

Department Mission: The Department of Children and Family Services is working to keep children safe, helping individuals and families become self-sufficient, and providing safe refuge during disasters.

Department Vision: Safe and Thriving Families and Individuals

Department Goals:

1. Promoting and supporting safe and thriving children and families
2. Encouraging and supporting individuals moving into self-sufficiency
3. Improving customer service through staff productivity and satisfaction
4. Reducing fraud and abuse
5. Modernizing and realigning business operations and program practices

Department Values:

Quality - Providing individualized services with highly skilled staff

Efficiency - Ensuring accurate services in a timely manner

Respectfulness - Treating others with dignity, compassion, and respect

Executive Division: The mission of the Executive Division is to provide leadership for the Department of Children and Family Services, set the vision and strategic objectives, measure performance and ensure successful execution of the Department's goals and objectives. The Executive Division works collaboratively with both internal and external partners to champion positive outcomes for children and families.

General Counsel: The mission of the Bureau of the General Counsel is to provide ethical, trustworthy, and competent legal advice, representation and support to the Secretary, Divisions and employees of the Department of Children and Family Services in order to assist the agency, its representatives and employees in efficiently and effectively meeting the agency's goals and objectives.

Emergency Preparedness: The mission of the Bureau of Emergency Preparedness is to serve as the Department's lead for Emergency Support Function 6, maintaining a state of readiness to provide for mass care, emergency assistance, mass feeding, housing and human services needs in response to all hazards and emergency events that face Louisiana and its citizens.

Communications and Governmental Affairs: The mission of the Bureau of Communications and Governmental Affairs is to ensure the Department's mission and vision are accurately and effectively communicated to the media, legislators, elected officials, stakeholders, the general public and its employees.

Audit and Compliance Services: The mission of the Bureau of Audit and Compliance Services is to provide independent, objective assurance services designed to add value and improve the organization's operations. Bureau of Audit and Compliance Services helps the Department accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

Field Operations: The mission of the Division of Field Operations is to facilitate the direct delivery of services in the programs of Economic Stability, Child Support Enforcement, and Child Welfare. The Division of Field Operations is committed to professional and quality delivery of these services to our customers.

Economic Stability: The mission of the Economic Stability Section is to help families become self sufficient through implementation of assistance through the following programs: Supplemental Nutritional Assistance Program, Temporary Assistance to Needy Families, Child Care Assistance Program and Disability Determinations Services.

Child Support Enforcement: The mission of the Child Support Enforcement Section is to put children first by helping parents assume responsibility for the economic and social well-being, health and stability of their children.

Child Welfare: The mission of the Child Welfare Section is to provide a child and family system designed to promote the safety, permanency and well-being of children that offers a well integrated, broad range of services in a culturally responsive manner.

Child Development and Early Learning: The mission of the Child Development and Early Learning Section is to support the development of a comprehensive, quality early childhood system through partnerships and the administration of the Child Care and Development Fund.

Licensing: The mission of the Licensing Section is protection through prevention and the reduction of risk to the health, safety, and well-being of children who are placed in licensed out of home care on a regular and consistent basis by monitoring provider compliance with established standards.

Program Integrity and Improvement: The mission of Program Integrity and Improvement Section is to promote continuous quality improvement and ensure that the Department is operating in compliance with state and federal statutes, rules, policies, and regulations. Program Integrity and Improvement also leads the Department's fraud identification and recovery efforts.

Systems, Research and Analysis: The mission of Systems, Research and Analysis Section is to serve as a liaison between departmental programs and operations with a direct focus on policy, procedures and practice, including coordinating training efforts of the Department. The Section serves as a centralized entity, in coordination with the Information Systems Division, for the

continued development, enhancement and alignment of the automated systems, associated data analysis and reporting services for the Department.

Crisis Intervention: The mission of the Crisis Intervention Section is to assist local governments and non profit agencies serving individuals and families to establish safety and sustainability during and after times of crisis.

Management and Finance: The mission of the Management and Finance Division is to provide leadership and advise the Department's staff on matters relating to the general management and business administration of programs and operations. The Division provides a broad array of support services including: Information Technology, Human Resources Management and Payroll, Fiscal, Budget, Travel, Procurement, Building & Parking Space Leases, Contracts, Telecommunications, Risk/Safety Management, Fleet Management, and Property Control.

Human Resources: The mission of the Human Resources Section is to provide efficient and effective customer service to all prospective, current and past employees. The Section works collaboratively with leadership to promote best practice human resource management to attract and retain a quality and diverse workforce.

Information Services: The mission of the Information Services Section is to work with internal and external stakeholders to deliver information technology products and services in a responsive and cost-effective manner to DCFS offices, staff, end-clients, and state departments.

Budget: The mission of the Budget Section is to facilitate the optimal use of the Department's financial resources in order to achieve the goals outlined in the Department's strategic plan and to facilitate the budgeting, reporting, and analysis of such resources.

Administrative Services: The mission of the Administrative Services Section is to provide the highest quality leadership, support and management services necessary for efficient and effective day-to-day operations of the Department. Specific services include Purchasing, LaCarte Compliance, Property Control, Fleet Management, Safety, Building Management, LaCarte Administration, ISIS Security, Contracts and Leases.

Fiscal Services: The mission of the Fiscal Services Section is to provide centralized accounting and financial services including payment management, cash management and financial reporting. Priority is given to timely, quality and professional customer service, maintaining the reliability and integrity of fiscal data according to best practices and minimizing audit risks.