

Summary of Performance Standard Adjustments (FY 14)

<u>Agenda #</u>	<u>OPB Log Agenda #</u>	<u>Department Schedule #</u>	<u>Agency</u>	<u>Program</u>	<u>Performance Indicator Name</u>	<u>Justification for Adjustment</u>	<u>LFO Recommendation</u>
1	1	19-610	LSU Health Care	Lallie Kemp Regional Medical Center	Number of staffed beds	This adjustment is necessary to reflect the existing staffing level of 17 beds, adjusted upward from 10 in FY 13.	Approval
2	2-A	04-165	Commissioner of Insurance	Administrative	Number of surplus lines companies approved and monitored	Deletes performance indicator due to the passage of federal legislation. LA can no longer approve surplus lines carriers who do business in LA.	Approval
3	2-B	04-165	Commissioner of Insurance	Administrative	Number of minorities employed in career positions in companies responding to career survey [NEW] Number of companies responding to career survey [NEW]	Adds general performance indicators to better reflect the statutory purpose of the Division of Minority Affairs. The data will reflect the efforts by LDI to increase the participation of minority and disadvantaged persons in the insurance industry. Information regarding the number of companies responding to the survey will provide support for the reliability and relevance of the "number of minorities employed" indicator.	Approval
4	2-C	04-165	Commissioner of Insurance	Administrative	Average number of days to conclude a complaint investigation [DELETE] Number of files from other divisions audited [NEW] Percentage of complaint files referred for additional regulatory review, as a result of audit [NEW] Percentage of complaint files leading to additional staff training, as a result of audit [NEW] Percentage of LDI complaint files audited [NEW]	This adjustment restructures the indicators associated with the performance of the Office of Consumer Advocacy with regard to processing consumer inquiries and complaints. The Office will shift from measuring the average number of days to conclude a complaint investigation to measuring audited files, percentage of complaints referred for additional action and percentage of complaint files audited (general performance indicator).	Approval
5	2-D	04-165	Commissioner of Insurance	Administrative	Number of seniors receiving services (telephone, home-site, fairs, group presentations, etc. [DELETE] Number of client contacts (in-person office, in-person home, telephone [all durations], and contacts by email, postal, or fax) [NEW] Total persons reached through presentations, booths and exhibits Number of substantial personal direct client contacts (telephone calls of duration 10 minutes or more, in-person office, in-depth email communication [NEW] Number of contacts with Medicare beneficiaries coded as in the CMS-defined Disabled Program (under age 65) [NEW] Number of contacts with people with incomes less than 150% of federal poverty level and contacts that discussed low income subsidy [NEW] Total counseling hours provided [NEW] Total number of active SHIP counselors [NEW] Number of senior health group presentations provided Number of health counselor training sessions conducted [REVISE] Estimated savings to counseled health clients [REVISE]	Technical adjustment that transfers Objective #1.9 and performance indicators from the Market Compliance Program in the Office of Health Insurance to the Administrative Program in the Office of Consumer Advocacy as Objective #11.5. Revises indicators to reflect current federal reporting requirements and creates new indicators.	Approval
6	2-E	04-165	Commissioner of Insurance	Administrative	Taxable premiums in (\$ billions) Total premiums subject to LA Insurance Rating assessment in billions	Technical adjustments due to activities realigned between the Fiscal Affairs Division and the newly created Revenue Services Division within the Administrative Program. Request deletes general performance indicators from Objective #11.5 and renumbered Objective #11.5 to Objective #11.6.	Approval
7	2-F	04-165	Commissioner of Insurance	Administrative	Number of desk examinations performed for tax purposes Taxable premiums \$ in billions Total premiums subject to Louisiana Insurance Rating assessment \$ in billions	Technical adjustments due to activities realigned between the Fiscal Affairs Division and the newly created Revenue Services Division within the Administrative Program. Request creates Objective #11.7 and transfers existing performance indicators from the Market Compliance Program (Objective #1) and the Admin. Program (Objective #11) to the Revenue Services Division.	Approval
8	2-G	04-165	Commissioner of Insurance	Administrative	PAR renumbers Objective #11.6 to Objective #11.8 and modifies Objective #11.8	Technical adjustment due to the transfer of SHIP from the Market Compliance Program to the Admin. Program and the creation of the Revenue Services Division. The information Technology Division is responsible for developing applications across additional technology platforms (mobile apps. etc.).	Approval

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9	3-A	04-165	Commissioner of Insurance	Market Compliance	Number of companies brought to final closure Total recovery of assets from liquidated companies [DELETE] Number of companies in receivership at beginning of fiscal year Average number of months estates currently in receivership have been held in receivership	Per Act 217 of 2013, the Office of Receivership was repealed. Its program activity of managing estates of insurers in liquidation was transferred to the Office of Financial Solvency under Objective #1.7. Adjustment transfers 3 existing indicators and deletes one indicator.	Approval
10	3-B	04-165	Commissioner of Insurance	Market Compliance	PAR renumbers Objective #1.2 to Objective #1.1 and modifies Objective #1.1	Per Act 217 of 2013, the Office of Receivership was repealed. Adjustment edits objective to reflect licensing of claims adjusters is an activity of the Producers Licensing Division of the Office of Licensing & Compliance.	Approval
11	3-C	04-165	Commissioner of Insurance	Market Compliance	PAR renumbers Objective #1.3 to Objective #1.2 and modifies Objective #1.2	Per Act 217 of 2013, the Office of Receivership was repealed. Adjustment edits objective for readability and to reflect terminology and office title changes.	Approval
12	3-D	04-165	Commissioner of Insurance	Market Compliance	PAR renumbers Objective #1.5 to Objective #1.4 and modifies Objective #1.4	Per Act 217 of 2013, the Office of Receivership was repealed. Adjustment edits objective to include additional terms to accurately describe the Life, Annuity & Long-term Care Forms Division's activities.	Approval
13	3-E	04-165	Commissioner of Insurance	Market Compliance	Number of MNRO filings and applications (new and renewal) received Number of MNRO filings and applications (new and renewal) processed Average number of days to process MNRO annual reports	Deletes existing Objective #1.8 based on departmental reorganization as a result of Act 326 of 2013 which repealed Medical Necessity Review Organizations (MNRO) and established Independent Review Organizations (IRO) and Utilization Review Organizations (URO). Adjustment moves indicators to Objective #1.6. Also, the adjustment renumbers Objective #1.6 to Objective #1.5 and modifies Objective #1.5 to include the licensing applications of MNROs by the Health Compliance Division.	Approval
14	3-F	04-165	Commissioner of Insurance	Market Compliance	PAR renumbers Objective #1.7 to Objective #1.6 and modifies Objective #1.6	Objective is modified to include health maintenance organization subscriber agreements and Medicare supplement rates and advertising to be approved by the Health Forms Division within 30 days. Objective is being altered to reflect anticipated changes in assigned activities of the department, due to Act 326 of 2013.	Approval
15	3-G	04-165	Commissioner of Insurance	Market Compliance	Number of MNROs examined [DELETE] Number of MNRO filings and applications (new and renewal) received Number of MNRO filings and applications (new and renewal) processed Average number of days to process MNRO annual reports	Deletes existing Objective #1.8 based on departmental reorganization as a result of Act 326 of 2013 which repealed Medical Necessity Review Organizations (MNRO) and established Independent Review Organizations (IRO) and Utilization Review Organizations (URO). Adjustment moves 3 indicators to Objective #1.5 in the Health Compliance Division and deletes one.	Approval
16	3-H	04-165	Commissioner of Insurance	Market Compliance	Number of seniors receiving services (telephone, home-site, fairs, group presentations, etc. Number of senior health group presentations provided Number in attendance in senior health group presentations Number of senior health volunteer counselor training sessions conducted Number of health publications distributed [DELETE] Estimated savings to counseled senior health clients	Technical adjustment that transfers Objective #1.9 and performance indicators from the Market Compliance Program in the Office of Health Insurance to the Administrative Program in the Office of Consumer Advocacy as Objective #11.5. Adjustment transfers 5 indicators to Objective #1.5 and deletes one.	Approval
17	3-I	04-165	Commissioner of Insurance	Market Compliance	Number of companies in receivership at beginning of fiscal year Number of companies brought to final closure Average number of months estates currently in receivership have been held in receivership	Per Act 217 of 2013, the Office of Receivership was repealed. Its program activity of managing estates of insurers in liquidation was transferred to the Office of Financial Solvency under Objective #1.7. Adjustment transfers 3 existing indicators.	Approval
18	3-J	04-165	Commissioner of Insurance	Market Compliance	PAR renumbers Objective #1.4 to Objective #1.3 and modifies Objective #1.3	Per Act 217 of 2013, the Office of Receivership was repealed. Adjustment edits objective to include additional terms to accurately describe the Life, Annuity & Long-term Care Forms Division's activities which will include long-term care insurers complaints.	Approval
19	3-K	04-165	Commissioner of Insurance	Market Compliance	Additional taxes and penalties assessed as a result of audit in \$ millions [DELETE] Number of field examinations of surplus lines brokers performed [DELETE] Number of desk examinations performed for tax purposes	Deletes Objective #1.11 and 2 key performance indicators as a result of the transfer of the penalty and audit functions to the Administrative Program. Adjustment also transfers a supporting indicator to Objective 11.7 in the Administrative Program.	Approval

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20	3-L	04-165	Commissioner of Insurance	Market Compliance	PAR renumbers Objective #1.12 to Objective #1.8 and modifies Objective #1.8	Renumbers Objective #1.12 due to removal of the existing Objectives #1.1, #1.8 & #1.9. Edits number of days from 42 to 70 for the Property & Casualty Compliance Division to investigate to conclusion complaints against property & casualty insurers and producers.	Approval
21	3-M	04-165	Commissioner of Insurance	Market Compliance	PAR renumbers Objective #1.13 to Objective #1.9	Renumbers Objective #1.13 in the Property & Casualty Forms Division.	Approval
22	3-N	04-165	Commissioner of Insurance	Market Compliance	PAR renumbers Objective #1.14 to Objective #1.10	Renumbers Objective #1.14 in the Property & Casualty Rating Division to reflect terminology and office title changes.	Approval
23	3-O	04-165	Commissioner of Insurance	Market Compliance	PAR renumbers Objective #1.15 to Objective #1.11	Renumbers Objective #1.15 in the Division of Insurance Fraud.	Approval
24	4	16-512	Office of the Secretary	Enforcement	Public contacts associated with wildlife, fisheries, and ecosystem patrols, investigations, education and community policing/ outreach Hours worked associated with wildlife, fisheries, and ecosystem patrols, investigations, education and community policing/ outreach	These adjustments are due to an increase in funds available for this purpose in FY 14. Funding has increased by \$1.2 M (federal funds from the National Oceanic & Atmospheric Administration) and will allow the Enforcement Division to conduct additional patrols. The performance standards increased for public contracts by 21,687 (from 300,000 to 321,687) and for hours worked by 10,134 (from 225,000 to 235,134).	Approval
25	5	16-514	Office of Fisheries	Marketing	Number of product promotions, special events, and trade shows conducted or attended Number of visitors to the web site Number of readers exposed to media campaigns/impressions	Act 228 of 2013 transferred the LA Seafood Promotion & Marketing Board from the Department of Wildlife & Fisheries to the Department of Culture, Recreation & Tourism. The funding and activities related to the aforementioned performance standards were included in the transfer; therefore, they are being eliminated from this department.	Approval
26	6-A	13-852	Office of Environmental Services	Environmental Services	Number of pollution control exemption applications (Act 1019) reviewed within 30 business days of receipt.	This indicator is moved from Office of the Secretary to Office of Environmental Services and changed from a Key "K" indicator to a General Performance (GPI) indicator.	Approval
27	9-A	06-261	Office of the Secretary	Seafood Promotions & Marketing Board	Number of product promotions, special events and trade shows conducted or attended Number of visitors to the website Number of readers exposed to media campaigns (impressions)	Act 228 of 2013 transferred the LA Seafood Promotion & Marketing Board from the Department of Wildlife & Fisheries to the Department of Culture, Recreation & Tourism. This adjustment is technical. There are no adjustments to the performance indicators.	Approval
28	10-A	12-440	Office of Revenue	Alcohol & Tobacco Control	Total number of compliance checks	Over the last 3 years, ATC qualified for a federal grant of \$583,007 per year for use in conducting federal compliance checks and other activities related to tobacco products. The compliance checks were conducted by existing ATC agents utilizing overtime hours. The grant expires with the FY 15 budget year. During the FY 14 budgetary process, ATC originally anticipated fewer compliance checks due to the loss of federal grant funding. In the general appropriation bill, the performance target was reduced from 8,500 to 3,500 compliance checks conducted during the year. According to ATC, this was a miscalculation since a larger number of compliance checks can be conducted without federal grant funding. This adjustment resets the target back to 8,500 checks per year. This target has been in place for several years and has been reasonably achieved in all years, including FY 13, during which about 8,500 checks were conducted.	Approval
29	11-A	09-302	Capital Area Human Services	Capital Area Human Services District	PAR corrects Objective #4 without changing Performance Indicators	Makes a technical correction to Objective #4 in the Children's Behavioral Health Services activity, which was incorrectly written to serve at risk youth ages 6-18 years in Act 14 of	Approval

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						2013. The PAR adjustment corrects the verbiage to read 0-18 years to match the previously existing objective.	
30	11-B	09-302	Capital Area Human Services District	Capital Area Human Services District	Percentage of tobacco cessation group participants that reduce use of tobacco by 50% or quit tobacco use by the end of the program	Deletes a supporting indicator in the Prevention & Primary Care activity due to the loss of funding from the Substance Abuse Prevention & Treatment Block Grant (SAPT) of \$184,151. Using the block grant funds, CAHSD previously provided smoking cessation counseling free of charge. The program will be eliminated due to the reduced funding.	Approval
31	11-C	09-302	Capital Area Human Services District	Capital Area Human Services District	Percentage of Medical Special Needs Shelter assigned staff who are trained in required NIMS courses	Makes a technical correction to verbiage included in Act 14 of 2013, removing the word "to" so that the indicator reads properly and matches the existing indicator verbiage.	Approval
32	11-D	09-302	Capital Area Human Services District	Capital Area Human Services District	Percentage of clients referred from the MHERE to CAHSD clinics for aftercare that kept their appointment	Deletes a key performance indicator that was associated with services housed at the Earl K. Long Memorial Hospital, which was closed during the spring of 2013.	Approval
33	12R-A	09-306	Medical Vendor Payments	Payments to Private Providers	Number of persons waiting for services on the Request for Services Registry (RFSR) Number of residents of private ICFs/DD transitioning to Residential Options Waivers (ROW) opportunities [DELETE]	Technical adjustment. The Performance Indicator "Number of persons waiting for services on the Request for Services Registry" was inadvertently replaced with a new performance indicator title "Number of residents of private ICF's/DD transitioning to Residential Options Waiver (ROW) opportunities. This adjustment replaces the new indicator name erroneously added with the historical performance indicator name so the appropriate indicator is measured by the appropriate standard.	Approval
34	13-B	09-306	Medical Vendor Payments	Uncompensated Care Cost	Total Federal funds collected in millions	Adjustment that accurately reflects the amount of federal matching funds that are anticipated to be received in FY 14 related to reimbursement of Disproportionate Share Hospital (DSH) payments to providers for allowable uncompensated care costs. The initial federal match of \$428.9 M is adjusted to a revised federal match of \$534.7 M. The federal match is based on a total DSH budget of approximately \$865 M for FY 14. <i>The LFO recommends approval of the PAR based upon updated information provided by DHH and verified by the LFO.</i>	Approval
35	13-C	09-306	Medical Vendor Payments	Uncompensated Care Cost	Total State Match in millions	Adjustment that accurately reflects the amount of state matching funds that are anticipated to be received in FY 14 related to reimbursement of Disproportionate Share Hospital (DSH) payments to providers for allowable uncompensated care costs. The initial state match of \$272M is adjusted to a revised state match of \$330.3 M. The state match is based on a total DSH budget of approximately \$865 M for FY 14. <i>The LFO recommends approval of the PAR based upon updated information provided by DHH and verified by the LFO.</i>	Approval
36	15-A	09-310	Northeast Delta Human Services Authority	Northeast Delta Human Services Authority	Percentage of Northeast Delta Human Services Authority clients who state they would continue to receive services at our clinics if given the choice to go elsewhere Percentage of Northeast Delta Human Services Authority clients who state they would recommend the clinics to family and friends	Establishes performance standard values for new indicators for Northeast Delta Human Services Authority (NDHSA). NDHSA is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values.	Approval
37	15-B	09-310	Northeast Delta Human Services Authority	Northeast Delta Human Services Authority	Number of adults served with MH services in all Northeast Delta Human Services Authority Behavioral Health clinics Number of children/adolescents served with MH services in all Northeast Delta Human Services Authority Behavioral Health clinics Percentage of adults receiving MH services who report that they would choose services in this agency if given a choice to receive services elsewhere Percentage of MH clients who would recommend services in this agency to others Percentage of MH cash subsidy slots utilized Percentage of successful completions (24-hour residential programs) – AD Program Primary Inpatient Adult: Percentage of individuals successfully completing the	Establishes performance standard values for new indicators for Northeast Delta Human Services Authority (NDHSA). NDHSA is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values. Adjustment also deletes one indicator.	Approval

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					program - AD Program Primary Inpatient Adolescent: Percentage of individuals successfully completing the program - AD Program [DELETE]		
38	15-C	09-310	Northeast Delta Human Services Authority	Northeast Delta Human Services Authority	Number of people receiving individual and family support services Number of people receiving flexible family fund services Percentage of eligibility determinations determined valid according to the Flexible Family Fund promulgation Number of persons receiving DD services per year	Establishes performance standard values for new indicators for Northeast Delta Human Services Authority (NDHSA). NDHSA is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values.	Approval
39	16-A	09-320	Office of Aging & Adult Services	Administration, Protection & Support	Number of Clients Served	As a result of the \$25.9 M SGF preamble reduction to the DHH Office of Aging & Adult Services (OAAS) was reduced \$655,742 SGF and 6 T.O. and 2 non-T.O. from the Administration, Protection & Support Program. The eliminated positions were adult protective services investigators who investigated approximately 900 allegations of abuse or neglect by licensed providers in FY 13. The number of clients served is reduced from 6,800 to 5,900.	Approval
40	17-A	09-326	Office of Public Health	Personal Health Services	PAR corrects Objective #6 without changing Performance Indicators	During the legislative process, the word "vaccine" was removed from the objective. According to the DHH Office of Public Health (OPH), the word "vaccine" describes the type of prevention effort that is targeted for reduction and eventual elimination. This adjustment adds the word "vaccine" back into the objective language.	Approval
					Number of parishes and/or areas analyzed and designated as Health Professional Shortage Areas by the Federal government	During the legislative process, the words "and/or areas analyzed and" was removed from the indicator. According to the DHH Office of Public Health (OPH), removing the words "and/or areas analyzed and" makes the indicator inaccurate. In addition to parishes, Health Professional Shortage Areas analyzed and designated by the Federal government could include areas such as census tracts or facilities. This adjustment adds the words "and/or areas analyzed and" back into the indicator name.	Approval
41	18-A	09-375	Imperial Calcasieu Human Services Authority	Imperial Calcasieu Human Services Authority	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 Percentage of Imperial Calcasieu Human Services Authority clients who state they would recommend the clinics to family and friends	Establishes performance standard values for new indicators for Imperial Calcasieu Human Services Authority (ICHSA). ICHSA is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values.	Approval
42	18-B	09-375	Imperial Calcasieu Human Services Authority	Imperial Calcasieu Human Services Authority	Number of adults served with MH services in all Imperial Calcasieu Human Services Authority Behavioral Health clinics Number of children/adolescents served with MH services in all Imperial Calcasieu Human Services Authority Behavioral Health clinics Percentage of adults receiving MH services who report that they would choose services in this agency if given a choice to receive services elsewhere Percentage of MH clients who would recommend services in this agency to others Percentage of MH cash subsidy slots utilized Percentage of successful completions (24-hour residential programs) – AD Program Primary Inpatient Adult: Percentage of individuals successfully completing the program - AD Program Primary Inpatient Adolescent: Percentage of individuals successfully completing the program - AD Program [DELETE]	Establishes performance standard values for 8 new indicators for Imperial Calcasieu Human Services Authority (ICHSA). ICHSA is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values. Adjustment also deletes one indicator.	Approval
43	18-C	09-375	Imperial Calcasieu Human Services Authority	Imperial Calcasieu Human Services Authority	Number of people receiving individual and family support services Number of people receiving flexible family fund services Percentage of eligibility determinations determined valid according to the Flexible Family Fund promulgation Number of persons receiving DD services per year	Establishes performance standard values for new indicators for Imperial Calcasieu Human Services Authority (ICHSA). ICHSA is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values.	Approval

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44	19-A	09-376	Central LA Human Services District	Central LA Human Services District	Percentage of Central LA Human Services District clients who state they would continue to receive services at our clinics if given the choice to go elsewhere Percentage of Central LA Human Services District clients who state they would recommend the clinics to family and friends	Establishes performance standard values for new indicators for Central LA Human Services District (CLHSD). CLHSD is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values.	Approval
45	19-B	09-376	Central LA Human Services District	Central LA Human Services District	Number of adults served with MH services in all Central LA Human Services District Behavioral Health clinics Number of children/adolescents served with MH services in all Central LA Human Services District Behavioral Health clinics Percentage of adults receiving MH services who report that they would choose services in this agency if given a choice to receive services elsewhere Percentage of MH clients who would recommend services in this agency to others Percentage of MH cash subsidy slots utilized Percentage of successful completions (24-hour residential programs) – AD Program Primary Inpatient Adult: Percentage of individuals successfully completing the program - AD Program Primary Inpatient Adolescent: Percentage of individuals successfully completing the program - AD Program	Establishes performance standard values for new indicators for Central LA Human Services District (CLHSD). CLHSD is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values.	Approval
46	19-C	09-376	Central LA Human Services District	Central LA Human Services District	Number of people receiving individual and family support services Number of people receiving flexible family fund services Percentage of eligibility determinations determined valid according to the Flexible Family Fund promulgation Number of persons receiving DD services per year	Establishes performance standard values for new indicators for Central LA Human Services District (CLHSD). CLHSD is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values.	
47	20-A	09-377	Northwest LA Human Services District	Northwest LA Human Services District	Percentage of Northwest LA Human Services District clients who state they would continue to receive services at our clinics if given the choice to go elsewhere Percentage of Northwest LA Human Services District clients who state they would recommend the clinics to family and friends	Establishes performance standard values for new indicators for Northwest LA Human Services District (NLHSD). NLHSD is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values.	Approval
48	20-B	09-377	Northwest LA Human Services District	Northwest LA Human Services District	Number of adults served with MH services in all Northwest LA Human Services District Behavioral Health clinics Number of children/adolescents served with MH services in all Northwest LA Human Services District Behavioral Health clinics Percentage of adults receiving MH services who report that they would choose services in this agency if given a choice to receive services elsewhere Percentage of MH clients who would recommend services in this agency to others Percentage of MH cash subsidy slots utilized Percentage of successful completions (24-hour residential programs) – AD Program Primary Inpatient Adult: Percentage of individuals successfully completing the program - AD Program Primary Inpatient Adolescent: Percentage of individuals successfully completing the program - AD Program	Establishes performance standard values for new indicators for Northwest LA Human Services District (NLHSD). NLHSD is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values.	Approval
49	20-C	09-377	Northwest LA Human Services District	Northwest LA Human Services District	Number of people receiving individual and family support services Number of people receiving flexible family fund services Percentage of eligibility determinations determined valid according to the Flexible Family Fund promulgation Number of persons receiving DD services per year	Establishes performance standard values for new indicators for Northwest LA Human Services District (NLHSD). NLHSD is a new budget unit in FY 14 and Act 14 of 2013 included "To Be Determined" performance standard values.	Approval