

**Office of Management & Finance**  
**Five Year Strategic Plan**  
**July 1, 2011 – June 30, 2016**

**Agency Number:** 13-855  
**Program:** Support Services Program  
**Program Authorization:** La. R.S. 36:8; R.S. 36:231-239; R.S. 39:1543-1544; R.S. 39:1472; R.S. 30:1-51 et. seq.

**Mission:**

The mission of the Support Services Program is to provide effective and efficient support and resources to all the Department of Environmental Quality (DEQ) Offices and external customers necessary to carry out the mission of the department.

**Goal:**

The goal of the Support Services Program is to administer and provide effective and efficient support and resources to all DEQ Offices and external customers.

**Objective 1:**

The Support Services Program, through the financial and administrative services activity, will ensure and facilitate the financial and administrative means for all departmental programs to achieve their mandated objectives by providing 100% of the required and necessary business services annually July1, 2011 through June 30, 2016.

**State Outcome Goals: Natural Resources and Transparent, Accountable, and Effective Government**

This activity supports the Natural Resources and the Transparent, Accountable, and Effective Government State Outcome Goals by providing the financial information and the tools necessary for the department's decision makers to make the best decisions in operating the department's programs in support of conserving, restoring, and preserving our natural resources. The services provided by this activity ensure that the information and services provided comply with all state and Federal laws, and also complies with department policies and procedures. This activity also supports the efforts towards providing transparency and accountability, in that it prepares, analyzes, compiles, and processes the data for the activities within the DEQ and submits the data to the control agencies. This ensures that taxpayer dollars are well spent and that the information provided is accurate and reliable.

**Strategies:**

- 1.1 Provide assistance to Divisions with financial support services including budgeting, accounts receivable, accounts payable, and grant reporting.
- 1.2 Maximize grant funding and improve the quality of DEQ contracts.
- 1.3 Improve management of DEQ resources by securing goods and services in the most effective, efficient and economical manner.
- 1.4 Continue to update and create policies to form a strong organizational structure and assist in the fulfillment of DEQ's mission and goals.
- 1.5 Monitor and promote cost effectiveness of programs and streamlining of activities.
- 1.6 Coordinate the training needs for the department.
- 1.7 Provide financial assistance in support of municipal wastewater treatment and through the processing of loan applications and making loans for construction or new or upgraded facilities.

**Performance Indicator:**

Outcome: Percent of completed business transactions.

**Objective 2:**

The Support Services Program, through the human resources activity, will provide 100% of comprehensive Human Resource Management services for the DEQ management and employees through the development and administration of human resources policies and procedures.

**State Outcome Goal: Natural Resources**

The human resources (HR) activity supports the Natural Resources State Outcome goal, as an integral part of the department's mission to protect the environment, by assuring compliance with State Civil Service rules, and state and Federal laws, in order for the department to fulfill its overall mission and goals through its employees. HR program activities are consistently evaluated in response to changes from these entities or to changes in employment law.

**Strategies:**

- 1.1 Provide a comprehensive human resources management program for DEQ.  
(Fulfills requirement for Act 1078, 2003.)

**Performance Indicator**

Outcome: Percent of completed business transactions.

**Objective 3:**

The Support Services Program through the information services activity will provide 100% of the technical tools, expertise and service for data collection, information management and decision making in support of DEQ fulfilling its mission July 1, 2011 through June 2016.

**State Outcome Goal: Natural Resources**

The information services (IS) activity supports the Natural Resource State Outcome Goal by providing the computer technology the department employees need in support of the department's overall mission and goal of conserving, restoring, and preserving natural resources. IS provides technical support, software support, query tools, and adequate data storage necessary so that both the department staff and the public have available the information necessary to allow for better decision making regarding the environment.

**Strategies:**

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

**Performance Indicators**

Outcome:      Percent of information technology transactions completed.  
                    Process 100% of public records requests regarding departmental operations.