



# State of Louisiana

Louisiana Department of Health  
Office of Public Health

## Bureau of Nutrition Services Vision Statement

Becoming the best in class service provider within two years by creating sustainable and evolving processes that stabilize operations, increase program integrity, and promote growth in participation, retention, and breastfeeding through leveraging technology, raising business acumen, and promoting statewide socioeconomic ethical accountability

### Sustainable SPIG (Stabilization, Program Integrity, and Growth)

#### **Stabilization**

- Pushing beyond the vendor moratorium by 1 Apr 2017
- Significantly increasing the technology and business acumen of all direct and indirect staff
- Ensuring timely reciprocal communications in all directions
- Significantly increasing staff trust and morale through leadership, transparency, and accountability

#### **Program Integrity**

- Changing the culture across the board
- Designing and implementing data driven systems
- Establishing proactive automated controls
- Ensuring timely reporting and actions
- Removing bad actors

#### **Growth (Retention and Outreach)**

- Becoming the best in class service provider by 30 Jun 2018
- Treating every participant as the priority
- Hiring sufficient number of appropriately skilled staff to fulfill best in class service levels throughout standard operations and feasible emergencies
- Informing and blanket advertising through boots on the ground, networking, and social and standard media the nutritional and health benefits of WIC