



CALIFORNIA DEPARTMENT
OF FOOD & AGRICULTURE
INSPECTION SERVICES DIVISION



Inspection Services Strategic Direction



Certified California Grown

Produce and Bakery
Ramon Family

Stanislaus County

We Sell What We

jjramosfarm

Sweet White Peaches
\$2.50 lb

PLUMS
\$2.50 a lb

Sweet Cling Peaches
\$2.50

Small
Montaloupe
\$2.00 each



ABOUT INSPECTION SERVICES

At the California Department of Food and Agriculture (CDFA) Inspection Services Division (ISD), we inspect fruits, vegetables and nuts to ensure quality, maturity, size, packaging and labeling meet industry quality expectations; we perform food safety inspections and verification audits to ensure good handling and agricultural practices; we help ensure fertilizer, animal feed and livestock drugs are safe and effective, as well as meet the quality and quantity guaranteed by the manufacturer; we conduct chemical analyses in support of food and environmental safety in a state-of-the-art chemistry laboratory; and we are committed to helping all Californians access healthy and nutritious California-grown food.

INSPECTION SERVICES INTENTION

This Inspection Services Division Strategic Direction is reflective of who we are and where we are.

The pace of change is faster than ever, with complexities we didn't anticipate. Yet, we're continuing to meet challenges and build opportunities to grow stronger.

At Inspection Services, we stay nimble and adaptive with situations and responding to those we serve so that we may continue to fulfill our commitments to the best of our abilities.

We understand that if we take care of our people, the rest is easy. We embrace workforce development through such efforts as the Upward Mobility Program, the Inspection Services Coaching Program and working to ensure staff know about opportunities.

Communication is key. Most consumers are removed from the food system. Part of our purpose is to inform stake-

holders what we do to protect the food that they know and love. Food is health that brings people together.

As the world quickly maneuvers to the constant pace of change, we're able to adapt and respond in the field, in the lab and in the office. Through a spirit of innovation in ideas and technology, we're able to achieve greatness at Inspection Services and success in what we do.

We are in challenging times. But we set our sights on years ahead and move forward, if only an inch at a time. Inspection Services team members, as public servants, recognize the importance of our role to remain resilient in order to face any challenge and stay as strong and ready as we can be.

As we continue our public service, Inspection Services sets this Strategic Direction as our guiding document. For ourselves and our stakeholders, this document lays out our intention.



NATALIE KROUT-GREENBERG
DIRECTOR,
INSPECTION SERVICES DIVISION



INSPECTION SERVICES FRAMEWORK

ISD MISSION

To provide professional services that support and contribute to a safe and quality food supply, environmentally sound agricultural practices, an equitable marketplace for California agriculture and increased access to healthy, California-grown food.

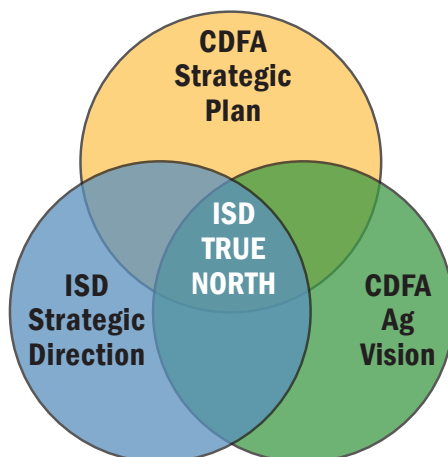
ISD VISION

Create a lasting, thriving division by providing **Workforce Development** and meaningful careers in the delivery of services to our stakeholders.

Provide open and transparent **Communication** with all stakeholders, internal and external.

Encourage **Innovation** for the best results, collaboration and process improvements.

ISD TRUE NORTH



“Whether performing daily activities or establishing long-term work goals, True North represents the most straightforward direction we should pursue to fulfill our mission.”

— Natalie Krout-Greenberg,
ISD Director

ISD STRATEGIC DIRECTION

WORKFORCE DEVELOPMENT



GOAL: Support individual professional development and personal wellbeing

STRATEGY: Foster career development pathways

STRATEGY: Foster work/life balance and personal wellbeing

GOAL: Invigorate employee onboarding

STRATEGY: Develop consistent onboarding for new and existing employees



COMMUNICATION

GOAL: Agricultural systems literacy

STRATEGY: Build strong awareness among ISD stakeholders about ISD programs and services that support California agriculture, the food system and consumers who enjoy California's bounty



INNOVATION

GOAL: Leverage technology to discover new ways of doing business

STRATEGY: Empowering ISD staff through technological innovations and process improvements to provide excellent customer service

CORE VALUES

- Integrity** As stewards of public resources, we operate in a transparent, authentic, and ethical manner and are accountable for our actions.
- Collaboration** We expect true, open partnership with our colleagues within CDFA and with our partners outside of CDFA.
- Respect** We demonstrate courtesy, dignity, compassion, and consideration in every interaction.
- Equity** Together, we strive to create a workplace and implement programs that promote diversity, equity, belonging, and accessibility
- Objectivity** We base our vision for the future and our everyday decisions on fair, objective measures and cutting-edge science.

CDFA STRATEGIC PLAN

- Goal 1: Equitable and Resilient Food Systems and Communities:** Support the nutritional, ecological, and economic resilience of all aspects of California’s diverse food system and agricultural communities in the face of a changing climate and supply chain.
- Goal 2: Proactive Collaboration with Stakeholders and Sister Agencies:** Provide excellent customer service and maximize efficiency through proactive collaboration with stakeholders.
- Goal 3: Robust and Innovative CDFA Workforce:** Workforce empowered through investments in employee development, technological innovation, and process improvement to provide excellent customer service and support to California agriculture.
- Goal 4: Agricultural Systems Literacy:** Build strong awareness among California consumers about the superior quality, value, safety, and stewardship represented in the California agricultural brand and the role CDFA plays in maintaining the food system.

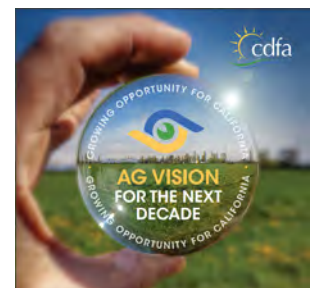
View CDFA’s Strategic Plan: https://www.cdfa.ca.gov/exec/public_affairs/pdf/CDFA_Strategic_Plan_2025-2030.pdf

AG VISION

The California Agricultural Vision centers on growing opportunity—for farmers and ranchers, farmworkers, individuals and communities—and is demonstrating leadership on climate action. The plan—which will guide areas of focus for CDFA and serve as a catalyst for action with farmers and ranchers, and other California agencies and partners—is being hailed as not just a plan for agriculture, but a plan to benefit every Californian.

Ag Vision Purpose Statement: Making California a better place to live because of what we grow and how we grow it.

Visit <https://www.cdfa.ca.gov/agvision/> to view Ag Vision and its strategic priorities.







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STRATEGIC DIRECTION

WWW.CDFA.CA.GOV/IS