PERFORMANCE INDICATOR DOCUMENTATION

Program: Administration

Activity: Administration

State Outcome Goal: Transparent, Accountable and Effective Government

Objective 1:   1 - To achieve 100% of the stated objectives of each program within the Office of the Lieutenant Governor and the Department of Culture, Recreation and Tourism annually through 2031.

Indicator Name: Percentage of Department objectives achieved.

LaPAS PI Code: 22716

1. **Type and Level:**
   Input – Key

2. **Rationale, Relevance, Reliability**
   As an input indicator, this provides the base for calculating how many of the program objectives throughout the Department of Culture, Recreation and Tourism and the Office of the Lieutenant Governor are achieved.

3. **Use:**
   This information will be used for management and program budgeting purposes. It is baseline information needed to determine how successful the department is in achieving established program objectives.

4. **Clarity:**
   An objective is considered achieved if its key indicator meets or exceeds the target or falls within the 5% allowable variance.

5. **Data Source, Collection and Reporting:**
   This data is taken from the annual Operational Plan for each agency within the Department of Culture, Recreation and Tourism and Office of the Lieutenant Governor.

6. **Calculation Methodology:**
   Simple count.

7. **Scope:**
   This is a total of all objectives in the Department of Culture, Recreation and Tourism.

8. **Caveats:**
   None

9.   Accuracy, Maintenance, Support:
This is an actual count and is therefore valid, reliable and accurate.

10.   Responsible Person:
Undersecretary: Nancy Watkins; (225) 342-8201; nwatkins@crt.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Administration

Activity: Administration

State Outcome Goal: Transparent, Accountable and Effective Government

Objective: 1 - To achieve 100% of the stated objectives of each program within the Office of the Lieutenant Governor and the Department of Culture, Recreation and Tourism annually through 2031.

Indicator Name: Number of repeat reportable audit findings

LaPAS PI Code: 22718

1.   **Type and Level:**
       Outcome – Key

2.   **Rationale:**
       This indicator was chosen because it is a valid indication of the success of the efforts of administration toward ensuring fiscal reliability of the Department of Culture, Recreation and Tourism and the Office of the Lieutenant Governor.

3.   **Use:**
       This measurement will indicate to Administration whether or not it is providing accountable, accurate and readily accessible data and services to its customers in accordance with established policy and procedures, and will provide management with the opportunity to take corrective action where necessary.

4.   **Clarity:**
       None

5.   **Data Source, Collection and Reporting:**
       This is a count of repeat audit findings contained in the audit report on the department issued by the Office of the Legislative Auditor.

6.   **Calculation Methodology:**
       The number of repeat reportable audit findings will be counted.

7.   **Scope:**
       The figure is an absolute value.

8.   **Caveats:**
       An audit review on the department as a whole may not be conducted every year

9. **Accuracy, Maintenance, Support**
This is an actual count, verifiable through the Office of the Legislative Auditor.

10. **Responsible Person:** Undersecretary: Nancy Watkins; (225)342-8201;
nwatkins@crt.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Administration

Activity: Administration

State Outcome Goal: Transparent, Accountable, and Effective Government

Objective 3:   Provide technical support and facilitation to elected officials, governmental agencies, local economic development organizations and local developers that help the State (and our local communities) to improve our assets and standing as a preferred destination in order to build a collaborative network of state agencies and other regional organizations by 2031.
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Indicator Name: Number of entities comprising the network.

LaPAS PI Code: 24315

1.   **Type and Level:**
     Output- Key

2.   **Rationale:**
     Guided with input from stakeholders and based on research, interviews, and planning sessions, this priority allows Louisiana to enhance communities and improve the economic climate statewide by building this collaborative network of agencies committed to making Louisiana a preferred destination.

3.   **Use:**
     Determine the development support needed at the community-level based on the data gathered from community surveys conducted during educational sessions and design activities to provide the necessary resources for communities.

4.   **Clarity:**
     None.

5.   **Data Source, Collection and Reporting:**
     The number of completed surveys, the results of those responses and the number of agencies/organizations comprising the network. Network entities are determined by the assessed needs from the surveys.

6.   **Calculation Methodology:**
     Each survey is counted as well as the responses to each question are tabulated. The number of agencies/organizations included in the network is counted.

7.   **Scope:**
The indicator is a statewide figure and can be broken down into region or parish, if necessary.

8.   **Caveats:**
None.

9.   **Accuracy, Maintenance, Support:**
Utilizing data gathered from surveys, resources are designed for the community-level development support. Then discussions with appropriate state agencies and regional network organizations occur for the purposes of building a collaborative network committed to making Louisiana a preferred destination.

10.   **Responsible Person:**
Undersecretary: Nancy Watkins; (225)342-8201; nwatkins@crt.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Volunteer Louisiana Commission

Activity: AmeriCorps*State Grants Administration

State Outcome Goal: Safe and Thriving Children and Families

Objective 1:   Promote national service in Louisiana and develop a portfolio of innovative, high-quality AmeriCorps State programs

Indicator 1.1:   Number of organizations participating in the AmeriCorps FRP process

LaPAS PI Code: 14698

1. **Type and Level:**
   Output – Key

2. **Rationale, Relevance, Reliability:**
   This indicator was chosen to inform management how many organizations are interested in pursuing an AmeriCorps operational grant. Bringing in new organizations to the RFP process fosters competition and helps strengthen and diversify the AmeriCorps portfolio

3. **Use:**
   The indicator will be used for internal management purposes to identify gaps in marketing and outreach and help target resources accordingly.

4. **Clarity:**
   For this indicator, a participating organization is defined as an organization that participates in any of the RFP webinars or other formal training and technical assistance opportunities.

5. **Data Source, Collection and Reporting:**
   The source of data is an internal log of organizations who participate in RFP webinars or other formal training and technical assistance opportunities.

6. **Calculation Methodology:**
   Volunteer Louisiana Commission counts the total number of organizations that participate in the RFP process.

7. **Scope:**
   Aggregated

8. **Caveats:**
   None

9. **Accuracy, Maintenance, Support:**
   This indicator has not been audited. A log of new participating organizations will be maintained internally.

10. **Responsible Person:** AmeriCorps Program Officer: Stephanie Trahan (225) 342-3333, strahan@crt.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Volunteer Louisiana Commission

Activity: AmeriCorps*State Grants Administration

State Outcome Goal: Safe and Thriving Children and Families

Objective 1:   Promote national service in Louisiana and develop a portfolio of innovative, high-quality AmeriCorps State programs

Indicator 1.2:   Number of parishes with AmeriCorps national service projects

LaPAS PI Code: 26434

1. **Type and Level:**
   Outcome – Supporting

2. **Rationale, Relevance, Reliability:**
   The mission of Volunteer Louisiana is to help meet the needs of Louisiana citizens through volunteerism and national service, so this indicator was chosen to assess the geographic reach of our AmeriCorps State programs.

3. **Use:**
   Management uses this number to decide whether efforts and resources should be increased or if more efficiency needs to be implemented. Additionally, if the indicator reveals that the program is serving more people disproportionately in one area, resources could be redirected to support programs in previously unreached areas of the state.

4. **Clarity:**
   None

5. **Data Source, Collection and Reporting:**
   The source of the data is the service site locations identified in egrants – the online grants management system for the Corporation for National and Community Service (CNCS). This data will be collected in the late summer or fall annually.

6. **Calculation Methodology:**
   This number is calculated by identifying the number of parishes where AmeriCorps State programs have AmeriCorps members serving.

7. **Scope:**
   Aggregated

8. **Caveats:**
   The rural areas of the state are the most difficult to fund due to their lack of resources to provide federally required cash and in-kind match for each of the programs awarded through the granting process.

9.   Accuracy, Maintenance, Support:
This indicator has not been audited. A list of parishes with AmeriCorps State programs will be maintained internally.

10.   Responsible Person:
AmeriCorps Program Officer: Stephanie Trahan (225) 342-3333, strahan@crt.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Volunteer Louisiana Commission

Activity: AmeriCorps*State Grants Administration

State Outcome Goal: Hurricane Protection and Emergency Preparedness

Objective 2   Maximize the efficiency and effectiveness of volunteers in times of disaster

Indicator 2.1:   Number of organizations that receive Citizen Corps, CERT, or other emergency
preparedness training

LaPAS PI Code: 1462001

1. **Type and Level:**
   Outcome – Key

2. **Rationale, Relevance, Reliability:**
   Trained volunteers are crucial to disaster preparedness and response. Since no part of Louisiana is immune from disaster, this indicator was chosen to measure our effectiveness in building FEMA Citizen Corps capacity, with a focus on CERT, throughout the state.

3. **Use:**
   Volunteer Louisiana will use this indicator for internal management to measure outreach success, identify geographic training gaps, and to direct resources accordingly.

4. **Clarity:**
   CERT is an acronym for Community Emergency Response Team, which is one of several identified volunteer groups within the Federal Emergency Management Agency (FEMA) Citizen Corps. The CERT program educates volunteers about disaster preparedness for the hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. CERT teams work in conjunction with parish Offices of Homeland Security and Emergency Preparedness.

5. **Data Source, Collection and Reporting:**
   The source of data is an internal log of emergency preparedness trainings and the organizations that participate in them. The trainings are conducted throughout the year.

6. **Calculation Methodology:**
   This number is calculated by identifying the number of organizations that receive emergency preparedness trainings. Organizations that participate in multiple types of training may be counted more than once

7. **Scope:**
   Aggregated

8.   Caveats:
The Volunteer Louisiana Commission currently receives funding for emergency preparedness training through a Volunteer Generation Fund grant from CNCS. A cessation of grant funding would adversely affect the ability to maintain existing CERT teams and train new ones.

9.   Accuracy, Maintenance, and Support:
This indicator has not been audited. Copies of sign-in sheets as well as a list of volunteers/parishes who have completed training will be maintained internally.

10.   Responsible Person:
Director of Volunteer Services: Lori Pilley (225) 342-6289, lpilley@crt.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Volunteer Louisiana Commission

Activity: Online Statewide Volunteer Network

State Outcome Goal: Safe and Thriving Children and Families

Objective 3.   Build a culture of service and volunteerism in Louisiana

Indicator 3.1:   Number of volunteers nominated for or receiving Volunteer Louisiana awards

LaPAS PI Code: 26436

1. **Type and Level:**
    Output – Supporting

2. **Rationale, Relevance, Reliability:**
    Volunteer Louisiana offers several awards and recognition initiatives for volunteers statewide. Volunteer recognition elevates the cause of volunteerism and encourages more of it. This indicator was chosen to measure the reach of our recognition efforts and help build a culture of volunteerism in Louisiana.

3. **Use:**
    The indicator will inform management on the trajectory of volunteer recognition from year to year. The results will be used internally to measure marketing and outreach success and direct resources accordingly.

4. **Clarity:**
    Volunteer Louisiana volunteer recognition includes Louisiana Volunteer Service Awards and Champions of Service awards.

6. **Data Source, Collection and Reporting:**
    The data source for the indicator is internal logs. The data will be collected throughout the year on an ongoing basis.

7. **Calculation Methodology:**
    Calculation is done by simply counting the total number of volunteers that were nominated for or received an award from Volunteer Louisiana.

8. **Scope:**
    Aggregated

9. **Caveats:**
    This indicator does not measure geographic diversity. However, the parish distribution will be tracked internally.

5. **Accuracy, Maintenance, Support:**
    This indicator has not been audited. A log of volunteers receiving recognition will be maintained internally.

10.   **Responsible Person:** Director of Volunteer Services: Lori Pilley (225) 342-6289, lpilley@crt.la.gov

PERFORMANCE INDICATOR DOCUMENTATION

Program: Grants/Volunteer Louisiana Commission

Activity: Online Statewide Volunteer Network

State Outcome Goal: Safe and Thriving Children and Families, Hurricane Protection and Emergency Preparedness

Objective 3.   Build a culture of service and volunteerism in Louisiana

Indicator 3.3:   Number of parishes with volunteer organization listings

LaPAS PI Code: 26438

1. **Type and Level:**
    Output – Supporting

2. **Rationale, Relevance, Reliability:**
    Building a culture of volunteerism requires a single source for the public to peruse volunteer organizations in their region. This indicator measures the number of parishes with volunteer organizations listed at www.VolunteerLouisiana.gov through our online Volunteer Management System – helping volunteers find opportunities to meet critical community needs.

3. **Use:**
    The indicator will inform management on the geographic representation of volunteer organizations publicly listed from year to year, with a goal to have and maintain listings in all 64 parishes.

4. **Clarity:**
    None

5. **Data Source, Collection and Reporting:**
    The data source for the indicator is the www.VolunteerLouisiana.gov portal and volunteer management system. Reports can be collected quarterly and the frequency and timing of reporting will be consistent.

6. **Calculation Methodology:**
    Calculation is done by simply counting the total number of parishes with volunteer organizations listed at www.VolunteerLouisiana.gov

7. **Scope:**
    Aggregated

8. **Caveats:**
    None

9. **Accuracy, Maintenance, Support:**
This indicator has not been audited. A list of organizations and parishes served will be stored at www.VolunteerLouisiana.gov and maintained on an internal database.

10. **Responsible Person:**
Director of Communications and Volunteer Outreach: Kori Chisham (225) 342-6289, kchisham@crt.la.gov