

LOUISIANA'S MENTAL HEALTH ADVOCACY SERVICE



STRATEGIC PLAN FISCAL YEARS 2022-2023 through 2027-2028

Submitted by
MENTAL HEALTH ADVOCACY SERVICE
Agency No. 01-103

627 NORTH FOURTH STREET, SUITE 1-322
BATON ROUGE, LOUISIANA 70802

VISION

The rights of persons with mental disabilities and children in abuse and neglect proceedings in Louisiana will be recognized and protected.

MISSION

The mission of Mental Health Advocacy Service (MHAS) is to ensure that the legal rights of persons with mental disabilities and children in child welfare proceedings are protected, by: (1) providing legal representation to the respondent in every civil commitment proceeding in Louisiana; (2) providing legal representation during the initial stages of confinement for every indigent person admitted for mental health treatment; (3) providing legal representation for every person who has been civilly committed; (4) providing legal representation for children in abuse and neglect proceedings and; (5) providing legal representation for children at risk of being admitted to mental health treatment facilities. (La. Rev. Stat. § 28:64 and Ch. Code arts.1405, *et seq.*) The program also acts as a clearinghouse for information relative to the rights of persons with mental disabilities, responding to requests for information, providing training, and sitting on numerous boards and commissions in the community. MHAS also addresses “systems” issues that affect the rights of more than one disabled person and require a change in policy or practice to be remedied.

PHILOSOPHY

People with mental disabilities should be treated with equality and with respect, and allowed the opportunity to live as independently as their abilities allow. Insuring this requires meaningful access to the justice system, especially when liberty interests and other rights are at risk. Legal representation through MHAS provides such access.

Children should be raised and cared for in a safe, nurturing and healthy environment, they should have access to the services they need, and they should have a voice in decisions which impact their lives. MHAS, through the Child Advocacy Program, provides legal representation for children in abuse and neglect proceedings to help ensure this happens.

MAINTENANCE OF AGENCY RECORDS

Mental Health Advocacy Service maintains a data collection/case management program from which all performance data is extracted. Audits of information entered into the agency’s program are performed by the attorney representing the client and their direct supervisor. Periodic reviews by the agency’s Deputy General Counsel and Director are ongoing.

GOAL I: MHAS SHALL PROVIDE TRAINED LEGAL REPRESENTATION TO EVERY ADULT AND JUVENILE PATIENT IN MENTAL HEALTH TREATMENT FACILITIES IN LOUISIANA AT ALL STAGES OF THE CIVIL COMMITMENT PROCESS.

OBJECTIVE I.1: MHAS shall make available trained legal representation to every adult and juvenile patient in mental health treatment facilities in Louisiana at all stages of every civil commitment proceeding.

STRATEGIES:

- 1.1 Monitor and enforce statewide compliance with state laws requiring information about MHAS to be posted and provided to every patient in every treatment facility.
- 1.2 Respond to requests for services within two working days.
- 1.3 Utilize various legal proceedings to challenge improper commitment, including probable cause, "habeas corpus" and Ch. Code article 1411 proceedings.
- 1.4 Respond promptly in all 64 parishes to appointments as legal counsel.
- 1.5 Meet with clients before court, which routinely requires travel to a treatment facility.
- 1.6 Contact potential witnesses.
- 1.7 Explore alternatives to hospitalization.
- 1.8 Appear in court to represent the respondent.
- 1.9 Contact/monitor persons committed or conditionally discharged every two months and request relief as needed.

PERFORMANCE INDICATORS:

- Output
 - Number of civil commitment hearings
- Outcome
 - Percentage of commitment cases where patient is discharged, diverted to less restrictive setting or committed short term
 - Percentage of commitment cases resulting in conversion to voluntary status
 - Percentage of commitment cases settled before trial
 - Percentage of adult and juvenile patients in mental health facilities with trained legal representation available to them

GENERAL PERFORMANCE INFORMATION:

- Output
 - Number of open mental health cases
 - Number of juvenile mental health hearings
 - Number of probable cause, habeas corpus, and Ch. Code art. 1411 hearings
 - Number of periodic review hearings and incompetency civil commitments hearings

COST SAVINGS: State dollars are saved when adults and juveniles not requiring inpatient mental health treatment are diverted to less restrictive settings or discharged from state hospitals.

GOAL II: MHAS SHALL ENSURE THAT THE LEGAL RIGHTS OF MENTALLY DISABLED PERSONS ARE PROTECTED.

OBJECTIVE II.1: MHAS shall successfully address 7 or more “systems” issues per year impacting persons with mental disabilities and provide training on rights of persons with mental disabilities.

EXPLANATORY NOTE: “Systems” issues involve a change in a law, policy or regulation. Examples include amendments to state laws governing seclusion and restraint of mental patients, or changing a particular mental hospital’s policy on patients’ communication rights.

STRATEGIES:

- 1.1 Identify and prioritize systems issues requiring change.
- 1.2 Implement strategies necessary to change the “systems,” including negotiation, litigation and proposing legislation.

PERFORMANCE INDICATORS:

- Output
Number of “systems” issues positively impacted by “systems” changes
- Outcome
Estimated number of mentally disabled persons positively impacted by “systems” changes each year

GENERAL PERFORMANCE INFORMATION:

- Output
Number of persons trained by MHAS on the rights of persons with mental disabilities

OBJECTIVE II.2: MHAS shall provide legal representation to all mental health patients involved in treatment and medication review hearings and all mental health patients requesting representation in interdiction proceedings.

STRATEGIES:

- 2.1 Provide legal representation to mental health patients in treatment/medication review hearings.
- 2.2 Provide legal representation to mental health patients requesting representation in interdiction proceedings.

PERFORMANCE INDICATORS:

- Output
 - Number of interdiction cases litigated
 - Number of treatment and medication review hearings
- Outcome
 - Percentage of interdiction proceedings in which interdiction is denied or limited interdiction is the result
 - Percentage of treatment and medication review hearings which result in a change in treatment or medication

GENERAL PERFORMANCE INFORMATION:

- Outcome
 - Number of treatment and medication review hearings which result in a change in treatment or medication requested
 - Number of interdictions in which interdiction is denied or limited interdiction is the result

OBJECTIVE II.3: MHAS shall divert juveniles who are institutionalized, or at risk of institutionalization, into less restrictive alternatives.

STRATEGIES:

- 3.1 Ensure staff attorneys are knowledgeable about services for juveniles and their legal rights by providing ongoing training.
- 3.2 Accept court appointments to represent children at risk of institutionalization during disposition hearings and in delinquency proceedings in which the issue of competency is raised.
- 3.3 Find less restrictive and more appropriate alternatives to institutionalization.
- 3.4 Advocate for services at IEPs (Individualized Education Plan), ISCs (Interagency Service Coordination) and FTMs (Family Team Meetings).
- 3.5 Use legal advocacy to obtain appropriate, least restrictive services for juveniles.
- 3.6 Present alternatives to institutionalization to the parties and to the court.

PERFORMANCE INDICATORS:

- Outcome
 - Number of times a juvenile whose competency to proceed is raised is diverted from institutionalization
 - Number of times a juvenile with an emotional disturbance is diverted from mental institutionalization
- Output
 - Percentage of juvenile competency proceedings in which the juvenile is diverted from institutionalization

COST SAVINGS: State dollars are saved when adults and juveniles not requiring inpatient mental health treatment are diverted to less restrictive settings or discharged from state hospitals. When a juvenile's competency to proceed is raised in delinquency proceedings, a MHAS attorney is appointed just for that cause. Institutionalization of these juveniles is costly and highly restrictive. MHAS attorneys represent children at dispositional hearings when there is a possibility the child will be placed in a mental health institution. The attorneys help find less restrictive alternatives and services.

GOAL III: MHAS SHALL PROVIDE LEGAL REPRESENTATION TO CHILDREN IN CHILD PROTECTION CASES IN LOUISIANA.

OBJECTIVE III.1: The Child Advocacy Program (CAP) within MHAS shall provide trained legal representation to children in child protection cases in 14 parishes.

STRATEGIES:

- 1.1 Provide legal representation for children in abuse and neglect proceedings in all jurisdictions where MHAS operates CAP.
- 1.2 Respond promptly to appointments as legal counsel in all jurisdictions where MHAS operates CAP.
- 1.3 Meet with children/clients before court.
- 1.4 Appear in court to represent the child/client CAP has been appointed to represent.
- 1.5 Advocate for children represented by CAP at all court hearings.
- 1.6 Advocate for client at FTMs (Family Team Meetings) and other related meetings.

PERFORMANCE INDICATORS:

- **Output**
Number of children (open files) represented by trained attorneys in abuse and neglect proceedings
- **Outcome**
Percentage of CAP clients who receive legal representation by specialized attorneys trained in locating safe, community-based resources

GENERAL PERFORMANCE INFORMATION:

- **Output**
Number of court hearings attended on behalf of children in abuse and neglect proceedings

Number of related meetings attended on behalf of children in abuse and neglect proceedings

COST SAVINGS: State dollars are saved by providing specially trained attorneys to represent children in child welfare cases. The attorneys work toward finding a permanent home for abused and neglected children as soon as possible, which saves the state money by abbreviating the court case and the foster care stay. Many of these children have mental health issues and the attorneys utilize their specialized training and knowledge to obtain treatment in the least restrictive setting possible, saving the costs of hospital stays. The attorneys assist DCFS in meeting federal timeliness guidelines insuring the continuation of federal funding.

The attorneys contribute to the child welfare process which when carried out correctly may prevent children from coming back into care or becoming involved in the juvenile delinquency system.

APPENDIX: PROCESS DOCUMENTATION

Principal Clients and Users of Each Program and Specific Service

The principal clients of MHAS fall into two main categories. The first category is persons, both adult and juvenile, with mental disabilities, typically located in mental health treatment facilities. The second category consists of children involved in child protection cases.

Potential External Factors

MHAS cannot control the number of petitions for civil commitment filed, or the number of persons admitted to mental health treatment facilities each year requesting legal services. However, MHAS must provide legal representation to them all.

MHAS also cannot control the number of children who need representation in child in need of care (CINC) proceedings. MHAS's CAP is appointed to all CINC cases in the parishes and jurisdictions where the program is operating; this equaled about 3200 children for FY22.

Statutory Requirement or Other Authority for Goals

Goal # 1: La. Rev. Stat. § 28:64(A)(2); § 28:55(C); § 28:53(C); § 28:171(K & L); La. Ch. Code arts. 1404(13), 1405, 1409(K), 1442, 683(E), 781(D) and 809(C); federal court order in Brad G. v. Treen, C.A. #81-1094 (E.D. LA. 1981).

Goal #2: La. R.S. 28:2(13); La. Ch.C. Arts. 683(E), 781(D), 809(C), 832, 1404(13), 1405, 1409(K), 1442.

Goal #3: La Ch. Code arts. 557, et seq.; 607; 1405.01

Program Evaluation Description Used for Objectives and Strategies

MHAS operational plan sets performance indicators for each aspect of the Agency's responsibilities. Data is collected from staff attorneys on a continuing basis to determine whether the indicators are being achieved.

MHAS staff attorneys participate in bi-monthly staff meetings and trainings to review strategic plan goals and objectives included in their individual job responsibilities.

Primary Persons Benefiting from Each Objective

The persons benefiting from objectives contained in goals 1 and 2 are adults and children with mental disabilities, and the persons benefiting from the objective in goal 3 are children involved in abuse and neglect proceedings.

Duplication of Effort among Programs

MHAS is the only agency charged with the responsibilities of providing legal representation for persons being involuntarily confined in mental health treatment facilities.

The Child Advocacy Program within MHAS is the only state program charged with representing children in abuse and neglect proceedings in the parishes and jurisdictions in which it operates.

Policies Beneficial to Women and Children

MHAS follows the requirements of Family Medical Leave Act and other laws prohibiting discrimination on the basis of gender. In addition, flexible time is an option for employees, with supervisory approval, to allow an employee to attend to responsibilities of caring for home or family.

All MHAS objectives are directly beneficial to children, women and families.

- Advocacy efforts to divert juveniles from incarceration (Objective II.3) often include obtaining services for the parent to help the child stay at home, if possible.
- Advocacy at Individualized Education Plan, Family Team Meetings and Interagency Service Coordination meetings (Objective III.1) often involves helping a woman obtain appropriate services for her child.
- Advocacy efforts to ensure that children are raised in safe, nurturing environments (Objective III.1).
- Advocacy efforts to ensure that treatment take place in the least restrictive, most medically appropriate and in closest proximity to home (Objective I.1).

Links to Vision 2020

Goal One, Objective 1.2 of Vision 2020 is “To improve the reading and math skills of every student by high school graduation.” MHAS advocacy efforts (Objective II.3.) help children with emotional disturbance stay in school and get an appropriate education. Similarly, the child advocacy aspect of MHAS (Objective III.1.) seeks the most stable, safe home environment for children in child protection cases and to keep them in their home school even when removed from home. Children with home environments such as these tend to stay in school and have greater graduation rates.

Goal Three, Objective 3.7 of Vision 2020 is “To improve the quality of life of Louisiana’s children.” Though not directly addressed in Vision 2020, for too long Louisiana has had a history of incarcerating juveniles with disabilities unnecessarily, at huge taxpayer expense and with extremely high rates of recidivism. MHAS objectives which seek to divert juveniles from unnecessary incarceration (Objective II.3) help Louisiana achieve better results with juveniles with disabilities, with less expense. Also, the mission of the CAP is to represent children in abuse and neglect proceedings and to advocate for the safest environment possible for these children to be raised in.

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective I.1: MHAS shall make available trained legal representation to every adult and juvenile patient in mental health treatment facilities in Louisiana at all stages of the civil commitment process.

LaPAS Code	Level	Performance Indicator Name
91	Key	Percentage of commitment cases where patient is discharged, diverted to less restrictive setting or committed short-term

1.	Type and Level	Outcome, Key
2.	Rationale	These outcomes in commitment proceedings (discharge, commitment to a less restrictive setting and short-term commitment) usually reflect the special expertise of MHAS attorneys in being able to achieve these results.
3.	Use	Used to help determine attorney caseload
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition (probable cause, civil commitment, 180-day review and habeas corpus hearings) and calculation of the number in which the patient was released prior to the hearing, release was court ordered, confinement in a less restrictive setting or short-term commitment was ordered.
8.	Scope	Aggregated and then percentage calculated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective I.1: MHAS shall make available trained legal representation to every adult and juvenile patient in mental health treatment facilities in Louisiana at all stages of every civil commitment proceeding.

LaPAS Code	Level	Performance Indicator Name
92	Key	Percentage of commitment cases resulting in conversion to voluntary status

1.	Type and Level	Outcome; Key
2.	Rationale	This measures the cases in which patients are able, often with the advice of counsel, to recognize the benefits of treatment and accept it on a voluntary basis, avoiding litigation.
3.	Use	This data is used to determine allocation and geographic location of staff resources.
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Probable cause hearings, review hearings, habeas corpus hearings and civil commitment hearings in which client converted to voluntary are added and then a percentage is calculated.
8.	Scope	Aggregated and then percentage
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective I.1: MHAS shall make available trained legal representation to every adult and juvenile patient in mental health treatment facilities in Louisiana at all stages of every civil commitment proceeding.

LaPAS Code	Level	Performance Indicator Name
93	Supporting	Percentage of commitment cases settled before trial
1.	Type and Level	Outcome, Supporting
2.	Rationale	This is a basic measure reflecting the avoidance of needless litigation.
3.	Use	Used to help determine attorney caseload
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Add adult probable cause hearings, civil commitment hearings, review hearings and habeas corpus hearings in which attorney negotiated release prior to filing, client was released prior to hearing or client converted to voluntary
8.	Scope	Aggregated and then percentage calculated.
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective: I.1: MHAS shall make available trained legal representation to every adult and juvenile patient in mental health treatment facilities in Louisiana at all stages of every civil commitment proceeding.

LaPAS Code	Level	Performance Indicator Name
22617	Key	Percentage of adult and juvenile patients in mental health facilities with trained legal representation available to them

1.	Type and Level	Outcome, Key
2.	Rationale	This outcome reflects the required availability of counsel at all stages of the commitment process
3.	Use	This data is used to ensure compliance with state law
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition then calculate percentage
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective I.1: MHAS shall make available trained legal representation to every adult and juvenile patient in mental health treatment facilities in Louisiana at all stages of every civil commitment proceeding.

LaPAS Code	Level	Performance Indicator Name
87	Key	Number of civil commitment hearings
1.	Type and Level	Output, Key
2.	Rationale	This indicator reflects the mandate of MHAS to provide legal representation in civil commitment hearings.
3.	Use	This indicator impacts geographic allocation of resources.
4.	Clarity	Civil commitment is the legal process by which persons are involuntarily confined in mental health treatment facilities.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits.
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program.
7.	Calculation Methodology	Addition.
8.	Scope	Aggregated.
9.	Caveats	MHAS does not control the number of petitions for civil commitment that are filed.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective I.1: MHAS shall make available trained legal representation to every adult and juvenile patient in mental health treatment facilities in Louisiana at all stages of every civil commitment proceeding.

LaPAS Code	Level	Performance Indicator Name
6059	General	Number of open mental health cases
1.	Type and Level	Output, General
2.	Rational	This indicator measures the number of persons MHAS has represented in court that are still confined, conditionally discharged or in need of continuing legal representation. By law, MHAS has a continuing duty to provide this representation, R.S. 28:55(C).
3.	Use	This indicator impacts geographic allocation of resources
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective I.1: MHAS shall make available trained legal representation to every adult and juvenile patient in mental health treatment facilities in Louisiana at all stages of every civil commitment proceeding.

LaPAS Code	Level	Performance Indicator Name
89	General	Number of Juvenile mental health hearings
1.	Type and Level	Output, General
2.	Rationale	This indicator reflects the total number of children's hearings handled by MHAS attorneys on behalf of children with emotional disturbances.
3.	Use	This indicator impacts geographic allocation of resources
4.	Clarity	Hearings include dispositions, Children's Code art. 1411 hearings, civil commitments, probable cause, etc.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data it into the agency's data collection program.
7.	Calculation Methodology	Addition.
8.	Scope	Aggregated.
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective I.1: MHAS shall make available trained legal representation to every adult and juvenile patient in mental health treatment facilities in Louisiana at all stages of every civil commitment proceeding.

LaPAS Code	Level	Performance Indicator Name
86	General	Number of probable cause, habeas corpus, 1411 proceedings
1.	Type and Level	Output, General
2.	Rationale	This indicator reflects the fundamental mandate of MHAS to provide legal representation during the initial stages of the civil commitment process.
3.	Use	This indicator impacts geographic allocation of resources.
4.	Clarity	“Probable cause” hearings challenge initial, 15-day confinement; habeas corpus proceedings challenge illegal authority for confinement; Ch. Code art. 1411 hearings challenge the confinement of minors.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency’s data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective: I.1: MHAS shall make available trained legal representation to every adult and juvenile patient in mental health treatment facilities in Louisiana at all stages of every civil commitment proceeding.

LaPAS Code	Level	Performance Indicator Name
88	General	Number of periodic review hearings and incompetency commitment review hearings
1.	Type and Level	Output, General
2.	Rationale	This indicator reflects the fundamental mandate of MHAS to provide legal representation in civil commitment hearings.
3.	Use	This indicator is used in making management decisions concerning allocation of resources.
4.	Clarity	“Civil Commitment” is the legal process by which persons are involuntarily confined in mental health treatment facilities including criminal defendants found incompetent for the foreseeable future; periodic review hearings are the 180-day or annual judicial hearings which review the status of the person civilly committed.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency’s data collection program.
7.	Calculation Methodology	Addition
8.	Scope	Aggregated
9.	Caveats	MHAS does not control the number of patients confined for six months or longer.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.1 MHAS shall successfully address “systems” issues impacting persons with mental disabilities and provide training on rights of persons with mental disabilities.

LaPAS Code	Level	Performance Indicator Name
6064	Supporting	Estimated number of persons with mental disabilities impacted by “systems” changes each year

1.	Type and Level	Outcome, Supporting
2.	Rationale	MHAS ensures that the rights of the persons with mental disabilities are protected, and this is a direct measure of accomplishment.
3.	Use	Systems issues are evaluated each year and become part of the agency plan.
4.	Clarity	“Systems” issues involve a law, policy or regulation affecting more than one person. Examples include state laws governing seclusion and restraint of mental patients, or a hospital’s policy on patients’ communication rights.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits.
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency’s data collection program.
7.	Calculation Methodology	Addition and estimate
8.	Scope	Aggregated
9.	Caveats	It can be very difficult to estimate the number of persons impacted by a systems change.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.1: Successfully address “systems” issues impacting persons with mental disabilities.

(“Systems” issues involve a change in a law, policy or regulation. Examples include state laws governing seclusion and restraint of mental patients, or a particular hospital’s policy on patients’ communication rights.)

Indicator Name:

LaPAS Code	Level	Performance Indicator Name
6065	Supporting	Number of “systems” issues positively impacted by “systems” changes
1.	Type and Level	Output, Supporting
2.	Rationale	There should be actual, positive and measurable change in various “systems” which is attributable to MHAS staff.
3.	Use	Systems issues are evaluated each year and become part of the agency plan
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency’s data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregated
9.	Caveats	It is sometimes difficult to estimate how many individuals are impacted
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.1: Provide training on rights of persons with mental disabilities

LaPAS Code	Level	Performance Indicator Name
6066	General	Number of persons trained by MHAS on the rights of persons with mental disabilities
1.	Type and Level	Output, General
2.	Rationale	The more training MHAS is able to provide to hospital personnel and others, the more likely the rights of persons with mental disabilities will be recognized and protected
3.	Use	Training by staff attorneys is incorporated into staff evaluations
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.2: MHAS shall provide legal representation to all mental patients involved in medication review hearings and all mental patients requesting representation in interdiction proceedings

LaPAS Code	Level	Performance Indicator Name
24964	Key	Percentage of interdiction proceedings in which interdiction is denied or limited interdiction is the result
1.	Type and Level	Outcome, Key
2.	Rationale	State law requires MHAS to provide legal representation in interdiction case when requested by a patient; this measures the actual number of cases.
3.	Use	The number of interdiction cases litigated impact staff allocation and may impact budget requests
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition then calculate percentage
8.	Scope	Aggregation
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.2: MHAS shall provide legal representation to all mental patients involved in treatment and medication review hearings and all mental patients requesting representation in interdiction proceedings

LaPAS Code	Level	Performance Indicator Name
24965	Key	Percentage of treatment and medication review hearings which resulted in a change in medication
1.	Type and Level	Outcome, Key
2.	Rationale	State law requires MHAS to provide legal representation in these cases when requested by the patient
3.	Use	This indicator impacts geographic allocation of resources
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys report this data and enter it into the agency's data collection program
7.	Calculation Methodology	Addition then calculate percentage
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

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01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.2: Provide legal representation to all mental patients involved in treatment and medication review hearings and all mental patients requesting representation in interdiction proceedings

LaPAS Code	Level	Performance Indicator Name
6061	Key	Number of interdiction cases litigated
1.	Type and Level	Output, Key
2.	Rationale	State law requires MHAS to provide legal representation in interdiction case when requested by a patient; this measures the actual number of cases.
3.	Use	The number of interdiction cases litigated impact staff allocation and may impact budget requests
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys report this data and enter it into the agency's data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregation
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

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01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.2: Provide legal representation to all mental patients involved in treatment and medication review hearings and all mental patients requesting representation in interdiction proceedings

LaPAS Code	Level	Performance Indicator Name
6063	Key	Number of treatment and medication review hearings
1.	Type and Level	Output, Key
2.	Rationale	State law requires MHAS to provide legal representation in these cases when requested by the patient
3.	Use	This indicator impacts geographic allocation of resources
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

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01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.2: Provide legal representation to all mental patients involved in medication review hearings and all mental patients requesting representation in interdiction proceedings

LaPAS Code	Level	Performance Indicator Name
6060	General	Number of interdictions in which interdiction is denied or limited interdiction is the result
1.	Type and Level	Outcome, General
2.	Rationale	State law requires MHAS to provide legal representation in these cases when requested by patient; this measures the actual outcome of these cases.
3.	Use	The number of interdiction cases litigated which result in no interdiction or limited interdiction is helpful information in evaluating staff and allocating resources
4.	Clarity	“Interdiction” is the legal process whereby a curator (guardian) is appointed to look after a person or his property
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency’s data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

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01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.2: Provide legal representation to all mental patients involved in medication review hearings and all mental patients requesting representation in interdiction proceedings

LaPAS Code	Level	Performance Indicator Name
6062	General	Number of treatment and medication review hearings which result in a change in treatment or medication.
1.	Type and Level	Outcome, General
2.	Rationale	State law requires MHAS to provide legal representation in these cases when requested by the patient
3.	Use	This indicator impacts geographic allocation of resources and is helpful in staff evaluations
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.3: MHAS shall divert juveniles who are institutionalized, or at risk of institutionalization, into less restrictive alternatives.

LaPAS Code	Level	Performance Indicator Name
23312	Supporting	Number of times a juvenile whose competency has been raised in proceedings is diverted from institutionalization
1.	Type and Level	Outcome, Supporting
2.	Rationale	State law requires MHAS to provide legal representation in these cases when available.
3.	Use	This indicator measures the number of times MHAS attorneys diverts a child from institutionalization at a competency hearing.
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program.
7.	Calculation Methodology	Addition
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.3: Divert juveniles who are institutionalized, or at risk of institutionalization, into less restrictive alternatives.

LaPAS Code	Level	Performance Indicator Name
23313	Supporting	Number of times a juvenile with an emotional disturbance is diverted from institutionalization.

1.	Type and Level	Outcome, Supporting
2.	Rationale	Children often require services from numerous different sources, such as education, health, mental health, developmental disabilities, residential, etc. Successful community placement depends upon obtaining necessary and coordinated services. At various meetings decisions are made by agencies about the services to be provided. These decisions are often different when a legal advocate is present.
3.	Use	This indicator is used to determine allocation of staff resources and MHAS policy
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data it into the agency's data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregation
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

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01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Mental Health Advocacy

Objective II.3: MHAS shall divert juveniles who are institutionalized, or at risk of institutionalization, into less restrictive alternatives.

LaPAS Code	Level	Performance Indicator Name
24966	Supporting	Percentage of juvenile competency proceedings in which the juvenile is diverted from institutionalization
1.	Type and Level	Output, Supporting
2.	Rationale	State law requires MHAS to provide legal representation in these cases when available.
3.	Use	This indicator measures the number of times MHAS attorneys diverts a child from institutionalization at a competency hearing.
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition and calculation of percentage
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Child Advocacy Program

Objective III.1 MHAS shall provide legal representation to children in child protection cases in Louisiana.

LaPAS Code	Level	Performance Indicator Name
23314	Key	Percentage of CAP clients who receive legal representation by specialized attorneys trained in locating safe, community-based resources

1.	Type and Level	Outcome, Key
2.	Rationale	This indicator reflects whether CAP is complying with its legislative mandate to provide representation to children in abuse and neglect proceedings in jurisdictions where the program is operational. Attorneys learn of community-based resources from in-service trainings, staff meetings and continuing legal education seminars
3.	Use	This data is used to ensure compliance with state law
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys report training and enter it into the agency's data collection program
7.	Calculation Methodology	Addition then percentage is calculated
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

PERFORMANCE INDICATOR DOCUMENTATION

01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Child Advocacy Program

Objective III.1: MHAS shall provide legal representation to children in child protection cases in Louisiana.

LaPAS Code	Level	Performance Indicator Name
22275	Key	Number of children (open files) represented by trained attorneys in abuse and neglect proceedings
1..	Type and Level	Output, Key
2.	Rationale	This indicator reflects whether CAP is complying with its legislative mandate to provide representation to children in abuse and neglect proceedings in jurisdictions where the program is operational
3.	Use	This indicator impacts geographic location of staff resources
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregation
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

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01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Child Advocacy Program

Objective III.1 MHAS shall provide legal representation to children in child protection cases in Louisiana.

LaPAS Code	Level	Performance Indicator Name
22276	General	Number of court hearings attended on behalf of children in abuse and neglect proceedings
1.	Type and Level	Output, General
2.	Rationale	This indicator reflects workload and whether CAP is complying with its legislative mandate to provide representation to children in abuse and neglect proceedings in jurisdictions where the program is operational
3.	Use	This indicator impacts geographic location of staff resources
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregated.
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .

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01-103 MENTAL HEALTH ADVOCACY SERVICE

Program Activity: Child Advocacy Program

Objective III.1 MHAS shall provide legal representation to children in child protection cases in 14 parishes.

LaPAS Code	Level	Performance Indicator Name
22277	General	Number of related meetings attended on behalf of children in abuse and neglect proceedings
1.	Type and Level	Output, General
2.	Rationale	This indicator reflects workload and whether CAP is complying with its legislative mandate to provide representation to children in abuse and neglect proceedings in jurisdictions where the program is operational. Reflects related meetings that occur outside of court.
3.	Use	This indicator impacts geographic location of staff resources
4.	Clarity	The indicator is clear.
5.	Validity, Reliability and Accuracy	Supervisory review of data collection and periodic audits
6.	Data Source, Collection and Reporting	Attorneys enter data into the agency's data collection program
7.	Calculation Methodology	Addition
8.	Scope	Aggregated
9.	Caveats	There are no caveats.
10.	Responsible Person(s)	Rebecca May-Ricks, TEL: (225) 819-7122; FAX (225) 342-6658; Rebecca.May-Ricks@la.gov and Kathy Lynn Cook, TEL: (337) 262-2030; FAX (337) 262-2033; Kathy.Cook@la.gov .