Office of the Secretary of State/Department of State
Strategic Plan
FY 2015 - FY 2019

Department Vision

The Secretary of State's office will be a role model for government in our openness and accessibility to our data and remain responsive to our customer's needs and the citizens of Louisiana.

Department Philosophy

We can achieve excellence in public service when we draw upon the talents, leadership and resources of our employees, always mindful that every effort must continue to earn and maintain the public's trust and confidence.

Department Mission

The mission of the Secretary of State's office is to serve the public by meeting its legal responsibilities of collecting, securing and communicating information that enhances commerce, ensures the integrity of Louisiana's elections and preserves, presents and makes accessible government information essential to Louisiana's operations and its recorded history.

Goals

A. To provide the Department with the leadership and management necessary to meet its Program's objectives while performing the constitutional and statutory responsibilities of the Secretary of State and the Department of State.

B. To maintain an efficient and accurate election system and provide essential, comprehensive information that instills public confidence in the State's electoral process.

C. To provide the services, information and facilities necessary to promote and support the State's governmental records management programs and identify, preserve and make available governmental records and other archival materials of interest to the citizens of Louisiana.

D. To provide an effective presentation of history through the provision of a comprehensive system of thematic museums that enhances the public's understanding of the various influences and aspects of Louisiana's culture that have impacted its development.

E. To ensure compliance with the commercial filing laws at the lowest possible cost to taxpayers by maximizing the efficiency of document processing and information services.

Program A- Administrative (139_1000)

Program Mission

The mission of the Administrative Program is two-fold: (1) To assist the Secretary of State in carrying out the duties of his office by providing the legal, financial and management control services for the department and its various programs; and (2) as Keeper of the Great Seal, attest to the Governor's signatures on Executive Orders and pardons, issue commissions for elected and appointed officials in the State; record and maintain information relative to individual wills, and produce various publications as required by Louisiana law.

Program Objectives

Objective 1

Through its support services activities, the program will work to ensure that the agency continues to meet at least 80% of program objectives through June 30, 2019.

Strategies

1.1 Provide assistance to the programs with financial support services including budgeting, payroll, accounts receivable, and accounts payable.

1.2 Provide a comprehensive human resources management program for the Department.

1.3 Improve management of the Department of State resources by securing goods and services in the most effective, efficient and economical manner.

1.4 Provide the technical tools and expertise for data collection, information management and decision support to aid the department in fulfilling its mission.

1.5 Continue to update and create policies to form a strong organizational structure and assist in the fulfillment of the Department's mission and goals.

1.6 Coordinate the training needs for the department.

1.7 Provide legal assistance and guidance to Department programs and represent the Department in all legal matters within the scope of the Department's control.

1.8 Review new and proposed legislation and provide timely and accurate information to the legislature to ensure the effective and efficient operation of department programs.

Indicators

1.1 Outcome: Percentage of objectives met (Key)

Objective 2

To ensure compliance with accounting practices and policies, the program will have no repeat financial audit findings through FY 2019.

Strategies:

2.1 Review past financial audits for problematic areas.

2.2 Review processes to ensure best accounting practices are used.

Indicators:

2.1 Quality: Number of repeat financial audit findings (Key)

Objective 3

To ensure the timely payment of Election Day workers, the program will pay 90% of Election Day workers within 30 days of receiving a valid payroll from the parish clerks of court.

Strategies:
3.1 Audit payroll data entered by the clerks of court to insure conformity and accuracy.
3.2 Continue to educate the clerks of court on how to process Election Day payrolls correctly.
3.3 Review payroll process to identify possible alternatives that could reduce processing time needed.

Indicators:
3.1 Efficiency: Percentage of parish election payrolls completed within 30 days of receiving a valid payroll from the parish clerks of court (Key)

3.2 Efficiency: Percentage of clerks of court returning completed payroll information program within one week of election date (Supporting)

3.3 Input: Number of parishes with election (Trend)

3.4 Output: Number of parish payrolls processed (Trend)

3.5 Outcome: Average cost of commissioners, janitors and deputy custodians paid per precinct (Trend)

3.6 Efficiency: Average number of days for clerks of court to transmit completed election payrolls (Trend)

Objective 4

To provide for the timely recovery of election expenses from local government authorities, the program will invoice 90% of local governing entity share of election expenses within 60 days of an election.

Strategies:

4.1 Work with the clerks of court and parish boards of elections supervisors, draymen, and registrars of voters to ensure timely submission of election related expenses.

4.2 Review election billing process to identify possible alternatives and procedures that could reduce processing time.

Indicators:

4.1 Efficiency: Percentage of local election expenses invoiced within 60 days of election (Key)

4.2 Output: Percentage of election cost reimbursement invoiced (Supporting)

4.3 Outcome: Amount of outstanding invoices (over 120 days) turned over to Attorney General's Office (Trend)

4.4 Output: Amount of election costs invoiced (Trend)

4.5 Input: Amount of election cost payments received (Trend)

4.6 Quality: Percentage of current year election invoices collected prior to close of fiscal year (Trend)

Objective 5

To prepare and mail 95% of commission oaths, oath of office forms, and laminated identification cards to all elected officials no later than two weeks prior to officials taking office.

Strategies:

5.1 Monitor election status to determine commission package requirements.

5.2 Review commission document preparation process to identify possible alternatives and procedures that could reduce processing time.

Indicators:

5.1 Efficiency: Percentage of commission documents mailed to elected officials two weeks prior to official taking office (Key)

5.2 Output: Number of commission packages prepared and mailed to elected officials (Trend)

5.3 Outcome: Number of commission packages prepared and mailed two weeks prior to official taking office (Trend)

Objective 6

To employ proactive maintenance of the network and all associated hardware and software necessary to support these critical business functions. Unplanned downtime of three business days or more will not exceed two events.

Strategies:

6.1 Employ proactive maintenance of the network and associated hardware and software.

Indicators:

6.1 Outcome: Number of mission critical equipment or application failures with greater than three business days of unplanned downtime (Key)

6.2 Input: Number of mission critical pieces of equipment (Supporting)

Objective 7

To provide for the recovery of election expenses from local government authorities in a timely fashion, the program will reduce election expenses born by the state by invoicing 90% of local governing authority- related election expenses within 60 days of an election.

Strategies:

7.1 Work with the Clerks of Court and Parish Boards of Elections Supervisors, draymen, and Registrars of Voters to ensure timely submission of election related expenses.

7.2 Review election billing process to identify possible alternatives and procedures that could reduce processing time.

Indicators:

7.1 Efficiency: Percentage of local governmental entity election expenses invoiced within 60 days of election (Key)

7.2 Efficiency: Percentage of outstanding invoices (over 120 days) turned over to Attorney General's Office (Key)

7.3 Output: Percentage of election cost reimbursement invoiced (Supporting)

7.4 Outcome: Percentage of election costs invoice received (Supporting)

7.5 Output: Amount of election costs invoiced (Trend)

7.6 Input: Amount of election cost payments received (Trend)

7.7 Quality: Percentage of current year election invoices collected prior to close of fiscal year (Trend)

Program B-Elections (139_2000)

Program Mission

The mission of the Elections Program is to insure the integrity of the electoral and election management process in Louisiana for its voters, citizens and for other interested parties in Louisiana and the United States, in general and to encourage public participation in the election process by educating voters and potential voters about the elections process through effective outreach programs.

Program Objectives

Objective 1

The Elections Program will produce efficient and accurate elections by averaging no more than three machine and absentee ballot reprints per election due to program staff errors.

Strategies:

1.1 Ensuring that staff members remain trained on preparing ballots, layout requirements for voting machines used and how to prepare assembled copy for machine ballots

1.2 Requiring all ballot copy to be proofed three times by program staff.

1.3 Ensure that machine ballot overlays are proofed by programmers in both the balloting division and the elections operations section.

Indicators:

1.1 Quality: Number of reprints due to program error (Key)

1.2 Input: Number of elections held (Supporting)

1.3 Efficiency: Average number of ballot reprints due to program error (Key)

Objective 2

To encourage participation in the electoral process, the program will sponsor or participate in voter education outreach event in 90% of the parishes each year.

Strategies:

2.1 Develop and disseminate educational programs and materials designed to help educate the public about elections and the voting process.

2.2 Develop and maintain cooperative relationships with educational institutions, allied organizations involved in the elections process (including political parties), and civic associations interested in the electoral process.

2.3 Coordinate the department's provision of voting machines to educational institutions and to community and private organizations for use in student and organization elections.

2.4 Sponsor or co-sponsor outreach events aimed at educating voters and potential voters through activities such as mock student elections and voting machine demonstrations.

Indicators:

2.1 Quality: Percentage of parishes having a voter education outreach event in the current fiscal year (Key)

2.2 Output: Number of events held or sponsored (Supporting)

Objective 3

To ensure integrity of the election process, the program will investigate 100% of alleged incidences of voter fraud or election offenses.

Strategies:

3.1 Maintain convenient avenues by which citizens can report voter fraud and election offenses.

3.2 Maintain and review the program's investigation process to remain responsive to the needs of the public, the law enforcement community and the program.

3.3 Maintain and build upon the relationships developed with local law enforcement and prosecutorial agencies in the state and coordination of referral of complaints reported to and investigated by the program.

Indicators:

3.1 Efficiency: Percentage of voter fraud and election offenses investigated by program (Key)

3.2 Input: Number of incidents reported (Supporting)

Objective 4

To ensure the State's compliance with the National Voter Registration Act, the program will evaluate each registrar annually.

Strategies:

4.1 Educate state voter registration agencies about their role and responsibilities related to the National Voter Registration Act (NVRA) and the voter registration process in Louisiana.

4.2 Review and develop additional training materials as needed to help keep voter registration agencies informed about changes and in the voter registration process and the implementation of the NVRA.

4.3 Review and evaluate registrars of voter reports received by the program for compliance.

4.4 Submit all reports and surveys required to federal authorities.

4.5 Develop, keep updated and have pre-cleared all forms involved in the voter registration process.

Indicators:

4.1 Quality: Percentage of registrars evaluated annually (Key)

4.2 Efficiency: Average response time to provide requested voter registration forms (Trend)

Objective 5

To ensure the integrity and accuracy of the state's voter registration database, the program will continue to work at improving and maintaining the databases' accuracy, as required and allowed by law through FY 2019.

Strategies:

5.1 Receive and process information on deaths received from Vital Records Registry and disseminate such information to parish registrars of voters.

5.2 Investigate and implement canvass techniques that will improve voter's address identifications.

5.3 Receive and process information on felony convictions from the Department of Public Safety and Corrections and resolve possible matches of registered voters.

5.4 Review current laws and proposed legislation with regard to voter registration and eligibility to vote and provide information necessary to improve the efficiency of the program and its operation.

5.5 Monitor duplicate registrations and take appropriate action.

5.6 Oversee the State's annual canvass of voters in accordance with existing laws and procedures.

Indicators:

5.1 Quality: Statewide canvass conducted (Key)

5.2 Input: Total number of registered voters (Highest number during fiscal fear) (Trend)

5.3 Input: Number of active registered voters (Highest number during fiscal year) (Trend)

5.4 Input: Number of inactive registered voters (Highest number during fiscal year) (Trend)

5.5 Input: Total number of new voter registrants (Trend)

5.6 Input: Number of new voter registrations from traditional sources (Trend)

5.7 Input: Number of new voter registrations from non-traditional sources (Trend)

5.8 Efficiency: Percentage of new voter registration applications received from traditional sources (Trend)

Objective 6

To ensure the integrity of the election process, the program will provide the necessary technical assistance to hold in a state of readiness voting machines and computerized absentee ballot counting equipment and have at least 90% of voting machines available for Election Day.

Strategies:

6.1 Maintain a high level of accuracy in the programming of voting machines and absentee ballot counting equipment.

6.2 Supervise the delivery of voting machines to and from polling places.

6.3 Supervise the delivery of absentee ballot counting equipment to parish Registrars of Voters' offices.

6.4 Provide Election Day technical support to the chief election official of each parish where elections are held.

6.5 Maintain a high degree of awareness to potential changes in the election process through membership in various professional organizations.

Indicators:

6.1 Input: Total number of voting machines (all types) (Key)

6.2 Efficiency: Percentage of voting machines available on Election Day (Key)

6.3 Input: Number of statewide elections (Supporting)

6.4 Input: Number of precincts in the state (Highest Number in Year) (Trend)

6.5 Output: Total number of precincts holding elections (Trend)

6.6 Output: Number of voting machines used at the precincts on Election Day (total for FY) (Trend)

6.7 Efficiency: Average number of voting machines utilized per precinct (Trend)

6.8 Efficiency: Average annual cost per machine to store machines statewide (Trend)

6.9 Efficiency: Average cost per machine to deliver voting machine to precinct (Trend)

Objective 7

The program will provide preventative, necessary and emergency maintenance as required on all electronic voting machines. To ensure the proper maintenance is administered, the program will certify at least 90% of full-time technicians on the machines they service within 12 months of assignment.

Strategies:

7.1 Perform preventative maintenance on all voting machines and absentee ballot counting equipment on a semi-annual basis.

7.2 Provide and have ready a sufficient number of technicians trained in the repair of voting machines.

7.3 Provide local election officials with technical assistance at courses of instruction for poll workers on the appropriate operation of voting equipment.

7.4 Utilize check-off procedures to ensure proper programming of machines and absentee ballot counting equipment.

Indicators:

7.1 Quality: Percentage of technicians certified within 12 months of assignment (Key)

7.2 Quality: Number of certified technicians (Supporting)

7.3 Output: Number of voting machines receiving required semi-annual preventative maintenance (Trend)

7.4 Outcome: Number of service calls received on Election Day (Total for FY) (Trend)

7.5 Outcome: Number of service calls received on Election Day that require a mechanic (Total for FY) (Trend)

7.6 Outcome: Number of service calls received on Election Day that are due to technician error (Total for FY) (Trend)

7.7 Quality: Number of voting machines replaced on Election Day (total for FY) (Trend)

Objective 8

The Election program will enable absentee returns to be more accurately and quickly tabulated by providing support for parish boards of elections supervisors in tabulating votes through the preparation and distribution of test materials 10 days prior to Election Day for all parishes having an election.

Strategies:

8.1 Maintain a high level of accuracy in the programming of absentee ballot counting equipment.

8.2 Supervise delivery of absentee ballot counting equipment to parish Registrars of Voters' offices

8.3 Provide Election Day technical support to the chief election official of each parish where elections are held.

Indicators:

8.1 Efficiency: Percentage of parishes having an election for which test materials were prepared and distributed at least 10 days prior to the election (Key)

8.2 Input: Number of people voting by absentee ballot (Total for FY) (Trend)

Program C-Archives and Records Program (139_3000)

Program Mission

The mission of Louisiana State Archives is to collect, preserve, display, and make available those records essential to the reconstruction of Louisiana's colorful history and heritage. Its Records Program ensures the government and public continued access to essential information created by the State through a viable and responsive records management program and a comprehensive preservation effort, making the archival materials acquired and maintained by the Program readily available for researchers and educational programs.

Program Objectives

Objective 1

Through FY 2019, the Program will ensure its ability to accommodate adequately all records transferred to its custody.

Strategies:

1.1 Review and revise existing records storage policies for state agencies using the Program's Records Center.

1.2 Review and revise the Program's existing positions to ensure job descriptions meet the current and future needs of the Program and reflect the skills necessary for the Program's operations.

1.3 Ensure that professional manpower required for the Program to operate effectively is recruited, developed through increased training, and maintained by promoting the continuous professional development of the Program's staff.

1.4 Establish and implement regular inventory process and system to improve efficiency and security of the Program's records.

1.5 Implement a bar coding system for the Program's storage areas.

1.6 Increase the percentage of the Program's collections protected by or converted to microfilm.

1.7 Review equipment currently used by the Program and develop a priority list for upgrades or replacements that would lead to or facilitate better space utilization.

1.8 Establish and implement a Program for the systematic review of archival materials for the purpose of prioritizing those records in need of preservation treatment.

1.9 Assess and evaluate existing Program work areas for alternative arrangement/organization schemes that maximize space utilization.

Indicators:

1.1 Efficiency: Percentage of qualified records accepted by state records center (Key)

1.2 Efficiency: Percentage of accessions processed within 14 working days of receipt (Key)

1.3 Outcome: Number of new accessions processed (Key)

1.4 Output: Number of microfilmed images produced (Supporting)

1.5 Input: Number of records transferred (in cubic feet) (Trend)

1.6 Output: Number of boxes disposed of from state records center (1.2 cubic foot boxes) (Trend)

Objective 2

The program will increase the number of retention schedules approved by the State Archives for statewide and non-statewide agencies through FY 2019.

Strategies:

2.1 Contact each Department in the Executive Branch on an annual basis to further educate and monitor their progress in developing and/or revising their schedules.

2.2 Develop a reference page on the Program's web page with useful and informative links to records and information management subject areas for use by governmental records programs and Program employees.

2.3 Improve access to information and forms related to developing retention schedules by providing web access to forms, presentations, worksheets and other materials.

2.4 Develop records management computer based training materials and make them available on the Internet for governmental records programs.

2.5 Work with governmental associations through their educational programs about retention schedules and records officers designation requirements.

Indicators:

2.1 Outcome: Percentage of statewide agencies without retention schedules (Key)

2.2 Efficiency: Percentage of non-statewide agencies operating without approved retention schedules (Key)

2.3 Output: Number of statewide agencies with approved retention schedules (Key)

2.4 Output: Number of non-statewide agencies with approved retention schedules (Key)

2.5 Outcome: Percentage of statewide agencies with designated records liaison (Supporting)

2.6 Outcome: Percentage of non-statewide agencies with designated records management liaison (Supporting)

2.7 Input: Number of statewide agencies (Trend)

2.8 Input: Number of non-statewide agencies (Trend)

2.9 Outcome: Number of statewide agencies with designated records management liaison (Trend)

2.10 Outcome: Number of non-statewide agencies with designated records management liaison (Trend)

Objective 3

The Program will continue improve accessibility to its archival and genealogical collections by increasing the number of indexes, and finding aids available on the Department's web site through FY 2019.

Strategies:

3.1 Provide updated forms and informational materials of the various sections via the Internet.

3.2 Continue to increase public access to Archives via the Department's web site.

3.3 Retain and strengthen a strong volunteer/intern Program for areas that are understaffed.

3.4 Increase computerization rate of the Program's indices and make available for on-line searches via the Internet.

3.5 Develop a customer survey to monitor customer satisfaction and areas of interest for future web site content.

Indicators:

3.1 Outcome: Number of records available online for research (Supporting)

3.2 Output: Number of records added to research room databases (Key)

3.3 Output: Total number of patrons served (Supporting)

3.4 Output: Number of patrons researching the archives using the Archives Research Room (Supporting)

Objective 4

By FY 2019 the Program will have developed and implemented an effort that adequately addresses the accessibility issues surrounding the State's electronic records with long-term or archival value.

Strategies:

4.1 Develop policies, procedures, guidelines and standards to help the State maintain accessibility for the electronic records of the state that must be maintained for longer than 10 years.

4.2 Educate State agencies about the policies, procedures, guidelines and standards developed by the Program and the issues surrounding long-term electronic record accessibility.

4.3 Research the positions required to develop an effective electronic records program.

4.4 Study existing positions within the Program to determine if they can be amended to reflect the positions and skills necessary to implement an electronic records Program effectively.

4.5 Improve and advance the electronic literacy of the Program's staff.

4.6 Ensure that the professional manpower necessary to operate an effective electronic records program is either recruited or developed through increased training of existing staff.

4.7 Develop, maintain, and market a media (digital to microfilm) conversion Program for long-term and archival state records to ensure their continued accessibility.

4.8 Research and develop a digital archive program to preserve those records that were born digital and are of archival value to the state.

Indicators

4.1 Quality: Number of policies, procedures, guidelines or standards produced or revised that are posted to the Program's web site. (Key)

4.2 Outcome: Number of images converted (digital to microfilm) (Supporting).

4.3 Input: Number of agency imaging surveys received by program (Supporting)

Objective 5

The program will work with governmental agencies to ensure that records management and records preservation and recovery aspects are considered in the event of disasters impacting governmental agencies by FY 2019.

Strategies

5.1 The program will help man the Secretary of State's desk at the Governor's Office of Homeland Security during major disasters.

5.2 The program will monitor the GOHSEP WEBEOC and review situational reports to keep up to date on situations that could lead to records related disasters outside of major disaster events.

5.3 The program will work to strengthen relationships with other governmental agencies involved in the recovery process including Risk Management, GOHSEP, Buildings and Grounds and various other governmental associations to provide subject matter expertise related to records-related recovery.

5.4 The program will work to include disaster planning and recovery training into existing records management training classes.

Indicators

5.1 Quality: Number of policies, procedures, guidelines produced or revised that are posted to the Program's web site (Key)

5.2 Outcome: Number of training sessions held in which disaster recovery is covered (Supporting)

Program D – Museums and Other Programs (139_4000)

Program Mission

The mission of the Museums Program is to present exhibits, educational and other programs to the public to emphasize the political, social and economic influences, personalities, institutions, and events that have shaped the landscape of Louisiana's colorful history and culture and its place in the world. To further this mission the museums Program will acquire, refurbish and preserve artifacts and other historic relics representative of this past and attract exhibits of interest to the communities they serve.

Program Objectives

Objective 1

The program will conduct itself in a cost effective manner by ensuring that the total cost per visitor for operating program museums remains below $20 per visitor through FY 2019.

Strategies:

1.1 Work with the Louisiana Travel Promotion Association and regional tourism offices to promote the museums and their exhibits and educational programs available to the public.

1.2 Develop relationships with area tour companies and look for ways to partner with them to attract more visitors to the museums.

1.3 Develop educational programs with broader appeal for area educators to incorporate in their lesson plans.

1.4 Recruit and further develop a volunteer Program to provide additional support for museum tours and events on museum grounds.

1.5 Promote the museum's exhibits and facilities with community professional and civic groups.

1.6 Develop marketing materials to promote new exhibits and features of the Program's museums.

1.7 Develop museum collections for future exhibits and research.

Indicators:

1.1 Efficiency: Cost per visitor to operating program museums (Key)

1.2 Outcome: Number of visitors to operating program museums (Supporting)

1.3 Input: Total number of museums (Supporting)

1.4 Output: Percentage of program museums in operation (Supporting)

Objective 2

The program will work to improve the quality of the management of the program's collection holdings by inspecting each museum annually.

Strategies:

2.1 Obtain and maintain American Association of Museums (AAM) accreditation for all program museums with total attendance over 25,000 visitors a year.

2.2 Review and complete inventories of collection holdings and input them into centralized program database.

2.3 Train museum personnel on how to conduct museum inspections to ensure appropriate environmental conditions are being maintained.

2.4 Perform annual inspection of museum facilities to ensure appropriate environmental conditions are being maintained.

Indicators:

2.1Quality: Percentage of museums inspected annually (Key)

2.2 Efficiency: Percentage of museums with inventories included in Program's centralized database (Key)

2.3 Quality: Percentage of museums with annual attendance over 25,000 with AAM accreditation (Key)

2.4 Input: Number of museums with annual attendance over 25,000 (Supporting)

Program E - Commercial Program (139_5000)

Program Mission

The mission of the Commercial Program is to provide the business, financial and legal communities timely and efficient service in the certification and registration of documents relating to securing, retaining business entities and assets; the processing of legal services documents and communication of business licensing information as required by law and to make such information concerning these business entities available to the public; and to ensure the quality of the notary database.

Program Objectives

Objective 1

To maintain an efficient filing process the program will continue to maintain or reduce the document filer error rate annually so that it does not exceed 7% of total documents filed.

Strategies:

1.1 Continue to provide training and seminars on the proper guidelines required by law for acceptance of business document filing in Louisiana by the Secretary of State.

1.2 Provide and update instructions and forms for business document filings.

1.3 Continue to produce a newsletter highlighting statutory changes to the legal community following legislative sessions and post on web for public access.

1.4 Review and update Frequently Asked Questions found on Program's web pages.

Indicators:

1.1 Efficiency: Percentage of documents returned (Key)

1.2 Outcome: Number of filing documents returned (Supporting)

1.3 Input: Number of filing documents received (Trend)

Objective 2

To continue to ensure that Uniform Commercial Code (UCC) document and farm product filing processing is reliable and efficient by maintaining at least a 98% data entry accuracy rate annually for UCC filings through FY 2019.

Strategies:

2.1 Conduct workshops with Clerks of Court, banks, and other major stakeholders to educate them about legal and administrative changes in the Louisiana Uniform Commercial Code.

2.2 Review and revise administrative rules and forms to ensure clarity and comprehension for its intended audience.

2.3 Review and update frequently asked questions and instructive information on the UCC web pages.

Indicators:

2.1 Efficiency: Percentage accuracy in data entry of UCC and Farm Product filings (Key)

2.2 Input: Number of UCC and Farm Product filings (Supporting)

Objective 3

To continue to ensure that all service of process suits received are forwarded to the appropriate parties within 24 hours of being served to the Program through FY 2019.

Strategies:

3.1 Use of bar codes in processing certified mailings.

3.2 Continue use of cross training to ensure adequate personnel coverage during peak processing times.

3.3 Maintain good working relationship with the Louisiana Department of Insurance.

3.4 Review the program's processes and procedures to ensure compliance with existing laws and to possibly identify alternative processing methods that can ensure that the program meets its requirements.

Indicators:

3.1 Efficiency: Percentage of suits processed within 24 hours of receipt (Key)

3.2 Output: Number of suits processed (Supporting)

Objective 4

To continue improving the timely access to corporate documents, while ensuring their preservation, the program will image 50% of those charter documents on microfilm or microfiche that were not previously imaged by FY 2019.

Strategies:

4.1 Have microfilm and microfiche masters duplicated for use in conversion process.

4.2 Convert and capture microfilm and microfiche images to digital images.

4.3 Review images for clarity and completeness.

4.4 Index records appropriately to ensure accuracy and accessibility.

Indicators:

4.1 Efficiency: Percentage of microfilm or microfiche charter images converted (Key)

4.2 Output: Number of microfilm or microfiche charter images converted (Supporting)

Objective 5

To ensure the quality of the data used to generate reports for GeauxBiz customers, the program will request updated regulatory requirement from regulatory entities in the State on an annual basis through FY 2019.

Strategies:

5.1 Develop system to monitor new entities with permitting requirements and add them to the Program's database.

5.2 Update fax and collect e-mail contact information for each permitting agency listed in database to provide a more cost-effective manner of sending out requests.

5.3 Continue to develop and maintain relationships with various statewide associations that oversee permitting functions (e.g. La. Municipal Association, La. Police Jury Association etc.)

5.4 Attempt to amend state law to require permitting agencies in the State to provide changes in their permitting regulations to the Program within 90 days of the change made.

Indicators:

5.1 Quality: Completed annual request for information (Key)

5.2 Outcome: Completed update of contact information in program database (Key)

5.3 Input: Number of regulatory agencies in program database (Supporting)

Objective 6

To ensure the quality of the program's Notaries database, the program will work to maintain the number of inactive notaries due to incomplete or outdated information provided by notaries to no more than 25% through FY 2019.

Strategies:

6.1 Work with related professional organizations and other state and local agencies to educate notaries about the reporting process and what is expected of them.

6.2 Work with IT to maintain an informative web site to educate and direct notaries to comply with statutory filing requirements.

6.3 Process annual reports in an accurate and timely manner.

Indicators:

6.1 Quality: Percentage of notaries in suspend status (Key)

6.2 Output: Number of suspended notaries (Supporting)

6.3 Outcome: Number of annual reports filed (Supporting)

6.4 Quality: Number of educational or promotional events for notaries in which program sponsored or participated in. (Supporting)