

WSDA

Food Safety & Consumer Services

Annual Report

November 2010 - October 2011

Kirk Robinson - Assistant Director



The Food Safety & Consumer Services Division serves the needs in the agricultural community, consumers and stakeholders throughout the state of Washington by delivering excellent customer service at every level of the division while providing each team member of our programs with the tools and training necessary to be successful.



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STATE OF WASHINGTON

DEPARTMENT OF AGRICULTURE

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Fall 2011

Dear Director Newhouse:

This report was developed to provide an overview of the accomplishments and changes the Food Safety and Consumer Services Division has embarked on in the last twelve months. Many of these changes are the result of numerous discussions and workgroups looking at ways to improve not only the programs within the division, but taking an approach on how functions within each program can be centralized and how our division can better serve the agency and stakeholder as a whole. These accomplishments are the result of the dedication and commitment of each employee within the division.

The report is designed to provide a summary of each program's activities, the current organizational structure of the division, summary of funding and our vision for the future. My goal is to provide the reader with a better understanding of our programs, division priorities and encourage questions from readers on current and future operations of the division.

The Food Safety and Consumer Service Division consist of 5 division programs, the Office of Compliance and Outreach and the Office of Division Coordinator:

- Dairy Nutrient Management Program - Nora Mena, Program Manager. This program is responsible for the inspection of storage, handling and applications of manure generated at just under 500 dairy operations across the state. Besides inspecting dairy operations, staff actively participate in watershed and ground water discussions as related to Best Management Practices (BMP) for agriculture across the state. Additionally, when requested the program assists the Washington State Department of Ecology in the inspections of non-dairy livestock operations.
- Food Safety Program – Lucy Severs, Program Manager. The largest program within the division, the Food Safety Program is responsible for the licensing and inspection of food processing facilities, food warehouses and dairy farm operations throughout our state. The program also works closely with the dairy industry to maintain the ability to ship milk and milk products out-of-state. In an event of a food borne outbreak in our state, program staff work closely with FDA and the Department of Health in conducting investigations of facilities and collecting samples for testing.
- Microbiology Lab – Barbara Baker, Program Manager. The microbiology lab conducts analyses for food samples collected by the Food Safety Program, FDA and USDA. Our lab is a key element in the support of the Food Safety and Rapid Response Programs. Staff at the lab work closely with county, state and federal agencies in identifying pathogens in food products and identifying the sources of pathogens in our food supply.

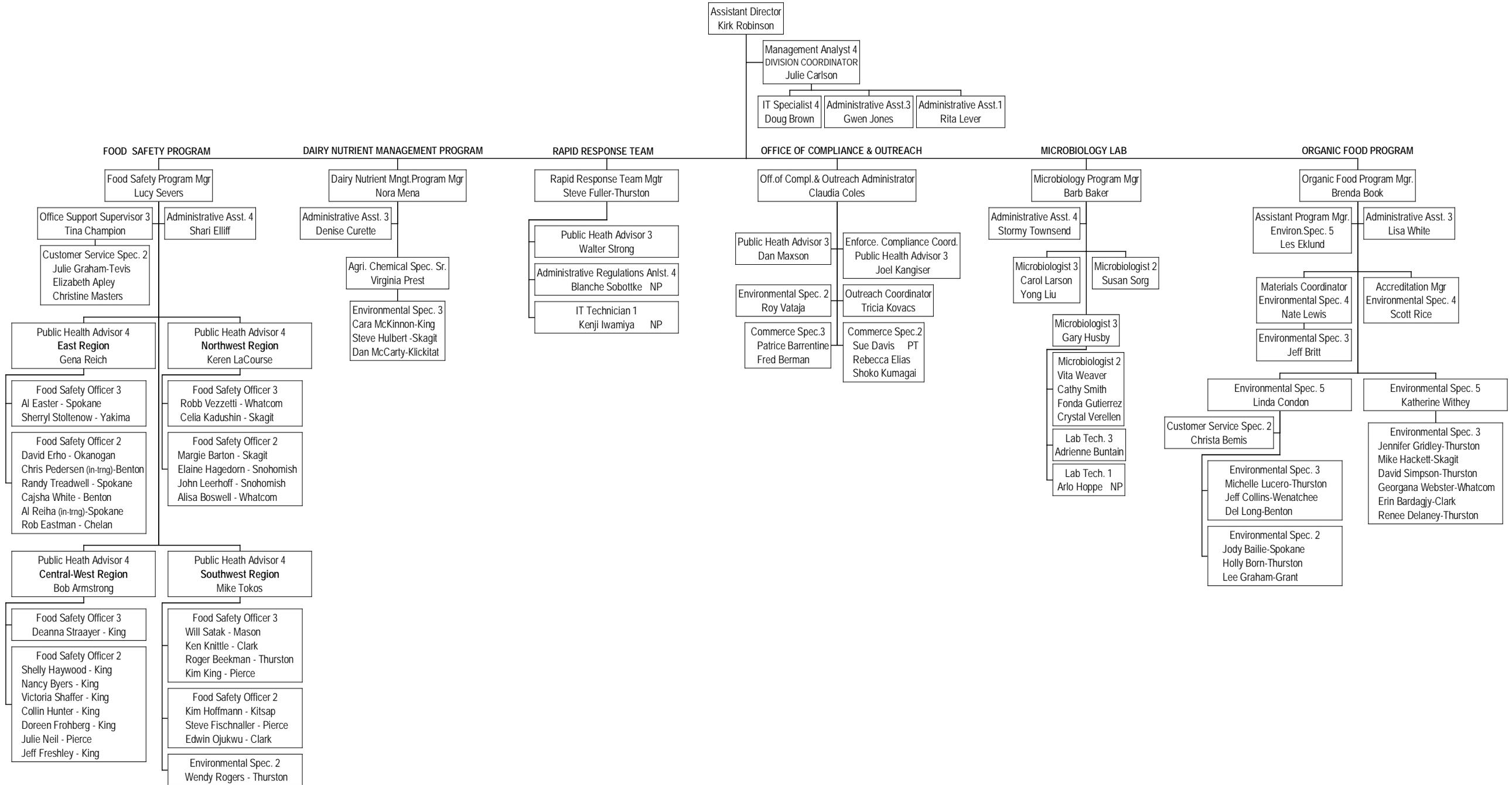
- Office of Compliance and Outreach – Claudia Coles, Administrator. This program was developed earlier this year to streamline and centralize enforcement actions throughout the division, coordinate external outreach activities and assist in the implementation of state and federal grants received by programs within the division. In July this program was expanded to include staff from the previous Domestic Marketing Program after funding was cut for that program in June of this year. The six staff members from the former Domestic Marketing Program continue to work on Specialty Crop Grants and have shifted their scope of work to focus on promoting food safety throughout the agricultural industry and providing outreach to organic growers.
- Organic Food Program – Brenda Book, Program Manager. Our Organic Food Program is the first state operated organic certification program in our country. The program continues to experience growth each year and is a combination of certifying organic growers, organic food processors and organic materials used in organic operations. Program staff participate in the development and adoption of organic standards approved by the USDA Organic Food Program. Additionally the program has a very active advisory board comprised of organic growers, processors, brokers and consumers. This board has been vital to the many successes of the program.
- Rapid Response Program – Steve Fuller, Program Manager. The program is a federally funded grant program recently completing year two of operation. Responsibilities for this program include coordinating investigation, inspection and sampling activities with local, state and federal agencies during cases of food borne illnesses as related to food products processed and/or grown in Washington State.
- Coordination of Division Activities – Julie Carlson, Division Coordinator. Over the past 12 months one of our division goals was to take functions done separately by individual programs and centralize those activities under the Division Coordinator. These functions include timekeeping, travel requests, tracking of vehicles and public disclosure.

Over the course of the last 6 months our division has embraced the LEAN concept. WSDA is one of several state agencies implementing the LEAN approach to government, as requested by our Governor. During the last 6 months our division was the first division within the agency to begin implementing the principles of LEAN. Working closely with staff from Impact Washington team members from each of our programs participated in LEAN training and LEAN process events. From these LEAN events staff began implementing new procedures to eliminate waste and better serve our stakeholders and customers. Our goal is to develop a LEAN culture with full implementation of LEAN principles throughout the division by December 2012.

As we look toward the future our objective is to create a great division by empowering each of our nearly 100 team members to excel in the work they do and provide them with the tools and support necessary to be successful.

Respectfully submitted,
 Kirk Robinson,
 Assistant Director Washington State Department of Agriculture

Washington State Department of Agriculture
FOOD SAFETY AND CONSUMER SERVICES DIVISION
 November 2011



NP = Nonpermanent employee

- **Office accomplishments for the last 12 months**

- Conducted a Food Safety and Microbiology Laboratory FTE workload & budget assessment for public health & safety work and economic vitality work for the 2011 legislative session.
- Worked with the FSCS Division groups to review existing funds and prepare the 2011-2013 budget allotments.
- Prepared state contract proposals to FDA and successfully negotiated additional federal funding for the FSCS Division for Food Inspections, the Manufactured Food regulatory Program Standards (MFRPS) and Microbiology Laboratory Accreditation work and the continuation of USDA's Country of Origin Labeling (COOL) Audit work.
- Participated in Food Safety, RRT & Laboratory response investigations to:
 - E coli 0157H7 outbreak related to Sally Jackson Cheese
 - Salmonella outbreak related to Sprouter's Northwest
 - Snokist adulterated applesauce
 - Salmonella outbreak involving spring rolls
 - Listeria in Del Bueno cheese
- Worked with the division Assistant Director to develop the Office of Compliance & Outreach (OCO) and to transition the former Domestic Marketing folks into the OCO to work on six Specialty Crop Block Grant projects.
- In conjunction with WSDA's Animal Services Division and Washington State University (WSU), drug residue workshops and outreach efforts were conducted across the state. Five workshops were held specifically for the dairy and livestock industries with educational materials and tools to minimize the use of veterinary antibiotics provided by the FSCS Division. Two additional WSU Beef, Lamb and Pork workshops in July and October provided opportunity to provide the educational materials to small animal producers. The latest USDA tissue residue report for October 2010-2011 shows only one operation within the state with tissue residue violations which we feel equates to a 95% drop from previous years and which we contribute to our educational efforts.
- Appointment of a Compliance Officer who joins the division and OCO unit November 1, 2011.
- Worked with the Assistant Attorney General and Administrative Regulations staff to update compliance and hearing documents to ensure they are consistent with agency protocols.
- Participated in a multi-agency level WSDA LEAN process involving Specialty Crop Block Grant (SCBG) in identifying processes that could be eliminated/streamlined and identified needed tools to help with the oversight and management of SCBGs and other cooperative agreements/contracts within the FSCS Division and across the agency.
- Increased communication and coordination with other governmental entities through leadership and participation with national organizations and committees such as AFDO, NCIMS and FDA's Partnership for Food Protection Workgroups. Participated in FDA work session on Public Health Food Emergency Response and the Produce Safety Regulation.
- Successful completion of the following 2010-11 contracts/grants/cooperative agreements: Country of Origin Labeling COOL Audits, FDA Food Inspections and the USDA RMA "On the Road Again" Farm Wisdom video series.

- Initiated a core workgroup for rulemaking language development for the new Cottage Food Operations statute that came out of the 2011 legislative session.
- **Current challenges facing the Office of Compliance and Outreach**
 - Development of a system to monitor and oversee the FDA Food contract work objectives and the six Specialty Crop Block Grants within the OCO and other division projects.
 - Determination of WSDA and FSCS Division priorities as new opportunities for grants/contracts/cooperative agreements are identified so staff clearly understand which opportunities should be pursued.
- **Future vision and goals for the next 12 months and beyond**
 - Development of a Quality Assurance Management system for use within the division that meets the criteria of the Manufactured Food Regulatory Program Standards (MFRPS).
 - Improvement of the overall compliance activities with the FSCS Division with emphasis on enforcement strategies and documentation, including review, update and development of compliance policy and procedures for the division.
 - Development of educational and training materials for the FSCS Division groups by OCO staff.
 - Ability to conduct monitoring of FSCS Division budget and staffing resources with a system such as Sharepoint or another such system that is accessible by WSDA's staff including fiscal, human resources as well as the division management.

Dairy Nutrient Management Annual Report

- **Program accomplishments for the last 12 months**

- Continued timely and effective routine work
 1. Inspections just over 22 month target interval despite backlogs for two newer staff.
 2. Finalized administrative compliance procedures for plan approvals and certifications, including collections process.
- 2010 biennial registration completed and data generated
 1. Shared calculation of nutrient production with agency partners.
 2. Comparison with previous registration data shows decrease in nutrient loading over time by dairies.
- Worked collaboratively with Ecology, Skagit County and Conservation District to provide non-dairy assessments in part of the Samish watershed
 1. Included developing with Ecology an introductory letter and field assessment checklist that WSDA used with non-dairy operations, also worked with County on mapping and tracking field work; 180 landowners, 270 parcels contacted, 2958 acres evaluated.
- Obtained Natural Resources Conservation Services (NRCS) Puget Sound Grant (\$50,000) to assess water quality risk of lagoons and have used it to start policy and technical discussions regarding lagoons and groundwater protection.
- Successfully encouraged dairies connected to current dairy digesters to get updated nutrient management plans completed in coordination with Conservation Districts and Ecology staff.
- Hired temporary intern and coordinated with Mary Beth Lang in developing a dairy digester case study report in conjunction with the state energy office bio-energy strategy.

- **Current challenges facing the Dairy Nutrient Program**

- Maintaining current and adequate funding for program.
- Continuing disagreements among agencies regarding agricultural practices and water quality protection complicates interactions on many levels.
- Developing positive relationships with Ecology.

- **Future vision and goals for the next 12 months and beyond**

- Complete the following projects
 1. Lagoon assessment grant and work with NRCS, Conservation Commission and Ecology.
 2. Adoption of Records/Penalty Rule with continuing implementation.
 3. Issue Request For Proposal (RFP) and award grant money for project from penalty account collected by the program.
- Engage in Yakima Ground Water Management Areas (GWMA) partnerships with continuing dairy work and broader nutrient discussions.
- Communications to the public on dairy performance to protect water quality.
- Future discussion on improved implementation of Memo of Understanding (MOU) with Ecology.

Program Accomplishments for the last 12 months

- Creation of the new Food Safety Management Team after the re-organization last spring. Established on-going management team meetings. Agendas now developed with consistent themes for each meeting and with follow-up minutes.
- Analyzed and completed the re-organization of office staff positions. A new office supervisor was recruited and hired to lead the re-organized unit which has resulted in improved support to the field staff and more responsive service to the stakeholders/clients.
- Worked collaboratively with the milk hauling industry to establish a new licensing procedure and create a new database identifying tanker units as required under the Interstate Milk Shippers (IMS) program.
- Conducted educational outreach classes, seminar and professional conference presentations which provided technical and public health training to stakeholders and the agricultural community.
- Created a new procedure that moved technical assistance from the office staff to the Regional Manager level resulting in a reduction in the licensing approval timeframe average. This allowed for processing firms to more quickly start marketing products and led to a greater compliance rate on food safety inspections.
- Conducted an analysis of the program's Establishment Inventory to improve product and packaging descriptions. This will facilitate the assignment of each firm to a risk category so that we can perform risk based inspections as required under the MFRPS standard.
- Outlined a program plan to move forward on the Manufactured Food Regulatory Program Standards (MFRPS) that are the program's direct responsibility.
- Created and implemented a plan to update the 14 year old Food Safety Officer Manual.
- Outlined a project to update the program's policies and procedures many of which are 10 years old or more. Also will include any new policies needed.
- Updated/refreshed the food and dairy licensing packets. New technical assistance materials were included along with all updated laws.
- Raw Retail Milk Guidelines finished and registered as an official publication. Posted to web site.
- Updated the Interstate Milk Shippers Program (IMS) Survey information handout that is given to each farm during a Bulk Tank Unit (BTU) survey.
- Worked with industry to establish a licensing procedure and database for dairy hauling tankers.

Current Challenges facing the Food Safety Program

- Establishment of a technical program specialist position to continue infrastructure development.
- Meet training needs and certify survey/sampling officers to cover all IMS requirements.

Future vision and goals for the next 12 months

- Reorganizing and cross-training office staff for most efficient operation.
- Full implementation of the MFRPS standards.
- Work with federal agencies to expand partnerships, enhance accountability through improved inspection work, gain compliance and improve quick response to outbreaks.
- Seamless interaction with the Office of Compliance and Outreach and Rapid Response Team Program.
- Develop a system by which the Organic Program can view the Food Safety Program NOCs for content and also explore ways in which licensing parcels can be made more compatible with the respective programs and reduce duplications.
- Work collaboratively with the other programs within the division to improve and update licensing packets and develop a curriculum outlining Food Safety Regulatory procedure for upcoming outreach classes.

- **Program accomplishments for the last 12 months**

- WSDA successfully awarded a contract to a Laboratory Information Management System (LIMS) vendor. The vendor, Ethosoft, has a product called X-LIMS that should be fully implemented in the laboratory by June of next year. The Request for Proposal (RFP) resulted in nineteen applications. The LIMS Evaluation Committee (Barbara Baker, Gary Husby, Yong Liu, Curt Secker, and Stormy Townsend) pared the nineteen applications down to three that were invited to present a structured demonstration of their product on-site at the laboratory. A series of scenarios specific to our laboratory were developed for them to address. The contract was signed with Ethosoft in August and work began on September 1st.
- The laboratory applied for ISO 17025 accreditation in August of 2011. An auditor from American Association for Laboratory Accreditation (A2LA) will be conducting our initial assessment the week of October, 24, 2011. After this initial visit we will have thirty days to address any findings. We anticipate the Microbiology Laboratory will be ISO 17025 accredited by the end of the year.
- Due to collaboration between the USDA Microbiology Data Program (MDP) and the FDA-funded Food Emergency Response Network (FERN) laboratories, the FDA-funded laboratories began to receive produce samples for Salmonella testing. This project began in September 2011 and will run to the end of the year. MDP samplers are collecting double samples and send samples to both MDP laboratories and the FDA-funded laboratories. Each laboratory will test 60 samples per month of various produce products.
- The laboratory participates in an FDA cooperative agreement with the WSDA Feed Program. The laboratory has been testing ruminant feed for prohibited materials for several years. Beginning last year we started to test raw and minimally processed pet foods for Salmonella. We tested twenty-four samples in the spring of 2011. Three samples, one raw meat product and two pig ear treat samples, tested positive and all three resulted in voluntary recalls by the manufacturer.

- **Current challenges facing the Microbiology Laboratory**

- Two long-term staff will be retiring in the next several months. The loss of their combined institutional knowledge and expertise in food and dairy microbiology will be sorely missed and difficult to replace.
- Funding for the USDA Microbiological Data Program (MDP), a program within Agricultural Marketing Services, could be eliminated in the next federal fiscal period. This cooperative agreement funds nearly 25% of the Microbiology Laboratory's budget. Loss of this funding source could be financially devastating to the laboratory.
- Lack of adequate laboratory and office space. In the past three years we have more than doubled the number of food samples being tested for food borne pathogens in the Microbiology Laboratory, as well as added two new FDA-funded staff.

- **Future vision and goals for the next 12 months and beyond**

- Attain and maintain our ISO 17025 accreditation.
- Fully implement X-LIMS within the Laboratory and utilize the system to improve reporting turnaround time to our internal WSDA customers (e.g., Food Safety Program, Feed Program).
- Successfully recruit and fill the positions being vacated by two staff who are retiring this fall.
- Replace, from within the current Laboratory staff, the senior Laboratory Evaluation Officer (LEO). This requires that the individual attends training and becomes certified by the FDA Milk Branch.
- Implementation of new lab floor plan to create more usable work and office space.

Program accomplishments for the last 12 months

- WSDA Organic Program remains the largest state run organic certification agency in the country, as well as the only agency recognized by USDA as a competent input material review organization. As of October 15, 2011:
 - 1,126 organic producers and handlers are certified by the program;
 - 2,120 sites consisting of 100,115 acres are certified;
 - 2,037 certified sites and 89,806 acres are located in Washington State;
 - 750 input materials were registered by the program as compliant with organic standards.
- Program inspectors successfully completed 1,148 annual organic inspections and 264 additional inspections since October 2010. In 2011, 98% of annual producer inspections were completed 30 days prior to goal.
- Successfully completed the reorganization of staff positions to provide streamlined quality service to clients and support to staff.
- Through a national search, filled vacant position with experienced well qualified certification reviewer and inspector.
- Distributed \$565,000 in federal cost share reimbursements to certified organic operations in Washington State.
- Development of performance measures for all services provided by the program and all staff projects. New tracking system enables successful completion of tasks and accountability of work.
- Implementation of system to track clients with a history of volatile actions to aid field staff in identifying potential hazards or safety issues.
- Publication of electronic client and staff newsletters.
- Worked collaboratively with local and regional organizations to welcome attendees of the National Organic Standards Board meeting in Seattle, Washington.
- Appointment of Accreditation Manager on Board of Directors for the Accredited Certifier Association.
- Reappointment of Program Manager as President of the National Association of State Organic Programs.
- Submission of 5 year reaccreditation application to USDA National Organic Program.
- Update of client forms to improve service and quality of certification decisions. Accomplishments include: Coffee Roasting Application Packet, New Processed Product Forms, Crop and Livestock Organic System Plans.
- Through form revision, technical assistance and increased inspections, effectively implemented the new access to pasture regulations for organic dairy producers.
- National recognition in July 2011 by USDA National Organic Program for ISO Guide 65 accredited material review program.

Current challenges facing the Organic Program

- Working with Advisory Committee to assess certification fees based on sales value of product rather than the amount of work involved in providing the service.
- Dependency on database system developed in 1998, but is not supported by the agency's Information Technology Program.
- Slow timeline for review and decision on appeals by WSDA clients to USDA National Organic Program.
- Ongoing changes to federal regulations require the program to remain dynamic and continually adjust forms and outreach to ensure clients have the information necessary to comply with the revised requirements.

- Addressing the need to develop an inspection program for organic input materials resulting in inability to easily respond to suspected violations and inability to accept certain types of products for a review.

Future vision and goals for the next 12 months and beyond

- Work with stakeholders to submit a proposal by May 2012 to restructure and/or increase current fee schedule to provide adequate funding to support certification and material review services.
- Creation and utilization of a database that automates current redundancy in work and allows electronic submission of forms and reports by clients and staff.
- Evaluation of field territories and assignments to ensure efficiency in travel cost and time, in addition to equitable workloads for staff.
- Provide staff training and development opportunities to ensure compliance with USDA's forthcoming criteria for certification staff qualifications.
- Receive zero non-compliance during onsite audits for USDA NOP and ISO Guide 65 accreditation.
- Bridge differences in policy, process and evaluation of material review when completed by certification staff versus material review staff.
- Develop systems for communicating and sharing of information between Organic Program, Food Safety Program, Dairy Nutrient Management Program, and Pesticide Management Division; reduce information requests to customers, reduce duplication of work by the division, ensure integrity of organic label and materials approved for use in organic production. Work with other programs to develop applications that build upon one another's work rather than requesting duplicate information from regulated customers.
- Work with the National Organic Standards Board and NOP to drive the development of Material Review Organization oversight and possible new accreditation scope.

Rapid Response Program Annual Report

- **Program accomplishments for the last 12 months**

- Creation of the food emergency Rapid Response Team (RRT)
- Implementation of Incident Command System (ICS) to organize emergency responses
- Successful deployments of the RRT:
 1. E coli 0157H7 outbreak related to Sally Jackson Cheese
 2. Salmonella outbreak related to Sprouter's Northwest
 3. Snokist adulterated applesauce
 4. Salmonella outbreak involving spring rolls
 5. Listeria in Del Bueno cheese
- Creation of a draft statewide Food Emergency Response Plan (FERP), using the National Association of State Departments of Agriculture (NASDA) template
- Creation of a new training tracking database for the Food Safety Program
- Worked with the Food Safety Program to implement a risk categorization system for all licensees
- Increased communication and coordination with other governmental entities (FDA, USDA, DOH, and local health departments) through leadership of the food and feed emergency Joint Planning Committee (JPC)
- Staff assisted in the Food Safety Program's first draft of its updated Food Safety Officer Manual
- Staff assisted in the update of the division's web pages

- **Current challenges facing the Rapid Response Team Program**

- Securing funding to maintain and enhance the RRT after September 2012
- Staffing levels to continue infrastructure development for the Food Safety Program
- Maintaining partner agency commitment to the project

- **Future vision and goals for the next 12 months and beyond**

- Creation of standard operating procedures (SOPs) for the RRT
- Securing and maintaining a cache of supplies and equipment at the ready for the RRT
- Train additional staff members to function on incident emergency management teams throughout the division/agency
- Continue progress on the federal Food Safety Program infrastructure standards, Manufactured Food Regulatory Program Standards (MFRPS)
- Completion of the Food Emergency Response Plan (FERP) and officially adding it to the state's Comprehensive Emergency Management Plan (CEMP)

Division accomplishments for the last 6 months

- The Organic Program successfully implemented the agency's first LEAN project. Utilizing LEAN concepts, staff:
 - Reduced staff time in copy room from 3-4 hours per day to less than 15 min. per day;
 - Reduced the paper resources by at least 18,000 sheets per year;
 - Reduced the administrative work for inspectors;
 - Reduced inspector mail out expenses;
 - Use of electronic systems and technology to manage correspondence.
- Utilizing 20 years of experience in taking pesticide residue samples of organic products, the Organic Program offered guidance and feedback to the National Organic Program and other certification agencies in the development of a national pesticide residue testing program. Ensured compliance of the program's pesticide residue testing policies and procedures in response to new National Organic Program guidance and proposed rules.
- The Dairy Nutrient Management Program is striving to improve coordination, using LEAN principles, with Conservation Districts and Commission over technical assistance and referral process.

Future vision and goals for the division for the next 12 months and beyond

- In collaboration with stakeholders, the Organic Program began implementation of the agency's second LEAN project focused on the material review process. Project developed new systems and standard work flow to ensure quality of decisions and improved customer service to clients applying for registration of an organic input material.
- Consolidation of contract reviews and audits.
- Continue implementation of LEAN projects with focus on the elimination of waste, value added work and regulatory requirements. Remain dynamic in evaluation and revision needs for client forms, information documents, and program procedures.

Food Safety and Consumer Services Division

| Program/Office | 2011 – 2013 Biennium | Percent | Current # FTE |
|----------------------------------|-------------------------|-------------|------------------|
| Compliance & Outreach, Office of | \$564,582 | 3.2% | 0 |
| Dairy Nutrient Program | \$1,246,956 | 7.0% | 6.31 |
| Food Safety Program | \$7,385,894 | 41.5% | 43.52 |
| Microbiology Lab Program | \$3,116,845 | 17.5% | 12.66 |
| Organic Program | \$4,002,816 | 22.5% | 22.46 |
| Rapid Response Team | \$876,939 | 4.9% | 4.25 |
| Speciality Crops | \$605,386 | 3.4% | 6 |
| | \$17,799,418 | 100% | 98.2 |

Chart of Fund Percentages

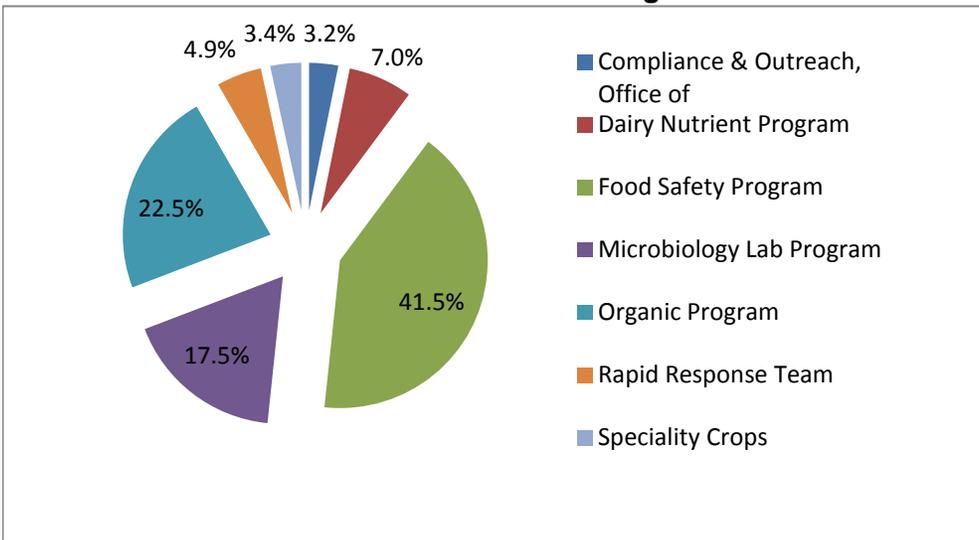
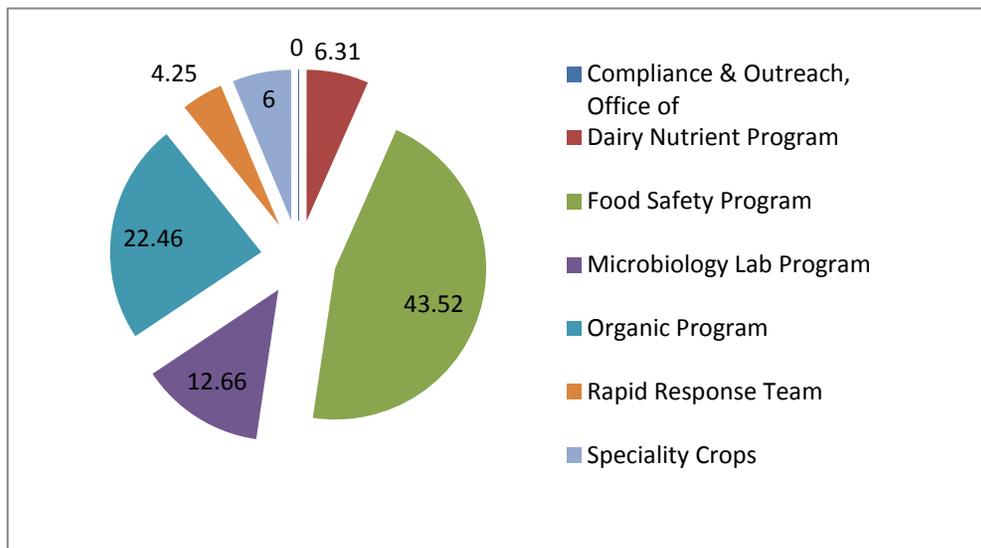


Chart of FTEs per Fund Source



Current Fee Recap as of Oct. 24, 2011

| Name of Fee | Legal Authority: RCW | Legal Authority: WAC | Brief Description | Basis for Calculation of Fee | Last Fee Assessment | # of Applicants by Type/level | Current Fee Amount |
|--|----------------------|----------------------|---|--|---------------------|--|-------------------------|
| Milk Processing Plant License | 15.36.051 | | "Milk processing plant" means a place, premises, or establishment where milk or milk products are collected, handled, processed, stored, bottled, pasteurized, aseptically processed, bottled, or prepared for distribution, except an establishment that merely receives the processed milk products and serves them or sells them at retail. | per year/plant | 2005 | 96 | \$55 |
| Dairy Technician's license | 15.36.081 | | "Dairy technician" means any person who takes samples of milk or cream or fluid derivatives thereof, on which sample tests are to be made as a basis of payment, or who grades, weighs, or measures milk or cream or the fluid derivatives thereof, the grade, weight, or measure to be used as a basis of payment, or who operates equipment wherein milk or products thereof are pasteurized. | initial application; \$5 annual renewal | 1999 | 637 DT Licenses 1408 DT Endorsements | \$10 |
| Milk assessment | 15.36.105; 15.36.550 | 16-103-001 | Levied on the operator of the first milk plant receiving the milk for processing | per cwt. | 1999 | 13 plants currently pay the assessment | Not to exceed \$0.00535 |
| Sanitary Certificates | 15.36.525 | | For milk processing plants; requirements established in rule | per certificate | 1999 | 3222 certificates issued as of 10/24/11 | \$50 |
| Milk and Milk Products for animal food license | 15.37.050 | | To sell, offer for sale, hold for sale, or advertise for sale, trade, barter, or to give as an inducement for the sale of another product, milk, cream, or skim milk for animal food consumption | annual | 1961 | none | \$25 |
| Milk and Milk Products for animal food license late fee | 15.37.060 | | | | 1961 | none | \$10 |
| Food Processing license | 69.07.040 | | For the handling or processing of any food in any manner in preparation for sale for human consumption: PROVIDED, That it shall not include fresh fruit or vegetables merely washed or trimmed while being prepared or packaged for sale in their natural state; | Based on estimated gross annual sales | 1993 ? | License fee: # of Licenses: \$55.00 720 \$110.00 292 \$220.00 83 \$385.00 144 \$550.00 46 \$825.00 150 | \$55-\$825 |
| Chickens-Slaughter, preparation, sale - Temporary Permit | 69.07.103 | | Required for the slaughter and preparation of one thousand or fewer pastured chickens in a calendar year by the agricultural producer of the chickens for the sale of whole raw chickens by the producer directly to the ultimate consumer at the producer's farm, and for such sale. | one year or two year | 2007? | 9 - one year 15 - two year | 75 or 125 |
| Food Storage Warehouse License - application | 69.10.015 | | For any premises, establishment, building, room area, facility, or place, in whole or in part, where food is stored, kept, or held for wholesale distribution to other wholesalers or to retail outlets, restaurants, and any such other facility selling or distributing to the ultimate consumer. | per warehouse; annual | 1995 | 676 | \$50 |
| Food Storage Warehouse License - application late fee | 69.10.025 | | | cost of license | 1995 | 25 paid a late fee | 10% |
| Egg Handler/Dealer License | 69.25.050 | | Any person who produces, contracts for or obtains possession or control of any eggs for the purpose of sale to another dealer or retailer, or for processing and sale to a dealer, retailer or consumer: PROVIDED, That for the purpose of this chapter, "sell" or "sale" includes the following: Offer for sale, expose for sale, have in possession for sale, exchange, barter, trade, or as an inducement for the sale of another product. | annual | 1995 | 494 total egg licenses 465 are for the \$30 fee/15 are out of state firms shipping into WA | \$30 |
| Egg Handler/Dealer License - Branch license | 69.25.050 | | Additional copies | annual | 1995 | 245 Branch licenses 4 are out of state most are retail grocery outlet store types | \$15 |
| Egg Assessment | 69.25.250 | 16-108-010 | Applicable to all eggs entering intrastate commerce except as provided in RCW 69.25.170 and 69.25.290. | per dozen; monthly | | 16 companies currently pay into the egg assessment. The total # of operations that purchase egg seals is yet unknown | \$0.00268 |
| Egg Seals | 69.25.260 | 16-108-010 | Any egg handler or dealer may prepay the assessment provided for in RCW 69.25.250 by purchasing Washington state egg seals from the director to be placed on egg containers showing that the proper assessment has been paid. | per dozen | | NA | \$0.00268 |
| Identification of custom slaughtered animals | 16.49.035 | 16-610-100 | Custom slaughter beef tags | per set of four | | 144 | \$1.50 |
| Custom slaughtering and custom meat licenses | 16.49.035 (2) | | "Custom slaughtering establishment" means the facility operated by a person licensed to slaughter meat food animals for the owner of the animal at a fixed location. | Per establishment and/or facility | 2000 ? | 143 | \$25 |

Summary Annual Report

As we plan for the future on how best to move our programs, division and agency forward in a positive direction we must also acknowledge the challenges we face.

Technology:

- Currently each program is struggling with older outdated databases. This is the biggest challenge currently facing our division. The UDIS project to unify all programs within the Food Safety and Consumer Services and Animal Services Divisions under one common database has proven to be less than successful for most programs. As we learned early on in our LEAN processes, embracing new technology can help us eliminate or significantly reduce data entry, make better use of staff time and provide better customer service to our field staff and the agricultural community. One bright point in adoption of new technology is the implementation of a new database system for our Microbiology Lab. This new system of collecting and storing data should be up and running by early 2012 and will allow for better transfer of information to stakeholders, our state and federal partners and tracking of food samples.

Funding:

- Currently all programs in the division are showing positive fund balances. The future may provide some uncertainty for several of the programs within the division.
 - Dairy Nutrient Management Program is completely funded by general funds. As our legislative leaders look at additional cuts to programs supported by general funds this may be one of the programs proposed for reductions or elimination of funding.
 - Organic Food Program is funded by fees collected by the program and is projected to be well funded for the next two years. The Organic Advisory Board is currently looking at proposals for future fee increases and a possible restructuring of how the program collects fees beyond 2014.
 - Food Safety Program is funded by a variety of fees, federal grants, federal contracts and general funds. As congress debates future funding for FDA and USDA, federal funding for this program will remain questionable for some time. On the bright side with the recent passage of the Food Safety Act FDA will be reaching out to states to do more contract inspections which may provide additional future funding. Most fees collected by the program have not been increased for over 10 years. With 40 percent of the Food Safety Program funded by general fund dollars, legislators may be looking at increasing fees to offset general fund dollars appropriated to the program.
 - Rapid Response Program. This program is totally funded by federal grant dollars from FDA and the grant is due to end September 30, 2012. As a result of good grant management there is currently enough dollars in the grant to possibly extend the program for six additional months. Over the next 12 months staff will be working with other states with similar programs to encourage FDA to provide future funding to continue this very successful and important program.

- Microbiology Lab Program. This program is also supported by fees, general fund and federal dollars. The program's budget continues to be well managed. Again federal dollars do remain a concern and recent discussions in congress and at USDA have included elimination of funding for the MDP sampling program which would result in the loss of near \$450,000 dollars to the lab each year. Our lab is one of 9 states participating in the MDP program to sample food products throughout the nation.

Staffing:

- Almost half of the division staff works in the field as inspectors and regional managers. Providing support to this staff is crucial to the success of any of our programs. As most of the inspections our field staff do are very technical in nature providing training to each of these employees is a vital part of helping them to be successful.
- With close to one third of our staff eligible to retirement in the next 5 years we have a goal of developing a job shadow program along with identifying future leaders for our programs.
- Over the last year we have been very fortunate in retaining staff with only one employee leaving the division in the last year. As the economy rebounds we might not be as fortunate in the future. With reductions in benefits and wages offered by the state, and with private sector and federal agencies offering higher wages for similar positions, retention of staff could be a higher concern in the future.

Legislation:

- For the upcoming 2012 legislative session our division is not pursuing any legislative requests. We do anticipate possible proposals from outside the agency having the potential to impact some of our programs. Possible proposals include:
 - Labeling of seafood products
 - Dairy Digesters
 - Increases in fees collected by the Food Safety Program
 - Establishing in-state slaughtering facilities

Synopsis:

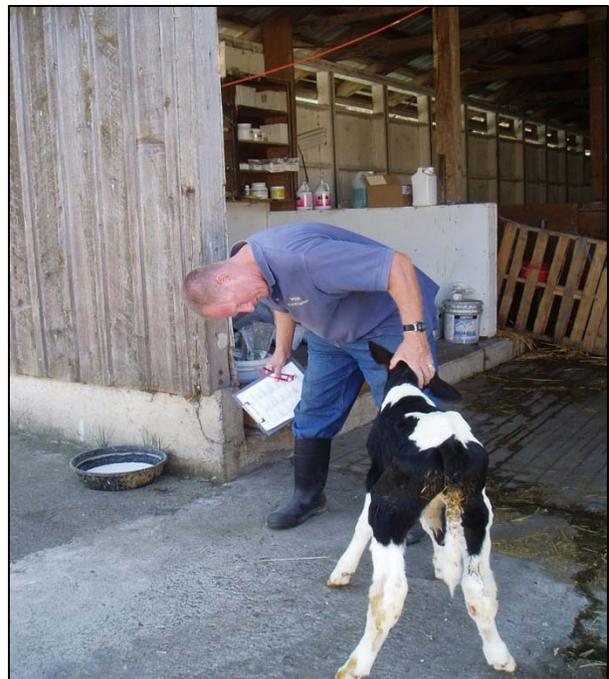
- Like all programs and agencies in state government our division is facing some challenges. Most importantly we have also been provided with numerous opportunities. Each program has placed an emphasis on bringing in our external customers to help us build great programs for the future. From the assistant director to program managers, supervisors, office staff and field inspectors each member of our team is committed to customer service, supporting the agricultural community and providing a meaningful and productive work environment for all. With this commitment the division is positioned well for the future.

Food Safety & Consumer Services Division

Food Safety Program



Mike Tokos, a Food Safety Regional Manager testing a thermometer.



Roger Beekman, a Food Safety Officer during an inspection.



Food Safety & Consumer Services Division

Organic Program



The Organic Team

Front Row L to R: Linda Condon, Renee Delaney, Jennifer Gridley, Nate Lewis, Katherine Withey, Christa Bemis, Erin Bardagjy, Brenda Book and Les Eklund

Back Row L to R: Jeff Britt, Lee Graham, Mike Hackett, Jody Bailie, Scott Rice, Jeff Collins, David Simpson, Michelle Lucero, Georgana Webster and Del Long.



Food Safety & Consumer Services Division

Rapid Response Team - Boots on the Ground



The Rapid Response Team:

Front Row L to R: Daniel Maxson, Jinkee VilaBinayug, Margo Jones, Celia Kadushin, Elaine Hagedorn, Scott Fox, Celeste Corcoran and Katie Alford

Second Row L to R: Doreen Frohberg, Robb Vezzetti, Don McKechnie, Steve Fuller, Julie Neil, Elizabeth Howell, Tom McLean and Claudia Coles

Third Row L to R: Randy Treadwell, Neil Lanning, Mark Collins, Walter Strong, Allen Bennet, Devon Shoop, Dirk Lincoln

