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STATE OF WASHINGTON

DEPARTMENT OF AGRICULTURE

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Fall 2012

Dear Director Newhouse:

I am pleased to present to you our Annual Report for the Food Safety and Consumer Services Division. In this report, you'll find an overview of our accomplishments, insights into the key issues we're working on now, and challenges that lie ahead. A continuing theme throughout the report is the emphasis each program in the division places on fostering public and private partnerships. We accomplish our work best when we reach out across our agency to external stakeholders, the agricultural community, and local, state and federal agencies.

The division continues to take advantage of opportunities to provide better and more efficient service to all of our customers and partners. Examples of these opportunities include:

- Securing over three million dollars in federal funding to maintain and expand our work in food safety, customer outreach, laboratory operations and employee training.
- Transferring the Food Assistance Programs into the division, thereby creating efficiencies in day-to-day operations including web page updates and data entry. Providing vital food assistance to families in need harmonizes with our core mission to protect people and preserve their well being.
- Incorporation of the Feed Program into the division. To better align the core functions within the agency, the Feed Program was moved from the Pesticide Management Division to the Food Safety and Consumer Services Division. We've been able to blend the Feed Program's important work into both the Food Safety Program and our Office of Compliance and Outreach. The inspections and sampling previously conducted by the Feed Program are similar to the inspection and sampling work that have long been a core capability of the division. Former feed inspectors and existing food inspectors are cross-training to enhance all of their capabilities. This is allowing us to consolidate sampling work and conduct multiple inspections in one regulatory visit. Where one facility may have previously received two, or even three separate inspections, that work will soon be accomplished in one inspection.

With all of these changes, the Food Safety and Consumer Services Division now consists of eight work units:

- Administrative Office – Julie Carlson, Admin Regulations Analyst
- Administrative Services – Shari Elliff, Division Coordinator
- Compliance and Outreach , Office of – Claudia Coles, Administrator
- Food Assistance Programs – Kim Eads, Program Manager
- Food Safety Program – Lucy Severs, Program Manager
- Microbiology Lab – Barbara Baker, Program Manager
- Organic Food Program – Brenda Book, Program Manager
- Rapid Response Program – Steve Fuller, Program Manager

Each work unit within the division has taken on LEAN projects to identify areas of waste and improve customer service. We've learned many important lessons during LEAN training and process improvement events. And while we have much more to learn, these activities have provided the foundation for our division and its individual programs to embrace a culture of LEAN with continuous improvement. Gaining feedback from our customers and fostering a culture of LEAN will enable programs to continue to analyze and improve customer service.

This year Washington State Department of Agriculture implemented leadership development assignments to allow employees to train and experience different positions and job classifications within the agency. Currently programs within our division have nine team members working in developmental assignments. These assignments allow staff to learn new skills, experience leadership responsibilities, and share their knowledge and skills with other team members. There is much to be gained through these opportunities and the goal of the division is to continue to provide these opportunities in the future as they become available.

As we reflect on the meaningful improvements we've made in the recent past, we're excited about the improvements yet to be made by improving services to our stakeholders, the agricultural community and the citizens of our state. We anticipate challenges along the way, especially related to funding at the state and federal levels, concerns regarding the new farm bill, proposals regulating GMO products and implementation of marijuana regulations, to name a few. But we've met challenges before, and we'll be prepared to meet them in the future.

As our agency enters 100 years of service to the citizens of Washington State, we aspire to do still more to empower each of our 115 team members to successfully support the mission of the agency.

Respectfully submitted,

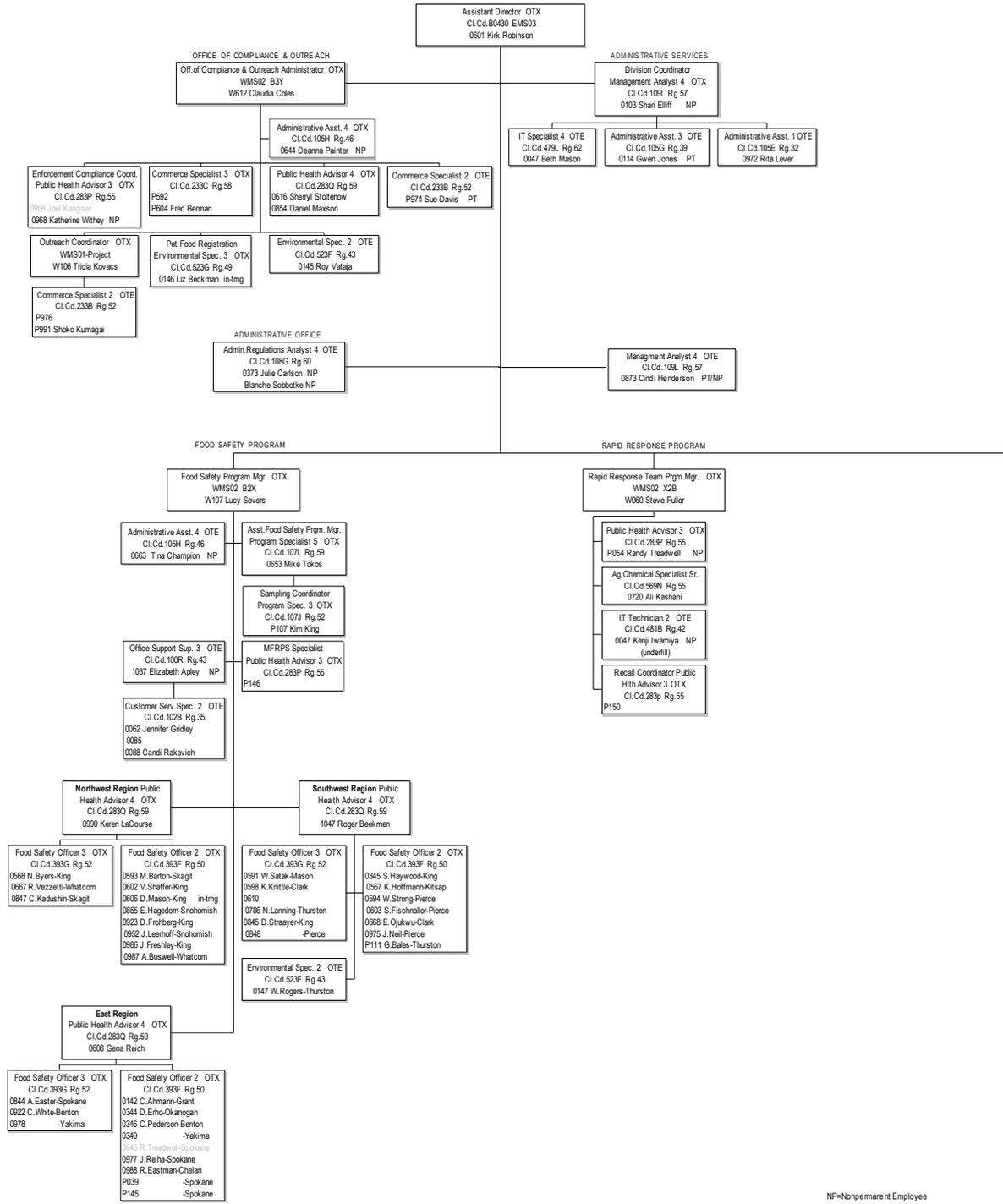
Kirk Robinson

Assistant Director

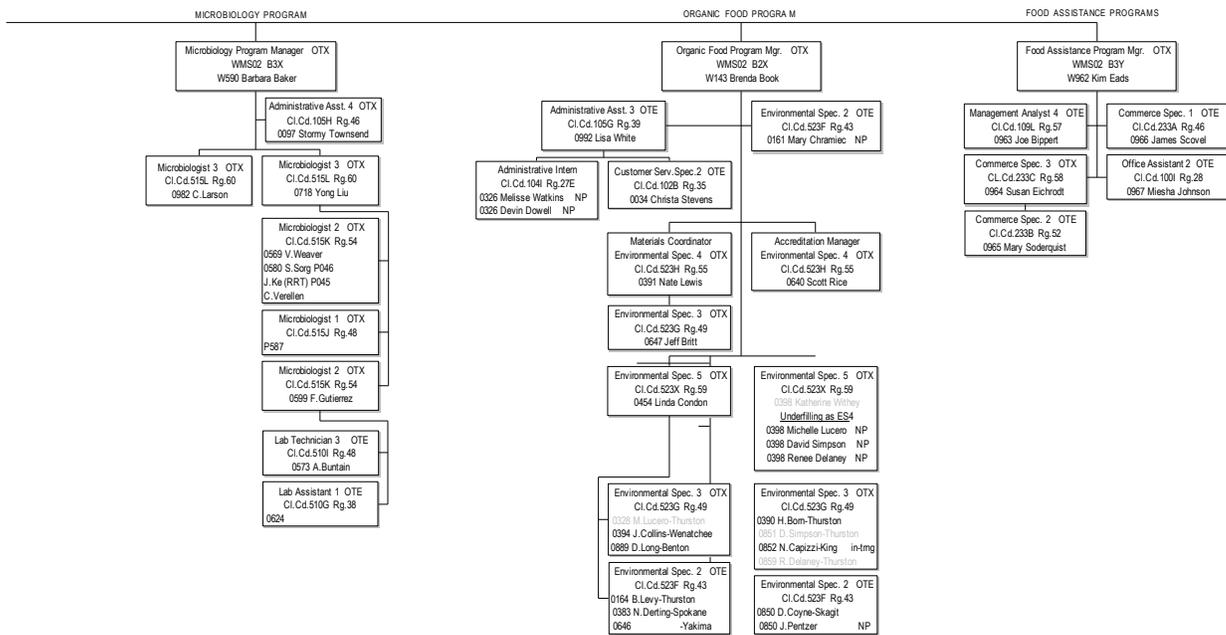
Washington State Department of Agriculture

FOOD SAFETY AND CONSUMER SERVICES DIVISION

December 2012



NP=Nonmanagement Employee
PT=Part-time Employee



Work Period
 OTE=Overtime Eligible
 OTX=Overtime Exempt



ADMINISTRATIVE OFFICE
Julie Carlson, Administrative Regulations Analyst

Core Functions and Services

The Food Safety and Consumer Services Administrative Office provides expert consultation on a division-wide basis to the Assistant Director, OCO Administrator, Food Safety Program Manager, Rapid Response Program Manager, Food Assistance Programs Manager, Organic Program Manager and the Microbiology Laboratory Program Manager regarding either the development, review and/or implementation of business processes related to proposed and existing division Washington Administrative Codes (WACs), program and administrative policies, procedures, numbered memoranda, client notices, forms, and other issuances for compliance with departmental and legal standards. In addition, this position is responsible for the review and coordination of the rule-making process.

Key Accomplishments in the last 12 months

- Development of the Letter of Support process for internal and external stakeholders
- Conducted an analysis of the proposed Cottage Food legislation which included:
 - Reviewed proposed Washington Administrative Code (WAC) to assure conformance with both Federal and State laws and regulations
 - Coordinated rule-making process
 - Reviewed technical assistance documents for the Cottage Food Application Packet
- Reviewed and edited the new Food Safety Inspector's Manual
- Currently in the process of coordinating the rule-making for the adoption of the 2011 version of the Pasteurized Milk Ordinance and the reduction of the tolerance level for somatic cell counts in dairy cow milk.

Partnerships and Linkages that shape the program

The office will continue to partner with all programs/units within the FSCS Division, across WSDA and with industry stakeholders to bring continuity to our policies, procedures and communications. These partnerships will bring a division-wide message both internally and externally instead of separate programs/unit messages which are currently in place.

LEAN Update

Participated in the agency LEAN event related to Public Disclosure Requests - nine different processes were being used prior to LEAN. Now one process is used and all Public Disclosure Requests are tracked in SharePoint.

Participated in the LEAN event for Specialty Crop Block Grants - the process was streamlined and now cross-functional team meetings are held when grants are awarded. This new process results in better communication and information sharing for all staff involved in every aspect of the grant. All division grants are now tracked in SharePoint. We have also carried this new process over to all of the contracts, grants, cooperative agreements, etc. awarded to the division.



ADMINISTRATIVE OFFICE
Julie Carlson, Administrative Regulations Analyst

SharePoint is utilized to track and communicate information within the division and in some instances across the agency. LEAN principles will be utilized in the review, development and distribution in all communication within the division.



ADMINISTRATIVE SERVICES

Shari Elliff, Division Coordinator

Core Functions and Services

The Food Safety and Consumer Services (FSCS) Division administrative staff enables the program leadership and staff to execute their missions in an efficient and effective manner.

The Division Coordinator provides executive support for the Assistant Director of the Food Safety and Consumer Services (FSCS) Division which encompasses approximately 115 FTEs and is the single point for coordination between Agency Operations and the division's programs. This position has delegated authority over an FSCS annual budget of 30.0 million.

The Information Technology Specialist and the two administrative assistants provide continuity and consistency across all the programs/offices for functions such as computer updates, software, hardware and leased computers, public disclosure requests, mail, travel, vehicles, leave, supplies and equipment.

This unit provides support to division staff for: human resources issues, information technology hardware and software, telecommunications, time and attendance, conference and travel arrangements, TEMS, A-19s, supplies, and fleet management.

Key Accomplishment in the last 12 months

- Completed division equipment inventory
- Reviews of FTE and budgetary allocations
- Review of current fee schedules to properly position the Food Safety Program to increase fee support
- Review and consolidation of motor vehicles
- Implemented new approval process within TEMS
- 60 Public Disclosure Requests were completed
- Participated on the IT work group that assisted Department of Natural Resources with the configuration and deployment of 200 PCs.

Future changes in the internal or external environment that could impact customers and program services

WSDA, FSCS will embark on implementing PISCES, a software program, that will streamline the time and leave process for both the employee and administrative staff tracking the leave.

Partnerships and Linkages that shape the program

Our partners include our division staff, agency staff, other state agencies, retail businesses, and a local travel agency, to name a few. We are committed to making these relationships about efficient use of time and state resources.

LEAN Update

As the division continues to submit proposals for additional USDA/FDA funding, there is a need to streamline processes across programs. As space continues to be an issue with growth, the division plans to conduct a LEAN event regarding document management. Hopefully, this will result in the need for fewer file cabinets with the potential for more staff space.



COMPLIANCE AND OUTREACH, OFFICE OF Claudia Coles, Administrator

Core Functions and Services

The Office of Compliance and Outreach (OCO) provides education, outreach and reasonable compliance response to support production of quality agricultural products and to maximize the safety and security of Washington's food supply. To facilitate productive and efficient interactions between WSDA and the agriculture industry, OCO works collaboratively within the Food Safety and Consumer Services (FSCS) Division and across WSDA to promote and enhance the cohesive operations of the agency and improve service delivery. The Office of Compliance and Outreach believes that the most effective way to facilitate good business practices is to provide education before regulation. We prioritize partnerships with stakeholders and across agencies to cultivate and communicate best practices for safe food production and marketplace success.

The Office of Compliance and Outreach (OCO) unit provides many services within the Food Safety and Consumer Services Division. The core functions of the unit are: auditing and quality management; budgetary and regulatory review; commercial feed licensing and pet food product registration; compliance actions and education and outreach.

Key Accomplishments in the last 12 months

- With the signing of the new Federal Food Safety Modernization Act (FSMA), the WSDA Office of Compliance and Outreach (OCO) Administrator has worked with the FSCS Division's assigned Assistant Attorney General on comparing state food safety statutes and rules to this new federal law. This work is on-going as we anticipate the release of the federal draft rules on Prevention and Control and Produce Safety as well as other rules soon to be developed by FDA.
- The Office of Compliance and Outreach (OCO) led the rulemaking process for the new Cottage Food Operations rule development. A final stakeholder workgroup meeting was held in December 2011, the draft rule language was finalized and the rule hearing was held in May 2012. The OCO unit worked with the Food Safety Program on the development of an inspection system, debit criteria and Frequently Asked Questions document in support of the new Cottage Food Operations regulations. The new rule became effective in June 2012. A Cottage Food Video is under development to assist new operations in becoming permitted.
- Dairy requirements adopted under WAC 16-101 are undergoing rulemaking in order to adopt portions of the 2011 Model Pasteurized Milk Ordinance (PMO) which includes a change to the standards for somatic cell count. Stakeholder work was conducted between April and October 2012 and a public hearing on the rule is scheduled for January 2013.
- The OCO Administrator worked closely with the FSCS Division Coordinator, Special Projects Coordinator, and the FSCS Program Managers along with WSDA fiscal staff on reviewing all budgets and funding sources within the division.
- The OCO Administrator became the National Association of Food and Drug Officials Association President in June 2012.
- A Compliance Officer joined the OCO unit in November 2011 which initiated a review of our compliance processes and a backlog of compliance case actions was moved forward. A thorough examination of the



COMPLIANCE AND OUTREACH, OFFICE OF Claudia Coles, Administrator

Notice of Intent language for cases was conducted to ensure that the Administrative Procedures Act (APA) and agency requirements were being met. A group email address list was developed to assist with external communications to industry parties that have compliance actions occurring and for internal case tracking. SharePoint is now used and is coordinated with the agency's Administrative Regulations Office staff as well as the Food Safety and Consumer Services (FSCS) Division. The Hearing Form was streamlined, updated and now includes the opportunity to respond by email as well as mail and fax.

- The Dairy Farm Notice of Intent (NOI) compliance action process flow charts were updated and training sessions on the Dairy Farm NOI process and the APA were provided in March 2012 at the all FSCS Division staff meeting.
- Compliance actions issued between November 1, 2011 and October 31, 2012 include: 592 Notice of Correction letters, 15 Dairy Farm NOIs, 15 Food Plant NOIs, 2 Custom Meat NOIs, 1 Egg Operation NOI and 1 Organic NOI action. Final actions on firms vary depending on the compliance case but include one or more of the following: license suspension, degrade, civil penalty, or compliance agreement settlements whereby the firm demonstrated correction and verified by WSDA. Three NOIs were not issued as the firms either closed operation or had moved operations where WSDA does not have jurisdiction.
- The Commercial Feed License, Pet Food Product Registration and tonnage regulates the commercial animal feed and pet food companies at the state level and was moved into the FSCS OCO unit this fall. WSDA licenses approximately 600 facilities and registers approximately 8,000 pet food products. A Pet Food Registration Specialist and an Administrative Assistant position were filled as the OCO takes on this work. A review of WSDA policies and procedures related to commercial feed and pet food is underway.
- The OCO unit has developed a Quality Management System (QMS) as part of the overall FDA Manufactured Food Regulatory Program Standard (MFRPS) requirements. Under the MFRPS Standard 3, the Quality Manager (QM) completed the development of a Risk Category matrix and assigned risk categories to over 3,000 WSDA food establishments. The WSDA Food Safety Program began using the new risk based inspection system in mid 2012.
- MFRPS Standard 4, an Inspection Auditing Program (IAP) was implemented and included: 75 desk audits of WSDA food processors, 76 food sample lab result audits, development of new procedures for the IAP, completion of 22 FDA field audits of WSDA Food Safety Officers conducting food contract inspection work across the state, and evaluation of all audits using FDA procedures. Five FDA contract inspections for IAP staff proficiency maintenance were conducted.
- Completion of the 2012 Self-Assessment of WSDA's FSCS implementation of the MFRPS under Standard 9 was done in September 2012.
- The OCO Administrator and the QM participated in the on-going National Partnership for Food Protection Auditing workgroup meetings where auditing procedures are being developed using International Quality Management Tools and various auditing protocols were reviewed and compared to the 2010 FDA MFRPS auditing criteria.
- There continues to be five on-going USDA Specialty Crop Block Grants (SCBG) implemented by the OCO unit and the Farm to School SCBG was completed this September. WSDA OCO is a partner with WSU on a new Good Agricultural Practices (GAP) SCBG that was awarded to WSU this fall. Three USDA cooperative agreements (ca) were applied for and two USDA CA's were awarded under the Risk



COMPLIANCE AND OUTREACH, OFFICE OF Claudia Coles, Administrator

Management and Farm to School categories. Four grants related to farm to school/farm to table work were completed during this timeframe and the Safe Salad Bar grant is on-going. OCO assisted with applying for and receiving four new FDA cooperative agreements and five continuing FDA cooperative agreements related to food and feed safety work. “A School’s Guide to Purchasing Washington-Grown Food” procurement guide was developed and released through a contract with the Washington Sustainable Food and Farming Network organization.

- Using a small FDA grant, the Office of Compliance and Outreach (OCO) conducted three Food Product Recall workshops. The one-day training sessions were held in Everett, Vancouver and Spokane and were well received by the 107 attendees. The workshop presenters included a mix of industry, academia, federal and state partners from Darigold, Inc, Washington State (WSU), Food and Drug Administration (FDA), Washington Department of Health (WDOH) and WSDA.
- OCO staff gave presentations at the following: WSU Beef producer/processor workshop and the Washington State Tilth Producers Conference in 2011, and in 2012 two Good Agricultural Practices workshops, Food Preservation courses and Cultivating Success Workshops for WSU, the Washington State Farmer Market Association Conference, the Washington Food Protection Association Conference, the National Farm to Cafeteria Conference Workshop in Burlington, Vermont and the National Conference of State Legislatures in Chicago, Illinois.
- OCO staff attended the Association of Food and Drug Officials Annual Education conference, the USDA Produce Safety University, the Puget Sound Regional Council’s Food Policy and Public Health Summit, the WSU Small Farm Retreat, the Northwest Food Processor’s EXPO and the Northwest Food Safety and Sanitation Conference.
- OCO staff continues to train on National Incident Management System (NIMA) protocols, participate on the Rapid Response Team and assist the FSCS Division and agency on food and feed hazard emergencies and incidents.

Future changes in the internal or external environment that could impact customers and unit services

Several Specialty Crop Block Grant (SCBG) providing education and outreach to the agricultural community and stakeholders are nearing completion. If the agency is successful in securing future cooperative agreements or grants, work under these grants may require new skill sets and expertise. Recently the division was successful in securing two new USDA cooperative agreements funding continuing educational outreach to stakeholder groups on farm to school issues and to dairy producers/processors on reducing risk by improving food safety and business practices.

The Food Safety Modernization Act (FSMS) will continue to be implemented by FDA and this will impact WSDA and stakeholders as new federal rules are released. How WSDA will be fully impacted is dependent on the final federal rule language and the timeframe in which FDA enforces any new rule. Educational outreach will be needed by medium and small producer/processor operations and WSDA will be looking for opportunities to partner with FDA, state, local, extension and industry groups to help provide training and outreach where possible. New federal requirements will cause WSDA to review and possibly change how



COMPLIANCE AND OUTREACH, OFFICE OF Claudia Coles, Administrator

state food safety laws are implemented and the OCO unit will be working across the FSCS Division to assist with any such changes.

The FDA MFRPS work will continue as we move to a Quality Management System and strive to achieve all 10 standards of the MFRPS program. The OCO will be working on reviewing FSCS and agency protocols across the division and we will be working with the Microbiology Lab, the Food Assistance Programs and the Organic Program on compliance and outreach work this next year.

Partnerships and Linkages that shape the program

The OCO works in partnership within the FSCS Division, the Commodity Inspection Division (especially the Fruit and Vegetable Program) and across WSDA. We work with our state health and local health agencies, USDA, FDA and Office for Superintendent of Public Instruction (OSPI), WSU and extension staff as well as numerous industry stakeholder groups.

LEAN Update

The OCO participated in the agency LEAN project on reviewing the process on internal Specialty Crop Block Grant (SCBG) work. This LEAN process started in September 2011 and we continue to utilize the LEAN principles identified on the SCBGs we have as well as on any new grants, cooperative agreements or contracts received within the FSCS Division. The LEAN review process was a cross-agency function that included FSCS administrative staff, OCO SCBG project managers, WSDA fiscal staff, and WSDA SCBG contract managers. SharePoint is utilized to track and communicate across the agency on the SCBG work. This LEAN project continues to help us develop our SharePoint site and to streamline our communication within WSDA.

Follow-up to review how the SharePoint system works with the original LEAN workshop participants still needs to happen so that continuous improvement can be made.



FOOD ASSISTANCE PROGRAMS

Kim Eads, Program Manager

Core Functions and Services

The Food Assistance Programs staff develops and issues program contracts and funding; provides oversight of contracts; collaborates with advisory committees and coalitions; provides food ordering, warehousing and shipping logistics services; participates in emergency management responses; provides food recall information; offers technical assistance and nutrition education information; monitors for state and federal compliance; and develops strong partnerships in the emergency food provider and agricultural communities.

Key Accomplishments the last 12 months

- Provided over \$16.6 million dollars worth of USDA food and state and federal funding to lead contractors which in turn helped over 450 food banks, shelters and meal providers distribute 134 million pounds of food to low-income Washington families. Some of that state funding went to thirty-one tribes to issue food vouchers to their community members and, in a few cases, to support their own food banks.
- One in five Washingtonians received food from food banks that were supported with resources from WSDA. On average, each person visited the food bank six times last year resulting in over 8.4 million visits.
- Successfully completed over 44 contractor and sub-contractor compliance reviews.
- Received and issued over 474 truckloads of USDA food for distribution to lead contractors and logistic partners statewide. This USDA food was distributed to over 120,000 families each month.
- Implemented key federal policy changes regarding civil rights and risk assessments by working with our contractors and stakeholders to minimize impacts on their program operations – a success.
- Consolidated multiple advisory committees into one. The new Food Assistance Programs Advisory Committee is now housed within the Washington Food Coalition which allows for further streamlining efforts in conjunction with our contractors and partners.
- Worked with our federal partners to improve food bank clients' access to healthier choices, including low-sodium and low-fat foods, fresh and frozen fruits and vegetables, and high-protein foods like meat and eggs. Extending the state-level warehousing and shipping contract with Northwest Harvest has also added to our ability to accept more types of product.
- Supported innovative delivery methods to reach more families. In order to expand our reach to remote locations and home-bound seniors, local partners are using mobile food bank programs that bring groceries and meals to the home. Many food banks have launched school backpack programs, so that students go home from school with bags filled with kid-friendly foods. These efforts not only meet a child's nutritional needs, but also help improve educational outcomes.
- Developed new partnerships with beef producers, dairy farmers and growers of all varieties of fruits and vegetables. Organized four Harvest Against Hunger Area Summits to bring growers and emergency food providers together to discuss how they could work together better and develop ideas for implementation. Director Newhouse has been instrumental in messaging the importance of agriculture's role in supporting these partnerships and helping families in need.



FOOD ASSISTANCE PROGRAMS

Kim Eads, Program Manager

- The FAP team has done an incredible job in providing excellent services and program continuity to our contractors in the midst of significant transitions over the last two years. This team is working together to redevelop the shape of the program now that it is housed in the Food Safety and Consumer Services Division.

Future changes in the internal or external environment that could impact customers and program services

Shifts in federal and state resources, increasing food prices and increasing client need will impact food provider's ability to provide the needed levels of support for low-income clients within the community. Again, this will be compounded by further reductions at the federal level either by the impacts of not passing a farm bill or sequestration, which will further deteriorate the most basic safety net for our citizens.

Even with our increased efforts and new partnerships, the number of families without adequate nutrition is still on the rise with one in four children in Washington living in food insecure households. We are working closely with our FAP Advisory Committee at the Washington Food Coalition to develop strategic and coordinated responses to this crisis. The emergency food system will struggle even more to meet the needs of low-income families as federal budget cuts and rising food prices impact all of us.

Internally, we will be reorganizing the unit to focus on a regional model instead of program specific model. This will allow for further streamlining of programs and procedures, cross-training, improved customer service and succession planning, and alignment within the division.

Partnerships and Linkages that shape the program

In addition to our contractors, which are made up of food banks, community action programs, and tribes, we also actively partner with the Washington Food Coalition which supports much of the work we do. We also collaborate with the Anti-Hunger and Nutrition Coalition, Rotary First Harvest, Northwest Harvest and several other coalitions. At the state level, we serve on the Governor's Advisory Committee on Homelessness, the Governor's Inter-Agency Council on Health Disparities, and the Food System Roundtable which is made up of state agencies, advocacy coalitions and food sector partners. At the federal level we are members of the American Commodity Distribution Association which brings together state agencies, industry, contractors and partners involved in USDA food programs. Over the last few years, there has been concerted effort to coordinate and partner strategically at local, state and federal levels.

LEAN Update

With the help of our solutions team, we tackled our first LEAN project which developed a risk assessment tool that will be used in determining which The Emergency Food Assistance Program (TEFAP) subcontractors will be reviewed during the Federal Fiscal Year. The success of this new process has motivated our staff to continue to seek out new opportunities to use LEAN to streamline future processes starting in January.



FOOD SAFETY PROGRAM Lucy Severs, Program Manager

Core Functions and Services

The Food Safety Program protects and reduces the risk to public health by assuring the safety of the state's food and feed supplies and facilitating the movement of Washington agricultural products in domestic and international markets. The Food Safety Program is responsible for the licensing, inspection and compliance of food processing facilities, dairy plant and farm operations, food storage warehouses and feed manufacturing facilities. The program maintains the Interstate Milk Shipper's Program which allows for the ability of the dairy industry to ship milk and milk products out of state without interruption. In the event of a food borne illness outbreak in our state, program staff work closely with other division programs, FDA and the Washington State Department of Health in conducting investigations of facilities and collecting samples for testing.

Key Accomplishments in the last 12 months

- Increased the compliance rate for food processing firms through more technical assistance and improved compliance procedures. This directly leads to a safer food supply and greater public health protection.
- Integrated the feed inspection work from another division into the Food Safety Program. Incoming feed inspectors are being trained on food inspections and the current food safety inspectors are being trained on the feed inspection work. Efficiencies will be gained due to the smaller geographical regions that will be covered because of the increase in the number of inspectors. Many firms produce food products and also feed by-products which can both be covered by one visit.
- Initiated the new Cottage Food Permit after rule making was finished last spring. As a result, applications, forms and technical information had to be developed by July 1, 2012. The Cottage Food Permit allows for four types of low risk foods to be produced in home kitchens and sold directly to the end consumer usually through Farmer's Markets. The program conducted training for field and office staff that led to a successful deployment.
- Developed a new required process that is used to assign food processing firms and storage warehouses a risk factor value that is based on the potential to make people sick. Risk values have now been assigned to all firms (app 3000). The higher the risk the more often a firm will be inspected. This approach directs inspection time to the firms that are more likely to potentially affect public health.
- Produced a new Food Safety Inspector's Manual that replaced an outdated 15 year old manual. An Office Procedures Manual was also produced as a companion reference. There had not been one in place before. The goal was to develop both manuals which would serve as the solid foundation for the work. We also wanted these references to be usable and easily updated. The goals were met.
- Updated and rewrote the program's policies and procedures many of which were ten years old or more. The new policies and procedures were designed to mesh with the new inspector's manual and office manual. Procedures have been laid out now to be clear and assure the best work possible.



FOOD SAFETY PROGRAM

Lucy Severs, Program Manager

- Conducted educational outreach classes, seminars and professional conference presentations which provided technical and public health training to stakeholders and the agricultural community.
- Developed a process by which questions from the field staff or from management could be logically researched and guidance developed and the answers be officially provided as guidance to the program. The information that was gathered during the process could then be saved for the future leaders of the program.
- Developed new electronic inspection forms that have allowed for electronic saving and transmittal. Forms are no longer handwritten now which has given the program a more professional and legible report. Also, corrective and standardized language automatically is entered into the form which allows for more consistent compliance actions.

Future changes in the internal or external environment that could impact customers and program services

With the passage of The Food Safety Modernization Act, the WSDA Food Safety Program must continue the work to meet the Manufactured Food Regulatory Standards. This is required to maintain any federal funding to the program along with maintaining a high quality inspection program. The program is continuing the work needed to implement the ten standards and much progress has been made so far. FDA funding is an important budget piece and it is a high priority to maintain this partnership to protect the public health and make our program one of the best in the country. We have just obtained new grant funding and we are working to fill positions supporting these grants.

The program has been recently reorganized and continues to organize to integrate incoming inspectors from the Feed Program that was housed until this past summer in another division. We are planning feed training events, conducting cross-training so that all of our current field inspectors can conduct feed inspections and the new incoming inspectors can learn to conduct food inspections. We are working closely with FDA as we receive funding from FDA to conduct BSE feed inspections. We are planning upcoming stakeholder meetings to gather input and thoughts from the feed industry.

The program has begun the investment into the principles of LEAN by conducting training for all staff and completing several LEAN events. The time saved and the streamlining gained has shown us the benefits and we are committed to moving forward. We will be involving more of our staff and external stakeholders as we conduct future events.

Partnerships and Linkages that shape the program

Over the last few years we have seen that due to the public's increased expectation of a safe food supply and businesses being forced to become more efficient to survive, has greatly caused us to improve our partnerships with other regulatory entities and the businesses that we regulate. FDA has increased the amount of funds available to state programs to build infrastructure, conduct



FOOD SAFETY PROGRAM

Lucy Severs, Program Manager

inspections, increase training and respond to food borne illness events. Our program has applied for these funds and has been granted much of what we asked for. We have developed the research plans needed to improve infrastructure and are now accountable to FDA for these plans. We have naturally become even stronger partners due to this. We hold joint training events, conduct monthly compliance calls and team up for food borne illness events.

We have strong partnerships with the State Department of Health (DOH) and the local health jurisdictions (LHJ). We depend on the DOH labs to conduct the genetic testing on pathogens so we can definitively find the cause of a food borne illness event. Our field staff works closely with the LHJ on many product related concerns. We also coordinate and consult with USDA on meat and egg issues.

The Food Safety Program is linked to many of the programs in our division. We share joint responsibilities with our sister programs in areas of sampling work, food borne illness events and compliance work. The program managers meet frequently to share concerns and devise strategies to accomplish all of our goals.

The program maintains strong stakeholder relationships with the dairy, feed, egg and food industries we inspect. There are many advisory groups maintained that assist us during rule making and they offer guidance and thoughts on our processes. A close working relationship is required with the dairy industry. The dairy industry must comply with the National Conference on Interstate Milk Shipments requirements to be able to export Grade A products out of state. Both parties need to do their parts so as to avoid a break in that business flow. The program issues Export Sanitary Certificates based on our inspection work which assists industry to export to foreign nations.

LEAN Update

Over the past year the program has embraced LEAN concepts. Staff has attended LEAN training in preparation for conducting LEAN events. Several formal LEAN events have been conducted. From these LEAN events staff began implementing new procedures to eliminate waste and better serve our stakeholders and customers. Staff is encouraged to share information with other programs on how we have incorporated LEAN into our everyday work.

The program has participated in several LEAN events this year. The LEAN workshop on Export Sanitary Certificates eliminated eleven handoffs and reduced processing time by 50%, resulting in a faster turnaround time for industry. LEAN workshops bring together the people who do the work to create better processes. For this effort, both field and office staff crafted the solution together.

This process has been viewed as a model by our agency and the Governor's Office of Accountability and Performance with a poster at the October 2012 Washington State LEAN Transformation Conference and highlighted in the 2012 LEAN Report to the Governor.



FOOD SAFETY PROGRAM
Lucy Severs, Program Manager

The dairy industry conducts some of its own laboratory testing and in the past has sent in information that required manual data entry into Excel. Using the LEAN principles we worked with the industry to import data into the program database. This reduced time and errors.

Visual management tools are in place showing daily, weekly and quarterly progress. As new processes are developed, LEAN principles are used so that time and steps can be saved throughout the process.



MICROBIOLOGY LABORATORY

Barbara Baker, Program Manager

Core Functions and Services

The WSDA Microbiology Laboratory conducts laboratory testing to protect the public's health by providing data on food borne pathogens to: regulatory agencies, our federal partners, and the agricultural community. This data allows the interstate shipment of dairy products and provides information for food borne pathogen surveillance. The laboratory's customers are the WSDA Food Safety Program, USDA/Microbiological Data Program (MDP), and FDA /Food Emergency Response Network (FERN).

Key Accomplishments in the last 12 Months

- The WSDA Microbiology Laboratory successfully became ISO 17025:2005 accredited on December 22, 2011 and is accredited until February 28, 2014. The one year follow-up surveillance visit by the accrediting body, American Association for Laboratory Accreditation (A2LA), took place on November 7, 2012.
- A Commercial Off the Shelf (COTS) Laboratory Information Management System (LIMS) was purchased by WSDA in the fall of 2011. Configuration of the system for our laboratory continued until May, 2012. At that time laboratory staff was trained on how to use the system, X-LIMS. For the next three months the system was tested by staff and changes were made to the configuration by the vendor, as needed. The system was officially launched in the laboratory on September 1, 2012. The laboratory has experienced a few growing pains as everyone learns the new flow of electronic paperwork associated with the laboratory's testing. On the whole, implementation has been very successful and Ethosoft, the vendor, continues to be responsive and provides excellent support when needed.
- The three-year FDA/Food Emergency Response Network (FERN) Cooperative Agreement was up for renewal in July. The laboratory was successful in being awarded three more years of funding (\$250K/year).
- The laboratory applied for an FDA cooperative agreement to support maintaining ISO accreditation in April, 2012. The laboratory was a successful applicant and will receive five years of funding (\$150K/year). Activities for this cooperative agreement are to expand the number of methods under the scope of our accreditation and provide mentoring to laboratories seeking accreditation. Our laboratory will be mentoring three laboratories (Alaska Department of Environmental Conservation, California Department of Public Health, Oregon Department of Agriculture) throughout their journeys to accreditation.
- Recently, our laboratory was the only laboratory in the nation able to recover the outbreak strain of *Salmonella* from a food product associated with an outbreak (related to peanut butter).

Below are comparisons of the number of samples tested by the Microbiology Laboratory in 2009 and 2011:

The Microbiology Laboratory experienced a 38% increase in the number of samples tested when comparing 2011 to 2009. In 2009, 6,176 samples were tested and in 2011, 8,508 samples were tested. This increase can be attributed to new projects being implemented in the laboratory. These include ruminant feed testing, the FERN Project, and the RRT Project that funds an additional Microbiologist position allowing the laboratory to



MICROBIOLOGY LABORATORY

Barbara Baker, Program Manager

increase its testing capacity. In addition, more samples were tested for the MDP Project, as was required by our cooperative agreement with USDA.

In the Food Section, a 92% increase (1,270 vs. 2,441) in samples was received from the Food Safety Program and tested, and MDP samples increased by 48% (1,242 vs. 1,842). In the Dairy Section, a 9% increase in sample numbers was experienced (3,527 vs. 3,837). The Feed Project saw a 38% increase (137 vs. 169) in sample numbers. FERN, a new project that began in the fall of 2009, tested 219 produce and pet food samples in 2011.

Future changes in the internal or external environment that could impact customers and program services

WSDA has been a participant in USDA's Microbiological Data Program (MDP) since its inception in 2002. Due to recent funding decisions by USDA, this surveillance program will be discontinued December 31, 2012. Most recently, approximately one-quarter of the Microbiology Laboratory's budget was supported by MDP. Loss of this program will be felt in many areas of the laboratory. While MDP has been supporting slightly over two FTEs, with the influx of new funding streams, such as the FDA ISO Accreditation Cooperative Agreement, the laboratory will only lose one position. Because of the work accomplished through this program, the Microbiology Laboratory is well positioned if other funding opportunities for testing become available. Accomplishments associated with MDP are: ISO 17025:2005 Accreditation, purchase of equipment to support faster turnaround time in testing, and implementing newer technologies (e.g., PCR) for produce testing.

Partnerships and Linkages that shape the program

Through the Microbiology Laboratory's involvement in the Rapid Response Program, partnerships have been made with the Washington State Department of Health's Public Health Laboratory, FDA's Pacific Regional Laboratory NW, Spokane Regional Health District's Laboratory, as well as our continued partnership with WSDA's Chemical and Hop Laboratory. These linkages allow us to mobilize and meet the testing needs during outbreaks and/or investigations.

In addition, our work on federally-funded cooperative agreements has forged links with our sister laboratories included in the network of funded agencies, such as laboratories at the Ohio Department of Agriculture, the Minnesota Department of Agriculture, and the Michigan Department of Agriculture and Rural Development. For example, even though MDP funding will cease in December, our long-term interaction with these laboratories makes them a ready resource for consultation when needed. The same holds true for the laboratories participating in the FERN Microbiological Cooperative Agreement Program (MCAP) project and the ISO Accreditation project.

LEAN Update

We are in the process of completing a LEAN solutions team project that will better organize the files needed for the Laboratory Evaluation Officer (LEO) work we do with Dairy Industry Laboratories for FDA. Prior to the project, files were stored in multiple file cabinets set up and managed by the LEO. With the LEO's



MICROBIOLOGY LABORATORY
Barbara Baker, Program Manager

retirement last year it was a good time to rethink how the files should be organized and stored. With assistance from the agency's LEAN coordinator, the laboratory staff developed a plan for record storage. All files are being converted to electronic files and folders for each industry lab are set up on the laboratory's shared drive. By making these changes the files are easily available and accessible to both of our states LEOs. A follow-up meeting to discuss and evaluate the progress is planned for January 2013. We estimate that the file conversion is approximately 50 – 60 percent complete.



ORGANIC PROGRAM

Brenda Book, Program Manager

Core Functions and Services

The Washington State Department of Agriculture Organic Food Program protects consumers and supports the organic food industry by ensuring the integrity of organic food products. The program certifies organic producers and handlers in Washington State in accordance with US National Organic Standards and international market requirements. In addition to organic certification, the Organic Food Program reviews and registers input materials for use in organic production. WSDA Organic Program remains the largest state run organic certification agency in the country in terms of customer and acreage numbers, as well as the only agency recognized by USDA as a competent input material review organization. The Organic Program holds both USDA National Organic Program accreditation as well as ISO Guide 65 accreditation. The program is entirely fee funded; no general funds are received to operate the program and provide organic certification and registration services.

Key Accomplishments in the last 12 months

- As of November 16, 2012,
 - 1,112 organic operations are certified by the Program;
 - Producers - 739
 - Processors - 192
 - Handlers - 149
 - Retailers – 33
 - 740 input materials are registered by the program as allowed for use in organic production.
- Successfully completed 10 Year accreditation audit by USDA National Organic Program in which no major non-compliances were identified.
- Utilized pesticide residue testing to assist in monitoring and investigating compliance with organic standards. Over 40 samples taken as of November 2012. No cases of residues above 5% of tolerance thresholds and therefore all crops continued to be eligible for organic sale.
- 1,103 reviews of initial and renewal organic applications occurred from January 1, 2012-November 16, 2012.
- 981 annual NOP organic inspections and 124 additional inspections were conducted November 1, 2011-November 16, 2012.
- 1,075 inspection reports have been reviewed by certification staff from November 1, 2011-November 16, 2012.
- Distributed \$540,000 in federal cost share reimbursements to certified organic operations in Washington State.
- Successfully filled four vacant permanent staff positions with well qualified candidates during peak review and inspection season. Established and filled four temporary staff positions to ensure successful completion of program's core functions and services.
- Established personal service contracts with qualified independent inspectors to assist in completion of inspection workload.



ORGANIC PROGRAM

Brenda Book, Program Manager

- Partnered with an international inspection organization and co-sponsored a nationally attended Organic Crop and Organic Processing training in Leavenworth, Washington. Thirteen program staff attended and successfully completed the acclaimed training.
- Developed and implemented a comprehensive Inspector Manual as a training tool and quality resource for both field and office staff. Improved training program by utilizing peer-to-peer mentoring for inspectors and certification reviewers.
- Continued improvement in inspection process to ensure movement away from computer based interview style evaluations to an approach that focuses on field observation and primary record verification.
- Successfully implemented Phase 2 of 2011 LEAN project focused on reducing reliance on paper system and streamlining certification workflow. Developed new features in aging Access database to increase efficiencies in certification work, including the ability to track latitude and longitude coordinates taken by field staff for each organic field and handling facility.
- After a year without a functioning database, custom developed a new database to assist in registration of materials approved in organic production.
- Publication of three new crop producer fact sheets regarding flood events, mulches and weed barriers, and requirements for producers who make value added products. Successful publication of electronic and hardcopy customer newsletters.
- Engaged 12 member Organic Advisory Board in program work at publically held spring and fall in-person meetings as well as summer conference call.
- Appointment of Program Manager to Tilth Producers Board of Directors, a Washington based organization focused on outreach and education to organic farmers in the state. Appointment of Program Manager to WSU's Center for Sustaining Agriculture and Natural Resources Advisory Committee.
- Program participation and representation at state and national conferences and meetings, including but not limited to: co-organizing National Organic Certifier Training in San Antonio, Texas and coordinating outreach and education sessions for small farms at annual Tilth Producer conference.

[Future changes in the internal or external environment that could impact customers and program services](#)

Changing accreditation requirements and new guidance at the federal and international levels creates a challenging environment and inability to predict workload and staffing needs. Regulation changes require the program to remain dynamic and continually adjust forms, staff training, and outreach and education to clients to ensure the information about revised requirements are distributed and implemented. WSDA Organic Program will continue to play a leadership role in discussions with USDA on how changes and new requirements impact customers and organic certification services; working to ensure the systems that are adopted focus on organic integrity, compliance verification, and customer and consumer needs.

Due to inconsistencies in the WSDA's Organic Program's ISO Guide 65 accreditation body, in 2013 the program will pursue a new application for accreditation with USDA in compliance with the new ISO/IEC 17065:2012. The change will ensure a level playing field with major competitors in material review and ensure material registration is under the oversight of USDA, in preparation for the anticipated USDA Material Review Organization accreditation criteria.



ORGANIC PROGRAM

Brenda Book, Program Manager

In October 2012 funding for the National Cost Share Program expired. Since 2004, this program has reimbursed certified operations for 75% of eligible certification fees up to \$750 per year. Unless the Farm Bill is extended or reauthorized, the renewal of the 30% of organic producers making less than \$15,000 annually and dependant on cost share reimbursement to offset costs, is jeopardized.

Internally, adequate staff to complete annual certification demands as well as respond to the marked increase in industry complaints and compliance investigations is an ongoing concern. In 2013, the filling of two vacant staff positions will be critical to the program's ability to provide program services. Training of new staff will also continue to be a major priority over the next year, and a major demand on senior staff resources. Lead positions will be considered within the program to better define roles and responsibilities, create a more equitable distribution of workloads, and to provide development opportunities for expert staff.

Partnerships and Linkages that shape the program

In addition to working closely with the State's Organic Advisory Board, a representation of organic customers across Washington, the program engages the industry and participates as an active member through several organizations and boards, including: Washington Organic Recycling Council, WSU Center for Sustaining Agriculture and Natural Resources, Washington Tilth Producers, WSU Small Farms Team Advisory Council, Washington State Horticulture Association.

After over 25 years of experience in organic certification, WSDA Organic Program continues to be a model and resource for other state and private agencies through both formal and informal channels. Our Quality and Accreditation Manager sits as the Chair of the Accredited Certifiers Association, an educational organization created to ensure the integrity of organic certification in compliance with USDA National Organic Standards. In addition to representation with this national association, program staff actively acts as a certifier resource through work on industry task forces and through direct communication with National Organic Standards Board members.

The Organic Program has a long history in forging partnerships and links within the organic industry. As we look to the future, the program is eager to advance services to shared customers and coordinate efforts in licensing through improved internal partnerships.

LEAN Update

In 2013, the Organic Program will continue to take strides towards making LEAN an integral part of the program's culture and work flow. After success in 2011 in reorganizing the Material Registration flow of work, our agency's first LEAN project, the program will be implementing a pull system for all certification review work over the next year, shifting work from individual assignments to a team approach in meeting customer needs. The new system is built on visual management, focuses on value added work, and the elimination of waste in the form of hidden workloads and delayed customer response.

LEAN tools were used for the 2013 Strategic Planning for the program as well.



RAPID RESPONSE PROGRAM

Steve Fuller, Program Manager

Core Functions and Services

The Rapid Response Program develops and manages the Food and Feed Emergency Rapid Response Team (RRT). The RRT is a joint effort by WSDA and the Food and Drug Administration (FDA) Seattle District Office (SEA-DO) to improve the efficiency of food emergency response and reduce the time to a meaningful intervention that protects public health. During an emergency response, WSDA and SEA-DO participate together on jointly-staffed field teams and manage the response via a unified command structure. The term "food emergency response" includes incidents of food and animal feed contamination, food-borne illness outbreaks caused by distributed food products, product recalls, natural disasters, and other incidents that may impact the safety of Washington's food supply.

The Rapid Response Program also assists the WSDA Food Safety Program in its efforts to continuously improve its program infrastructure. This is accomplished through the implementation of the FDA's Manufactured Food Regulatory Program Standards (MFRPS), a set of ten national standards that address all major operations in a food regulatory program.

Finally, the Rapid Response Program coordinates the Washington State Food Protection Task Force (FPTF). The FPTF is a cooperative association of food and feed regulatory entities in Washington State. The FPTF is active in improving stakeholder coordination during food emergencies.

Key Accomplishments in the last 12 months

- Successfully deployed the RRT in response to:
 - Golden Glen contaminated cheese
 - Dai Zen contaminated shell eggs
 - Several raw milk incidents
- Submitted a successful application package for a fourth year of RRT Cooperative Agreement funding
- Completed the first draft of the RRT Standard Operating Procedures
- Secured physical storage spaces in Olympia and Yakima for RRT equipment caches and began purchasing emergency response equipment
- Coordinated the lease and upgrade of an emergency response vehicle for the RRT
- Conducted a two-day RRT exercise covering activation of the team and the first 24-hour incident planning cycle
- Ensured provision of additional Incident Command System (ICS) training for RRT Command and General Staff Members
- Provided project management for division-wide effort to meet MFRPS contractual deadlines
- Successfully launched the new statewide Food Protection Task Force
- Coordinated the further development of the statewide Food Emergency Response Plan (FERP)
- Contributed to the creation of national RRT metrics
- Provided key contributions to the division's development of SharePoint financial tracking and inventory control mechanisms



RAPID RESPONSE PROGRAM

Steve Fuller, Program Manager

- Facilitated Transition Team meetings to ensure smooth transfer of former Feed Program activities to the Food Safety Program
- Established a response plan related to an increased risk of aflatoxin contamination in grain products. The plan calls for risk control messaging to dairy producers and increased surveillance sampling by WSDA.
- Planned the re-launch of the industry-focused Feed Advisory Committee (FAC) scheduled for March 2013.
- Represented feed safety activities nationally through membership in the AAFCO Board of Directors

Future changes in the internal or external environment that could impact customer and program services

In demonstration of a deep commitment to the RRT Project, FDA funded an additional 10 state Rapid Response Teams this year. The total number of RRTs is now 19 nationwide. Despite this commitment at the agency level, there is uncertainty surrounding congressional funding of FDA's efforts to implement the Food Safety Modernization Act (FSMA). Should congress choose to underfund or defund FSMA implementation, the RRT project may be impacted. When considering its portfolio of possible development projects, the Rapid Response Program will continue to assign additional importance to those projects that would continue to provide a return on investment even in the absence of federal support.

Partnerships and Linkages that shape the program

To successfully improve communication and coordination of efforts during food emergencies, the Rapid Response Program works extensively with internal and external partners.

Within the agency, we are building relationships outside of our division with the Fruit and Vegetable Inspection Program, Grain Inspection Program, Animal Services Division, Homeland Security Program, Pesticide Management Division, and others.

Outside the agency, we partner with FDA, USDA, State Department of Health, and two local health jurisdictions on the FPTF. We participate with the other RRT states in the national effort to create models for RRT development and best practices for success. We are active in various associations, including the Association of American Feed Control Officials (AAFCO), and the Association of Food and Drug Officials (AFDO).

LEAN Update

Opportunities for LEAN optimization in the Rapid Response Program include:

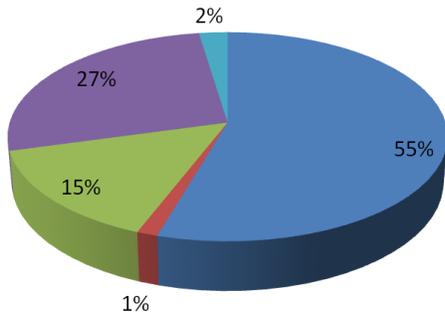
- Value Stream Mapping: Components of the emergency response process, like sample collection and submission, or product recalls
- 5S - Inventory control for emergency response equipment

FOOD SAFETY AND CONSUMER SERVICES DIVISION

Program Budgets FY 2013

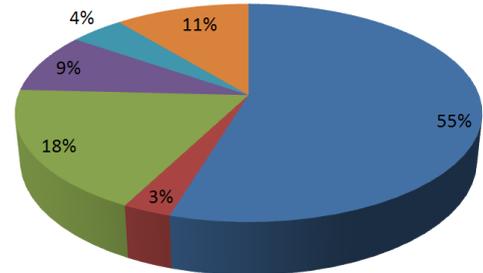
Office of Compliance and Outreach

- Commercial Feed - \$1,869,821
- MRFPS - \$46,544
- Audits - \$508,037
- Specialty Crop Grants - \$922,234
- Local Grants - \$82,088



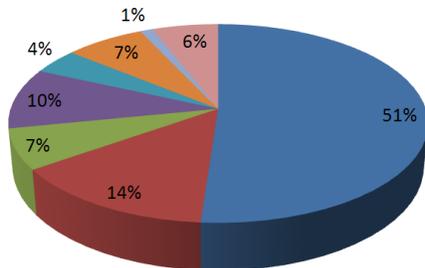
Microbiology Laboratory

- GF-S - \$750,000
- Dairy LF - \$40,000
- FDA-FERN - \$250,000
- FDA-RRT - \$122,000
- FDA-BSE - \$60,000
- FDA-ISO - \$150,000



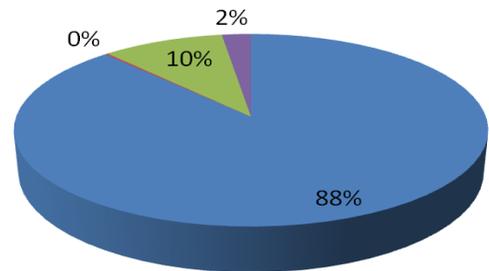
Food Safety Program

- FS General Fund - \$2,175,463
- FDA Contract - \$600,000
- Dairy Inspection Local Fund - \$280,673
- Food Safety Local Fund - \$420,427
- Sanitary Certification Local Fund - \$177,139
- Egg Inspections Local Fund - \$301,378
- FDA Feed RFP - \$48,226
- FDA Feed Cooperative Agreement - \$250,000



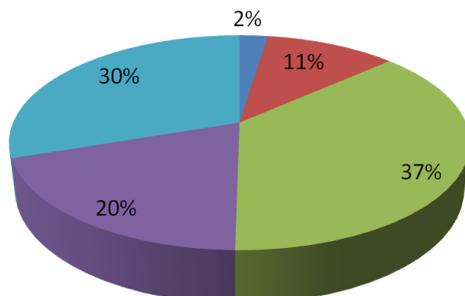
Organic Program

- Organic Certification - \$1,903,699
- Out of State Inspection - \$4,787
- Material Registration - \$205,648
- Cost Share - \$49,046



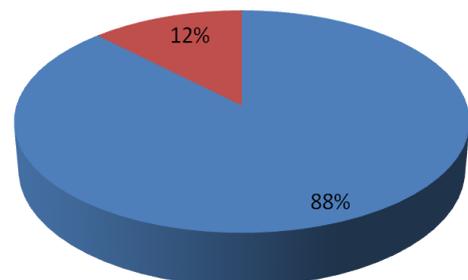
Food Assistance Programs

- General Fund - State Match - \$393,000
- General Fund Federal - Operations - \$1,830,000
- USDA Entitlement Food - \$6,130,000
- USDA Bonus Food (unstable source) - \$3,240,000
- General Fund - State EFAP - \$5,030,000



Rapid Response

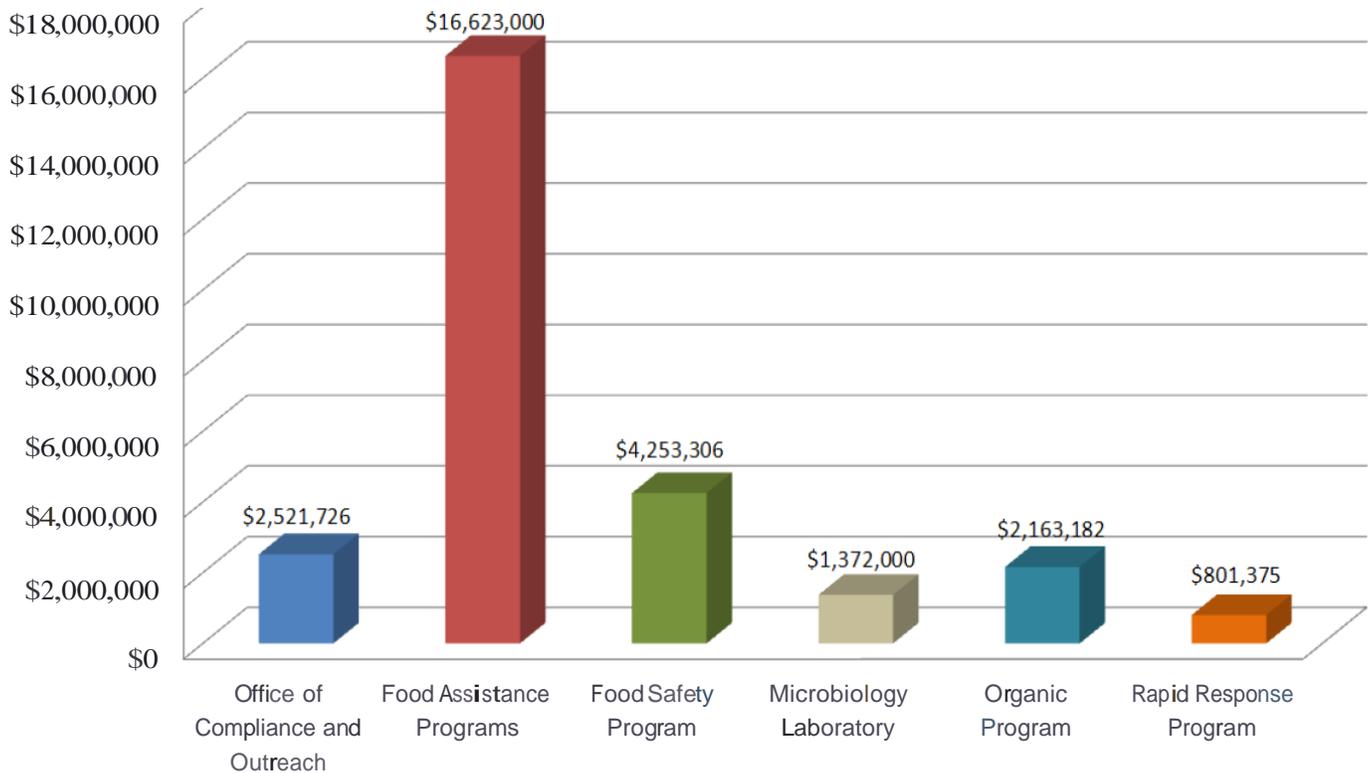
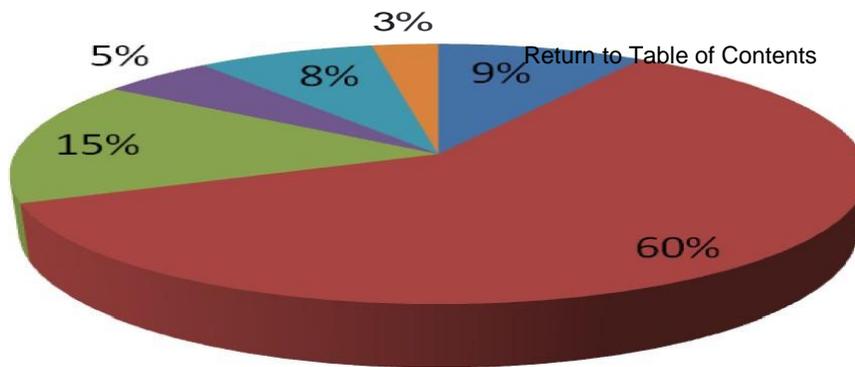
- RRT Grant - \$701,375
- Recall Coordinator Grant - \$100,000



FOOD SAFETY AND CONSUMER SERVICES DIVISION

Division Total Budget FY 2013

- Office of Compliance and Outreach - \$2,521,726
- Food Assistance Programs - \$6,623,000
- Food Safety Program - \$4,253,306
- Microbiology Laboratory - \$1,372,000
- Organic Program - \$2,163,182
- Rapid Response Program - \$801,375





MOVING INTO THE FUTURE Annual Report

As the division and programs enter 2013 our goal will be to continue the momentum we have achieved in applying LEAN concepts to every aspect of the work we do and services we provide. We also must continue to be adaptive to challenges when they arise and position ourselves to take advantage of opportunities when presented to us.

Customer Service

- Programs continue to explore, and when practical, implement new technology to allow more online sharing and receiving of information between programs and our customers.
- Utilizing visual management to allow supervisors and managers to better track and monitor turnaround time from when requests for licenses or certificates are received until they are issued.
- Identifying areas where businesses struggle with non-compliance and provide additional education and outreach to avoid non-compliance in the future.
- Active participation and nurturing partnerships with industry groups (organic growers, dairy farmers, raw milk producers, food processors, etc) both on the local and federal levels to help programs understand industry needs and concerns.

Funding

- All programs within the division continue to operate on positive fund balances. Fees and assessments collected by the programs continue to meet projected revenue levels. Programs will continue to monitor these revenue levels and at this time do not plan to propose any fee or assessment increases for 2013.
- The division is researching options to replace work conducted by the Microbiology Data Program (MDP). Loss of the funding from MDP sponsored by USDA supporting sampling and testing food products from all over the United States has impacted both staffing and surveillance work conducted by our Microbiology Laboratory. Our goal is to work with FDA and other partners to resume this program in the future by partnering with state laboratories across the nation to conduct surveillance of food products.
- The new farm bill currently being debated in congress will be establishing funding and support for several of our programs.
 - Continued funding providing cost-share support to organic food growers and processors.
 - Establishing funding levels for food assistance programs.
- General funds appropriated by our State Legislature continue to be watched closely. General funds support close to 30 percent of the work conducted by our Food Safety and Microbiology Laboratory Programs. Additionally, general funds support food assistance to families in need administered by the Food Assistance Programs.



MOVING INTO THE FUTURE Annual Report

Staffing

- Continue support and mentoring of team members creating a foundation allowing staff to experience new responsibilities and experiences.
- Develop a more flexible workforce by cross training staff and providing on-going training and educational opportunities.

Legislation (state)

- For the 2013 Legislative Session the division and programs within will not be proposing any legislative requests. Along with closely monitoring discussions related to general fund allocations to division programs, the division is anticipating several legislative proposals from citizens and stakeholders that could impact the work we do in the future.
 - Labeling of GMO products in foods
 - Establishing in-state slaughtering facilities
 - Changes in requirements for the labeling of seafood products
 - Updating regulatory requirements for milk

Legislation (federal)

- Discussion by Congress on the new farm bill and eventual passage of the farm bill will most likely impact much of our agriculture community.
- In the near future we are anticipating the release of rules developed by FDA to implement the Food Safety Modernization Act. These rules will impact how our Food Safety Program conducts inspections and investigates concerns related to food borne illnesses.
- There will be continued discussions and possible legislation concerning animal care and treatment.

Food Safety &

Food Safety Admin Fierce Four



Olympia Microbiology Lab



Food Assistance



Office of Compliance & Outreach – Outreach Team



Consumer Services

Rapid Response Boots Team



Food Safety Inspectors



Organic Team

