

Jefferson County Public Health Performance Measures 2011 Year-End Report FOOD SAFETY PROGRAM

MISSION: The mission of the Food Safety Program is to minimize the risk of the spread of disease from improperly prepared, stored or served foods handled in commercial retail settings and community events.

GOALS FOR FY 2011

1. Provide classroom food safety instruction for all food service workers.
2. Assure minimum sanitary standards are observed in all food service establishments and establishments operate in compliance with codes.
3. Provide basic food safety information to the general public.

OBJECTIVES FOR FY 2011

1. Offer food safety training at a frequency and in locations convenient to food service workers.
2. Review all new food service establishments for compliance with state and county requirements.
3. Inspect all food service establishments at a frequency adequate to assure compliance with state and local regulatory requirements.
4. Offer educational materials and technical assistance to non-regulated community groups and organizations where requested.
5. Prevent septic system failures at food establishments by assisting with enforcement of operations and monitoring requirements.
6. Provide additional education to food workers through food/tobacco newsletters and other methods.

FOOD SAFETY PROGRAM STATISTICS

<u>Food Worker Education</u>	2004	2005	2006	2007	2008	2009	2010	2011 Planned	2011 Actual
Total # of food workers trained	1,128	1,044	1,100	1,205	1,314	1,137	1269	1,250	1,367
# of Food Workers trained in class	1,128	1,044	1,100	1,205	1,314	1,137	1,269	--	674
# of Food Workers trained on-line	New Category Added in 2011								693
# of food worker classes at Health Department	52	52	52	52	52	61	82	60	42
# of food worker classes at other locations	18	20	25	35	31	21	10	6	9
# of Instructor-led classes	70	72	77	87	83	82	92	66	51

<u>Annual Food Service Establishments</u>	2004	2005	2006	2007	2008	2009	2010	2011 Planned	2011 Actual	
% of required inspections completed	New Category Added in 2009						83%	85%	85%	97%
# of food establishment permits	240	265	270	270	237	228	235	210	232	
# of complex menu food establishments	New Category Added in 2011								111	
# of non-complex menu food establishments	New Category Added in 2011								121	
# of required inspections completed	360	352	352	350	217	299	249	309	331*	
# of re-inspections required due to critical violations.	32	33	70	45	0	34	6	30	2	
# of Pre-opening Inspections done	New Category Added in 2011								41	
# of complaints received and resolved	20	25	35	33	--	--	--	--	32	

* Routine Inspections Only. Pre-opening inspections and complaint inspections were removed from this category and individually categorized.

<u>Temporary Food Service Establishments</u>	2004	2005	2006	2007	2008	2009	2010	2011 Planned	2011 Actual
# of temporary food service permits	73	75	80	85	17	74	82	80	147
<u>Food Program Administrative Tasks</u>	2004	2005	2006	2007	2008	2009	2010	2011 Planned	2011 Actual
# of establishments receiving Outstanding Achievement Awards	28	41	43	40	89*	38	40	33	40
# of plan reviews done	New Category Added in 2011								43
# of plan reviews that opened	New Category Added in 2010						16	24	41

* Awards not issued this year due to staff changes. Number reflects the would-be recipients.

SUMMARY OF KEY FUNDING/SERVICE ISSUES

- Food Safety Program activities are funded solely through permit and technical assistance fees.

Food Worker Education

- The food worker education options broadened in June providing not only staff provided classes but also on-line classes.

Annual Food Service Establishments

- The percent of completed required food inspections are now more in line with expectations.
- The number of permitted establishments as been relatively stable since 2008.
- This is the first year that we are tracking the number of plan review completed for new or remodeled establishment or from a change of ownership in an establishment.

Temporary Food Service Establishments

- Early in the year, it was determined that there were two items in the food fee schedule that needed attention: a discrepancy related to permitting temporary events, and two categories with incorrect fees.
- Initial review of the statistics for temporary food permits would presume that 2011 had a significant increase in temporary events.

Food Program Administrative Tasks

- The team determined that the existing database is not adequate to meet the needs of the program. The program intends to switch from KIPHS to Tidemark sometime early in 2012.

STUDY/ANALYSIS

Funding of the program became particularly highlighted when the fee schedule was opened for changes this year before the Board of Health. Food establishment owners that attended or participated in the discussion were overwhelmingly concerned about shrinking profits and increasing operating costs, including permit fees. Environmental Health has made a commitment to evaluate our programs to ensure that fees are in line with appropriate program expenses.

Food Worker Education

The overall number of food workers trained is the highest number that has ever been recorded. This is partly due to the implementation of the on line food worker card program. Since June, when on-line classes became available, approximately 50% of the total workers trained were on-line. The number of instructor-led classes was also reduced by 45%. This option minimized staff time devoted to this task, at the expense of completing other priorities in the program.

Upon initial start up there were complaints of food workers accessing a fraudulent websites instead of the authorized Washington State site. Staff has worked to educate managers and food workers through mass e-mails, press releases and on site discussions. Fortunately these instances of fraud have been fairly isolated to a short period after implementation. The negative aspect of this is that it limits the time the food inspector meets with food workers in a non regulatory environment in which educational interaction can be most constructive.

Annual Food Service Establishments

The percent of required inspections completed increased 10% (from 87% in 2010 to 97% in 2011). This can be attributed to the increased staffing provided to the program in 2011 and detailed separation of tasks that allowed for efficiencies.

- One person was assigned to complete the plan review and temporary permit review together with specific planned temporary inspections as assigned by the primary food inspector.
- The primary food inspector primarily taught food worker classes and completed required inspections.
- Weekly meetings of the team brought relevant issues for discussion to the team for evaluation and determination.
- The team members were able to refer any issues/conflicts with food managers or owners directly to the Lead. This saved staff time in elimination of lengthy interaction with the public on code interpretation or fee concerns.

Plan review, when done properly can preempt food establishment deficiencies that will augment food safety practices. For that reason we have added it as an item in the table. Future evaluation should be done to determine the significance of this task to overall work load.

Annual operation and monitoring inspections required of food establishments connected to on-site septic systems was implemented for the first time this year. Overall, it was a year of persistent messaging, oversight, and tracking. With consistent education and training, this will eventually become standard procedure and will lead to better preventative failure of septic systems serving food establishments.

Temporary Food Service Establishments

Considerable evaluation of the temporary fee structure was undertaken to find an equitable solution for the public that also allowed for consistent compliance with State Codes. Efforts included:

- A survey of the temporary food permit process and associated fee schedules in adjoining counties;
- Analysis of our fee structure including undertaking a time study;
- A presentation to both the Food Roundtable and the Board of Health; and
- Interaction with DOH.

Under considerable pressure, a new fee proposal was presented to the Board of Health and adopted in July which added additional categories to the temporary permit fees and corrected previously identified fee categories.

Upon thorough evaluation of the temporary permit numbers from past years to 2011 it became evident that past tracking had been incorrect. The number of permits issued almost doubled in 2011. This finding validates what was previously expressed from fee discussions and past practices disregarding the requirement to permit all temporary events.

Food Program Administrative Tasks

The food team met via webcam with the onsite/drinking water program contracted Tidemark database consultant, and food program representatives from Clallam and Mason Counties. We met to analyze the use of Tidemark as a regional program for food permitting. Mason County already uses Tidemark and their program fields were used as a baseline for evaluation. The decision was made to work toward transitioning from KIPS into a Tidemark platform as soon as funding could be determined.

The team approach in the food program continues to provide a benefit both to staff and to the public in allowing consistent interpretation of code and shared work to ensure goals for planning, permitting and inspecting are met.

Updated: March 1st, 2012