restrictive setting near their home or community and will ensure that at least 95% of the persons served will have satisfaction with the services they receive.</p> <ul style="list-style-type: none"> • Alignment: <ul style="list-style-type: none"> ○ Philosophy: Clients should live productively in the environment of their choosing. ○ Mission: Support each person served to the fullest extent of available resources. • Why it matters: Demonstrates success in helping individuals maintain independence and community integration—core to person-centered support.
Performance Indicator #3: 24012 [K] Percentage of new adult admissions in the three largest behavioral health clinics that received a physical health screen
<p>Objective Name: Prevention and Primary Care-CAHSD will improve physical health and emotional well-being of the adult uninsured and underinsured population and ensure that at least 95% of new adult admissions in the three largest behavioral health clinics receive a physical health screen.</p> <ul style="list-style-type: none"> • Alignment: <ul style="list-style-type: none"> ○ Mission: Responsive, integrated services. ○ Vision: A whole-person, better-life approach. • Why it matters: This is a practical, system-wide marker of integrated care—meeting people where they are with both behavioral and physical health needs.

Performance Indicator #4:

26789 [S-Children's BH] 26791 [S-Adult BH] Percentage of clients who indicate they would continue to receive services from CAHSD clinics if given the choice to go elsewhere. (Note: This indicator exists in both Adult and Children's BH)

Objective Name: Children's Behavioral Health Services-CAHSD will provide an integrated, comprehensive behavioral health system of care, prevention and treatment services for at-risk youth and their families, ensuring that at least 90% of clients would continue to receive services at CAHSD clinics if given the choice to go elsewhere.

Objective Name: Adult Behavioral Health Services-CAHSD will provide a comprehensive continuum of coordinated community-based services and ensure that at least 90% of clients would continue to receive services at CAHSD clinics if given the choice to go elsewhere.

- **Alignment:**
 - **Philosophy:** Client-defined success and satisfaction.
 - **Mission:** Deliver high-quality care that people trust and value.
- **Why it matters:** Indicates strong client satisfaction and trust—people stay with CAHS because they value the care they receive.

Performance Indicator #5:

15703 [K] – Percentage of those surveyed reporting that they can choose or change agency providing services

Objective Name: Developmental Disabilities-CAHSD will arrange for services for persons with developmental disabilities in the least restrictive setting near their home or community and will ensure that at least 95% of the persons served will have satisfaction with the services they receive.

- **Alignment:**
 - **Philosophy:** Client autonomy and empowerment.
 - **Mission:** Respectful, responsive service delivery.
- **Why it matters:** Confirms that clients have real agency in selecting providers—a key principle in respectful, recovery-oriented care.

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Agency Name: Developmental Disabilities Council
Performance Indicator #1: Percent of Council plan objectives on target
Objective I: To obtain the Federal Developmental Disabilities Assistance and Bill of Rights Grant Allocation and ensure that Council plan objectives are met on an annual basis each year through June 30, 2031.
Performance Indicator #2: Percentage of decisions regarding policy and program practices influenced through Council involvement and education that promote self-determination, independence, productivity, integration and inclusion of people with developmental disabilities in their communities.
Objective II: Undertake advocacy, capacity building, and systemic change activities that contribute to increased quantity and quality of community-based services for individuals with developmental disabilities each year through June 30, 2031.
Performance Indicator #3: Number of information and referral services provided
Objective III: Support information and referral services, education and training for peer to peer support to individuals with developmental disabilities, parents/family members, and professionals each year through June 30, 2031.
Performance Indicator #4: Number of individuals provided training statewide
Objective III: Support information and referral services, education and training for peer to peer support to individuals with developmental disabilities, parents/family members, and professionals each year through June 30, 2031.
Performance Indicator #5: Number of individuals provided peer-to-peer support opportunities statewide
Objective III: Support information and referral services, education and training for peer to peer support to individuals with developmental disabilities, parents/family members, and professionals each year through June 30, 2031.

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Agency Name: Metropolitan Human Services District
Performance Indicator #1: Average number of days until the third next available appointment for psychiatric evaluation.
Objective Name: Metropolitan Human Services District (MHSD) will increase accessibility to services for those residing in Orleans, Plaquemines, and St. Bernard Parishes.
Performance Indicator #2: Number of audits completed of Medicaid provider billing.
Objective Name: Metropolitan Human Services District (MHSD) will build shared resources with community partners.
Performance Indicator #3: Number of non-MHSD staff that participate in MHSD community outreach/events.
Objective Name: Metropolitan Human Services District (MHSD) will identify and further develop the network of community providers and facilitate further community engagement.
Performance Indicator #4: Percentage of consumers who indicate satisfaction with services received from MHSD staff, as is reflected in consumer evaluations.
Objective Name: Metropolitan Human Services District (MHSD) will effectively manage the delivery of individualized community-based supports & services through support coordination that assists individuals and family supports in achieving their personally defined outcomes.
Performance Indicator #5: Across the agency, number of new programs/operational changes that are based in research.
Objective Name: Metropolitan Human Services District (MHSD) will integrate meaningful research into its practices

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Agency Name: Medical Vendor Administration
Performance Indicator #1: Percentage of renewals streamlined/Percentage of Medicaid Applications with real-time eligibility decisions
Objective Name: Through the Medicaid Eligibility Determination activity, maximize the efficiency and accuracy of enrolling eligible individuals in Medicaid and CHIP by processing at least 98.5% of applications timely through continuous improvement that is technology driven, simplifies administrative processes and eliminates waste.
Performance Indicator #2: Number of IT services and software designed, developed of deployed for modular MES (Medicaid Enterprise Systems) functions
Objective Name: Through the MES Activity, operate an efficient and effective MES system.
Performance Indicator #3: Average length of time to complete enrollment from date of receipt of a properly completed provider enrollment packet
Objective Name: Through the Medicaid Enterprise Systems (MES) Activity, credential and enroll qualified providers in the Medicaid program.
Performance Indicator #4: Funds recovered from third parties with a liability for services provided by Medicaid
Objective Name: Through the Financial Management Activity, pursue collections from third party sources legally responsible for health care costs of Medicaid and CHIP enrollees.
Performance Indicator #5: Amount of monetary penalties assessed for contract non-compliance
Objective Name: Through the Program Integrity Activity, rigorously oversee Medicaid MCOs to ensure overall contract compliance in the managed care program.

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Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

Agency Name: Medical Vendor Payments
Performance Indicator #1: Percentage of well care visits for children in the first 15 months of age
Objective Name: Through the Medicaid Managed Care Activity, increase preventive and primary health care use, thereby improving quality, health outcomes, and patient experience for Louisiana Medicaid members.
Performance Indicator #2: Percentage of adult access to preventative or ambulatory services
Objective Name: Through the Medicaid Managed Care Activity, increase preventive and primary health care use, thereby improving quality, health outcomes, and patient experience for Louisiana Medicaid members.
Performance Indicator #3: Total savings (cost of care less premium cost) for Medicare benefits
Objective Name: The Medicare Savings Program for Low-Income Seniors & Persons with Disabilities Activity will avoid more expensive costs that Medicaid would otherwise fund. It ensures that eligible low-income senior citizens do not forego health coverage due to increasing Medicare premiums that make maintaining coverage increasingly difficult.
Performance Indicator #4: LaHIPP Total Savings in Millions
Objective Name: Each year, the LaHIPP program will assist eligible Medicaid enrollees and their families in purchasing private health insurance through an employer or the individual market while maintaining Medicaid/LaCHIP coverage as a secondary payer of medical expenses for Medicaid enrollees, resulting in reduced cost to the state.
Performance Indicator #5: Total number of Medicaid enrollees with private coverage paid by LaHIPP
Objective Name: Each year, the LaHIPP program will assist eligible Medicaid enrollees and their families in purchasing private health insurance through an employer or the individual market while maintaining Medicaid/LaCHIP coverage as a secondary payer of medical expenses for Medicaid enrollees, resulting in reduced cost to the state.

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Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

Agency Name: Office of the Secretary
Performance Indicator #1: Percentage of complaint investigations conducted within 30 days after receipt by the Health Standards section
Objective Name: Through the Health Standards activity, to perform required state licensing surveys and complaint surveys of healthcare facilities and federally mandated certification of healthcare providers participating in Medicare and/or Medicaid each year through June 30, 2031.
Performance Indicator #2: Percentage of abuse complaint investigations conducted within two days after receipt by the Health Standards section
Objective Name: Through the Health Standards activity, to perform required state licensing surveys and complaint surveys of healthcare facilities and federally mandated certification of healthcare providers participating in Medicare and/or Medicaid each year through June 30, 2031.
Performance Indicator #3: Percentage of invoices paid within 90 days of receipt
Objective Name: To promote efficient use of agency resources and provide support to all activities within the Office of the Secretary by ensuring fiscal responsibility and accountability, excellence in customer service, and promoting innovation in the use of technology each year through June 30, 2031.
Performance Indicator #4: Percentage of cases litigated successfully
Objective Name: To provide professional legal services to the various LDH offices, agencies and programs through timely, efficient, and effective legal advice and counsel, litigation, and adjudication of disputes and protests each year through June 30, 2031.
Performance Indicator #5: Percentage of the department's employees receiving Continuous Performance Management (CPM) evaluations by the due date
Objective Name: Through the Executive Administration and Program Support activity, to provide leadership, strategic and policy direction while maximizing resources and maintaining the highest level of government performance and accountability standards each year through June 30, 2031.

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Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

Agency Name: South Central Louisiana Human Services Authority
Performance Indicator #1: Number of unique individuals served by SCLHSA
Objective Name: To provide programmatic leadership and direction to the behavioral health centers with integrated primary care and development disabilities programs throughout the fiscal year.
Performance Indicator #2: Number of crisis visits in all SCLHSA Behavioral Health Centers.
Objective Name: Engage with community partners to collaborate and assist in the development of a full regional crisis response continuum.
Performance Indicator #3: Percentage of appointments kept for assessments and ongoing client appointments.
Objective Name: To provide administrative and support functions to SCLHSA programs in a manner that is responsive to individual needs and results in effective/efficient service delivery each year.
Performance Indicator #4: Percentage of patients who maintain their Hgb A1c within normal limits (<7.0)
Objective Name: Integrated care program to include all patients with behavioral health and medical diagnosis.
Performance Indicator #5: Percentage of home and community-based waiver assessments completed timely.
Objective Name: Through the Developmental Disabilities activity, SCLHSA will foster and facilitate independence for citizens with developmental disabilities through the availability of home and community-based services.

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Agency Name: Northeast Delta Human Services Authority
Performance Indicator #1: Number of adults served through Integrated Healthcare Services (inclusive of special initiatives)
Objective Name: Northeast Delta HSA Integrated Healthcare Services will provide and offer an integrated, comprehensive care of services for adults and adolescents with Behavioral Health diagnosis.
Performance Indicator #2: Number of prevention related presentations with community-level data
Objective Name: Northeast Delta HSA will implement evidence-based programs and environmental strategies to reduce the misuse and abuse of substances, while addressing shared risk and protective factors throughout the lifespan.
Performance Indicator #3: Percentage of Waiver participants who's Plan of Care meets their needs
Objective Name: Facilitate improved outcomes for citizens with intellectual and developmental disabilities.
Performance Indicator #4: Number of findings in Legislative Auditor Report resulting from misappropriation of resources, fraud, theft, or other illegal or unethical activity
Objective Name: Provide administrative support to programmatic services to ensure efficient, effective, and quality services.
Performance Indicator #5: Number of impressions with completions of marketing strategies.
Objective Name: Provide administrative support to programmatic services to ensure efficient, effective, and quality services.

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Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

Agency Name: Office of Aging and Adult Services
Performance Indicator #1: Percentage of Medicaid spending for elderly and disabled adult long-term care that goes towards community-based services as compared to nursing homes.
Objective Name: Optimize the use of community-based care while decreasing reliance on more expensive nursing home care to meet or exceed national averages for nursing home versus community-based spending by 2031.
Performance Indicator #2: Average expenditure per person for community-based long-term care as a percentage of the average expenditure per person for nursing home care.
Objective Name: Optimize the use of community-based care while decreasing reliance on more expensive nursing home care to meet or exceed national averages for nursing home versus community-based spending by 2031.
Performance Indicator #3: Percentage of participants receiving Medicaid long term care in the community rather than nursing homes.
Objective Name: Optimize the use of community-based care while decreasing reliance on more expensive nursing home care to meet or exceed national averages for nursing home versus community-based spending by 2031.
Performance Indicator #4: Percentage of participants who remain stabilized in the community.
Objective Name: Through statewide expansion of the Permanent Supportive Housing Activity, stabilize and reduce acute and institutional care for 3,500 households of elders and persons with disabilities through 2031.
Performance Indicator #5: Percentage of cases requiring a service plan that were closed.
Objective Name: The Adult Protective Services Activity, through the application of best practice standards and the policies established by LDH, will promote safety, independence, and quality of life for vulnerable adults with disabilities who are at risk of abuse, neglect, exploitation or extortion.

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Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

Agency Name: Louisiana Emergency Response Network (LERN)
Performance Indicator #1: Percentage of Louisiana citizens with access to a Level I, II, or III trauma center within a 60-minute drive time.
Objective Name: Decrease the age-adjusted death rate due to trauma in Louisiana by 5% by 2031.
Performance Indicator #2: Door-to-Needle time for Acute Stroke Ready Hospitals.
Objective Name: Develop a statewide system of stroke and STEMI care to improve outcomes for Louisiana citizens regardless of where they live in the state.
Performance Indicator #3: Door to primary percutaneous coronary intervention (PCI) for ST Elevation Myocardial Infarction (STEMI).
Objective Name: Develop a statewide system of stroke and STEMI care to improve outcomes for Louisiana citizens regardless of where they live in the state.
Performance Indicator #4: Percentage of time where traumatically injured patients that were directed to an Emergency Department for definitive care did not require transfer to another facility for higher level resources – goal is 95% annually.
Objective Name: Decrease the age-adjusted death rate due to trauma in Louisiana by 5% by 2031.
Performance Indicator #5: Percentage of LDH regions participating with LERN in regional MCI drills.
Objective Name: Adoption of LERN MCI procedures by each LDH region as indicated by inclusion in regional disaster plans.

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Agency Name: Acadiana Area Human Services District
Performance Indicator #1: Develop clear policy objectives, well-defined local roles and responsibilities, and measures to ensure accountability of the provision of quality services to consumers.
Objective Name: To obtain & maintain all appropriate licensure and accreditation for all services provided. To maintain appropriate communication with LDH as to organizational performance and accomplishments.
Performance Indicator #2: Provide behavioral health treatment services as part of the State's continuum of care (per the Human Services Accountability Plan) in Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, and Vermilion parishes.
Objective Name: To increase service access and service utilization rate for outpatient services by implementing a Same Day Access model of care.
Performance Indicator #3: Serve as the Single Point of Entry (SPOE) into the Developmental Disabilities Services System providing support coordination services to individuals and their families through community resources.
Objective Name: To meet all criteria for service entry as outlined by LDH/OCDD.
Performance Indicator #4: Improve accessibility for emergency and non-emergency behavioral health services.
Objective Name: To ensure service provision/availability of 24/7 crisis services throughout the seven-parish service area.
Performance Indicator #5: Provide programmatic leadership and direction to the programs of behavioral health (addictive disorders and mental health) and developmental disabilities services under AAHSD.
Objective Name: To obtain and maintain status/recognition as a Certified Community Behavioral Health Clinic (CCBHC).

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Agency Name: Office of Public Health
Performance Indicator #1: Percentage of EMS education programs that have undergone quality control measures.
Objective Name: Public Health Services, through its Emergency Medical Services activity, will mobilize partnerships, develop policies and plans, enforce laws and regulations, and assure that EMS practitioners and providers comply with current statutes through June 30, 2031.
Performance Indicator #2: Number of monthly CSFP participants served
Objective Name: Public health services, through its Nutrition Services activity, will provide nutrition education, breastfeeding support, and supplemental foods to eligible women, infants and children until the age of five while serving as an adjunct to health care during critical times of growth and development and to seniors 60 years and older to improve health status and prevent health problems in all population groups served through Nutrition Services Programs each year through June 30, 2031.
Performance Indicator #3: Completed case investigations within 10 working days of starting investigation
Objective Name: Public Health Services, through the Infectious Disease Epidemiology (IDEpi) activity, will conduct surveillance of infectious diseases to decrease the burden of infectious diseases (excluding TB, STDI and HIV), conduct outbreak investigations and maintain public health preparedness against infectious diseases each year through June 30, 2031.
Performance Indicator #4: Percentage of permitted facilities in compliance quarterly due to inspections
Objective Name: Public Health Services, through its sanitarian services activity, will protect public health through regulatory oversight and preventative measures, which include education of the public, plans review, inspection, sampling, and enforcement activities each year through June 30, 2031.
Performance Indicator #5: Number of LA public water systems provided financial and technical assistance
Objective Name: Public Health Services, through its engineering and loan activities, will provide a regulatory framework to ensure that the public is not exposed to contaminated drinking water or to raw sewage by contact or inhalation, which can cause mass illness or deaths each year through June 30, 2031.

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Agency Name: Office of the Surgeon General
Performance Indicator #1: <ul style="list-style-type: none"> Number of public health campaigns launched annually
Objective Name: The Office of the Surgeon General will work to increase public understanding of health issues and available services.
Performance Indicator #2: <ul style="list-style-type: none"> Engagement with boards on legislative initiatives with process creation for conflict resolution outside legislative sessions.
Objective Name: The Office of the Surgeon General will work to improve the legislative process on healthcare issues.
Performance Indicator #3: <ul style="list-style-type: none"> Number of partnerships with medical schools to establish pathways into public health and clinical careers
Objective Name: The Office of the Surgeon General will work to strengthen Louisiana's healthcare workforce.
Performance Indicator #4: <ul style="list-style-type: none"> Number of trainings and exercises conducted under the Louisiana Hospital Preparedness Program (HPP) Budget Period
Objective Name: The Office of the Surgeon General, through its Emergency Preparedness and Response activity, will maintain a core state-level management team that interfaces directly with all LDH Regions for disaster planning and response during times of emergencies.
Performance Indicator #5: <ul style="list-style-type: none"> Engagement rates on social media platforms (likes, shares, comments)
Objective Name: The Office of the Surgeon General will work to increase public understanding of health issues and available services.

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Agency Name: Office of Behavioral Health (OBH)
Performance Indicator #1: Number of licensed PPW residential substance use treatment providers in Louisiana (baseline of 6)
Objective Name: By FY 2031, increase the number of licensed pregnant and parenting women (PPW) specialty residential substance use treatment providers from six (6) to eight (8) programs.
Performance Indicator #2: Based on an established baseline of call volume to be determined in FY2026, increase by 20% the number of calls received by the Crisis Hub.
Objective Name: By FY 2031, increase by 30% the number of individuals served through Medicaid Louisiana Crisis Response Services (LA-CRS) program.).
Performance Indicator #3: Number of calls to 988 originating in Louisiana
Objective Name: By FY 2031, increase the number of Louisiana callers using the three digit 988 helpline number by 10%, from a baseline of 36,774 annually.
Performance Indicator #4: Number of persons served in ECSS programs across the state.
Objective Name: By FY 2031, implement the Early Childhood Supports and Services (ECSS) program with statewide access.
Performance Indicator #5: Number of Peers successfully completing the Peer Support Specialist trainings and obtaining designation as Recognized Peer Support Specialist and/or Recognized Family Peer Support Specialist.
Objective Name: By FY 2031, OBH will increase the number of Peers Trained per year by a 10% per year, from a baseline of 144 annually.

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Agency Name: Office for Citizens with Developmental Disabilities
Performance Indicator #1: PI25636 Percentage of recipients of HCBS
Objective Name: To provide programmatic leadership and direction to Louisiana's Developmental Disabilities Services System in a manner that is responsive to citizens' needs and results in effective and efficient service delivery through FY 2030-2031.
Performance Indicator #2: PI25638 Percentage of expenditures for HCBS
Objective Name: To provide programmatic leadership and direction to Louisiana's Developmental Disabilities Services System in a manner that is responsive to citizens' needs and results in effective and efficient service delivery through FY 2030-2031.
Performance Indicator #3: PI 24660 Percentage of waiver participants who have remained in the community and do not require admission to a more restrictive setting.
Objective Name: To provide effective and efficient management, delivery, and expansion of waiver and state-funded community programs and to optimize the use of natural and typical community resources in order to promote and maximize home and community life and prevent and reduce institutional care during FY 2025-2026 through FY 2030-2031.
Performance Indicator #4: PI 22452 Percentage of people surveyed reporting that they had a choice in the services they received.
Objective Name: To provide programmatic leadership and direction to Louisiana's Developmental Disabilities Services System in a manner that is responsive to citizens' needs and results in effective and efficient service delivery through FY 2030-2031.
Performance Indicator #5: PI 26963 Percentage of children exiting EarlySteps at the level typical of their peers.
Objective Name: To provide supports to infants and toddlers with disabilities and their families in order to increase participation in family and community activities, to minimize the potential for developmental delay, to reduce educational costs by minimizing the need for special education/related services after reaching school age, and to progress to the level of current national standards during FY 2025-2026 through FY 2030-2031.

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Agency Name: Office on Women's Health and Community Health (OWHCH)
Performance Indicator #1: Output - Number of funding opportunities identified and evaluated annually
Objective Name: Grant Administration and Development Expand OWHCH's funding capacity by pursuing federal and state grants that align with the office's mission and programmatic priorities.
Performance Indicator #2: Output - Number of interagency policy coordination meetings conducted
Objective Name: Policy Research and Development Support the creation, coordination, and advancement of policies that promote women's health and align with departmental priorities.
Performance Indicator #3: Efficiency/Output - Number of legislative reports submitted on or before deadline
Objective Name: Legislative and Governmental Relations Ensure the timely and accurate submission of all legislative reports and respond to legislative inquiries in a manner that reflects the priorities and progress of OWHCH.
Performance Indicator #4: Output - Number of priority areas identified through community input
Objective Name: Community Engagement Strengthen community partnerships and increase public awareness of women's health initiatives by conducting engagement activities that reflect health priorities and promote access to available programs and services.
Performance Indicator #5: Output - Number of educational resources/multimedia campaigns developed
Objective Name: Health Literacy and Resource Distribution To improve health outcomes by increasing awareness, understanding, and access to accurate health information and available resources among women, families, and providers across Louisiana.

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Top Five Performance Indicators

Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

Agency Name: Imperial Calcasieu Human Services Authority
Performance Indicator #1: Total number of individuals served by mental health programs directly operated by or funded by Imperial Calcasieu Human Services Authority.
Objective Name: Through its administrative activity, Imperial Calcasieu Human Services Authority will provide for the management and operational activities of services for substance use disorders, mental health and developmental disabilities. Efforts are focused on increased accessibility to mental health services in underserved areas.
Performance Indicator #2: Total number of individuals served by substance use disorder programs directly operated by or funded by Imperial Calcasieu Human Services Authority.
Objective Name: Through its administrative activity, Imperial Calcasieu Human Services Authority will provide for the management and operational activities of services for substance use disorders, mental health and developmental disabilities. Efforts are focused on increased accessibility to substance use services, including Medication Assisted Treatment, in order to reduce deaths due to overdose.
Performance Indicator #3: Number of persons receiving DD services per year.
Objective Name: Through its developmental disabilities activity, Imperial Calcasieu Human Services Authority will provide core services for individuals with developmental disabilities which consist of serving as the Single Point of Entry (SPOE) into the Developmental Disabilities (DD) Services System and providing support coordination services to individuals and their families through DD and other available community resources.
Performance Indicator #4: Number of clients enrolled in primary care services provided through the ImHealthy Program.
Objective Name: Through its behavioral health activity, Imperial Calcasieu Human Services Authority will extend quality mental health and substance use disorder treatment and prevention services to children/adolescents and adults within the Authority target population, with client satisfaction feedback that meets threshold. ImHealthy Primary Care Services are fully integrated in-house within ImCal's BH Clinic in Lake Charles.
Performance Indicator #5: Percentage of Imperial Calcasieu Human Services Authority clients who state they would continue to receive services at our clinics if given the choice to go elsewhere

Objective Name:

Through its administrative activity, Imperial Calcasieu Human Services Authority will provide for the management and operational activities of services for substance use disorders, mental health and developmental disabilities, with an emphasis on access to exceptional quality services.

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Top Five Performance Indicators

Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

Agency Name: Central Louisiana Human Services District
Performance Indicator #1: Total number of individuals serviced in Outpatient Addictive Disorders in the Central Louisiana Human Services District. (K - LaPAS PI Code: 25861)
Objective Name: Through the Behavioral Health activity, Central Louisiana Human Services District (CLHSD) will provide quality behavioral health services to children, adolescents, adults and their families in the District (including prevention and flexible family funds). Also, the CLHSD will monitor behavioral health services (outpatient and inpatient) including contract providers, to insure quality standards are met throughout the continuum of care. Customer feedback will be used as one of the measuring tools.
Performance Indicator #2: Number of adults receiving Mental Health services in all CLHSD Behavioral Health Clinics (K - LaPAS PI Code: 25286)
Objective Name: Through the Behavioral Health activity, Central Louisiana Human Services District (CLHSD) will provide quality behavioral health services to children, adolescents, adults and their families in the District (including prevention and flexible family funds). Also, the CLHSD will monitor behavioral health services (outpatient and inpatient) including contract providers, to insure quality standards are met throughout the continuum of care. Customer feedback will be used as one of the measuring tools.
Performance Indicator #3: Number of children/adolescents receiving Mental Health services in all CLHSD Behavioral Health programs (K - LaPAS PI Code: 25287)
Objective Name: Through the Behavioral Health activity, Central Louisiana Human Services District (CLHSD) will provide quality behavioral health services to children, adolescents, adults and their families in the District (including prevention and flexible family funds). Also, the CLHSD will monitor behavioral health services (outpatient and inpatient) including contract providers, to insure quality standards are met throughout the continuum of care. Customer feedback will be used as one of the measuring tools.
Performance Indicator #4: Number of people receiving Developmental Disabilities services per year (GPI - LaPAS PI Code: 25297)
Objective Name: Through the Developmental Disabilities activity, the CLHSD will promote and facilitate independence for citizens with disabilities via the availability of home and community-based services.
Performance Indicator #5: Total number of individuals served in the Central Louisiana Human Services District (G - LaPAS PI Code: 376126175)
Objective Name: Through the Administration activity, Central Louisiana Human Services District (CLHSD) will oversee and direct the management and operational activities of Behavioral Health (Mental Health and Addictive Disorders) and Developmental Disabilities.

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Top Five Performance Indicators

Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

Agency Name: Northwest Louisiana Human Services District (NLHSD)
Performance Indicator #1: Percentage of clients who state they would continue to receive services at NLHSD clinics if given the choice to go elsewhere (LaPAS 25303)
Objective Name: Percentage of clients who indicate they would continue to receive services at NLHSD clinics if given the choice to go elsewhere.
Performance Indicator #2: Percentage of clients who state they would recommend NLHSD clinics to family and friends (LaPAS 25304)
Objective Name: Percentage of clients who indicate they would recommend NLHSD clinics to family and friends.
Performance Indicator #3: Percentage of adults receiving mental health services who report that they would choose to continue to receive services from NLHSD if given a choice to receive services elsewhere (LaPAS 25307)
Objective Name: Percentage of adults receiving mental health services who report that they would choose to continue to receive services from NLHSD if given a choice to receive services elsewhere.
Performance Indicator #4: Percentage of mental health clients who would recommend NLHSD services to others (LaPAS 25308)
Objective Name: Percentage of mental health clients who would recommend NLHSD services to others.
Performance Indicator #5: Percentage of eligibility determinations determined valid according to the Flexible Family Fund provisions (LaPAS 25315)
Objective Name: Percentage of eligibility determinations determined valid according to the Flexible Family Fund Provisions.