

# Louisiana Strategic Plan Update

## FY 2026-2027 through FY 2030-2031

### Top Five Performance Indicators

Instructions: Use the boxes below to identify the top five performance indicators that highlight the efforts to achieve the agency's vision, mission, and philosophy.

<b>Department and Agency Name: LDVA HQ / Administration – Agency 130</b>
<b>Performance Indicator 1</b> <i>(Please identify the objective associated with this performance indicator)</i>
Increase in Services for Veterans Population (Administrative)
<b>Performance Indicator 2</b> <i>(please identify the objective associated with this performance indicator)</i>
Continued Quality Services (Veterans Appeals & Contact Assistance)
<b>Performance Indicator 3</b> <i>(please identify the objective associated with this performance indicator)</i>
Education and Job Training Availability and Approval (State Approval Agency)
<b>Performance Indicator 4</b> <i>(please identify the objective associated with this performance indicator)</i>
Provide burial services to eligible veterans and their dependents (Cemetery Program)
<b>Performance Indicator 5</b> <i>(please identify the objective associated with this performance indicator)</i>
Process claims and locate veterans or dependents to determine their eligibility for veterans' benefits (Contact Assistance)