

REPORT

ANNUAL

January 1, 2013 ~ December 31, 2013



Kirk Robinson - Assistant Director

**Food Safety & Consumer Services
Washington State Department of Agriculture**



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STATE OF WASHINGTON

DEPARTMENT OF AGRICULTURE

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March 1, 2014

Dear Director Hover:

It is my pleasure to present our Annual Report for the Food Safety & Consumer Services Division. This report provides an overview of the accomplishments achieved and activities conducted by our programs in 2013. Defending the safety, integrity and availability of our food system is the core purpose of who we are and what we do.

The growing and production of food in our state now exceeds \$5 billion dollars annually and supports more than 40,000 jobs, an enormous industry supported in its efforts by the work of our division. Each program and team member in our division places a high value on customer satisfaction and the people we serve.

Many of our successes this past year can be attributed to our emphasis on collaboration and consultation with our customers and stakeholders. Involvement from our stakeholders is a key factor in the decisions we make each day whether it involves redesigning a license application or developing proposed legislation. Equally important are each of our 116 team members and the acknowledgement of their work and dedication ensuring the safety, integrity and availability of food grown and produced in our state. Their work is fundamental to the long term success and growth of Washington's agricultural community.

The recent passage of the new Farm Bill and implementation of new rules related to the production and processing of food and feed by FDA truly emphasizes that there is much more work to be done. Our future work in providing customers and stakeholders with education and outreach will be key to the successful implementation of these two important pieces of legislation.

The role our agency will play in reducing childhood obesity and providing access to healthy foods in our schools and to low income families will continue to grow, emphasizing even more the important work conducted by our Food Assistance Program and Farm to School activities. This work will not only generate new markets for our farmers but will provide the foundation for healthier citizens throughout our state.

As we embark on 2014, we remain committed to working in partnership with the agricultural community, other agencies and the citizens of Washington to advance the success and prosperity of agriculture in our state.

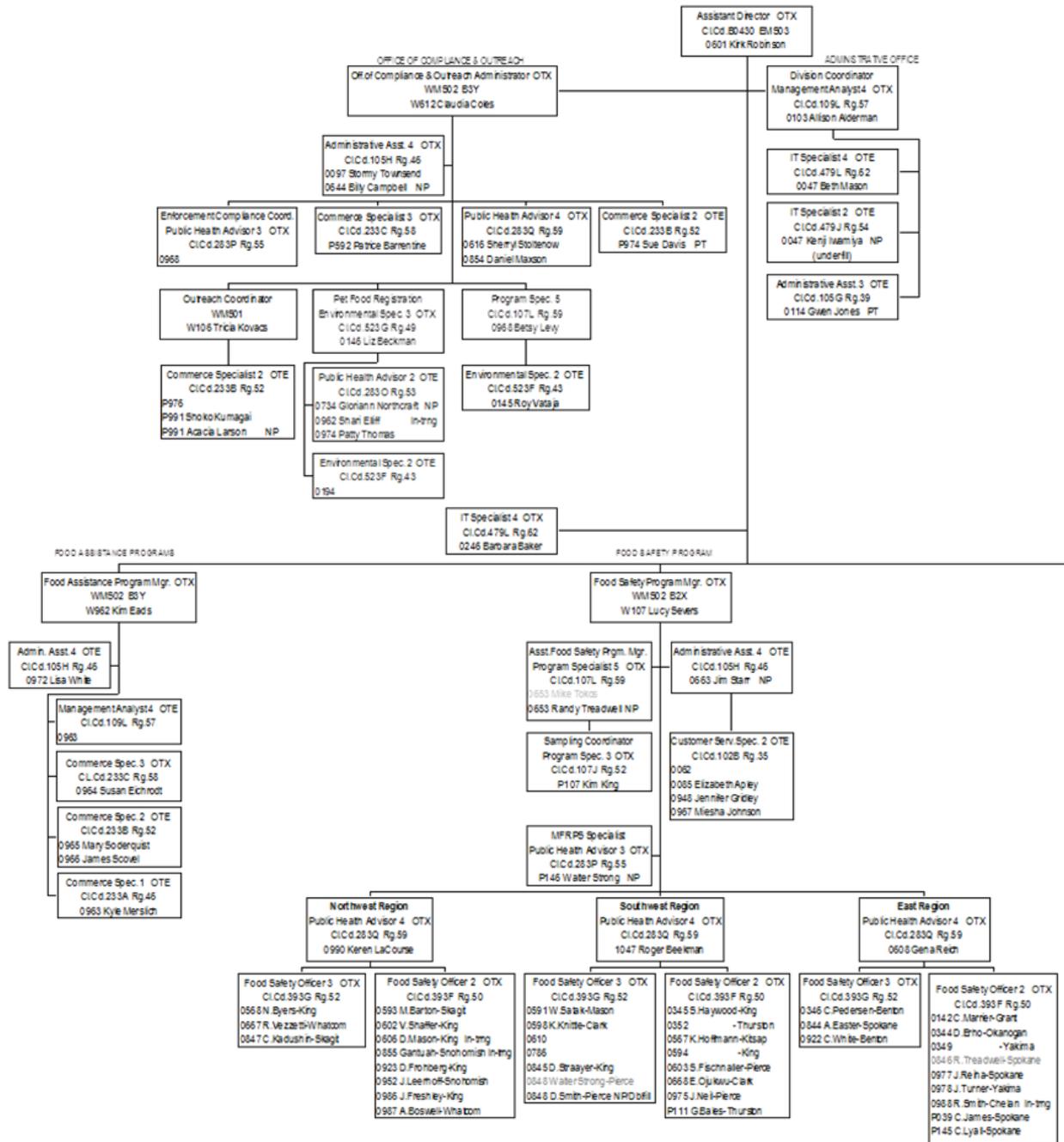
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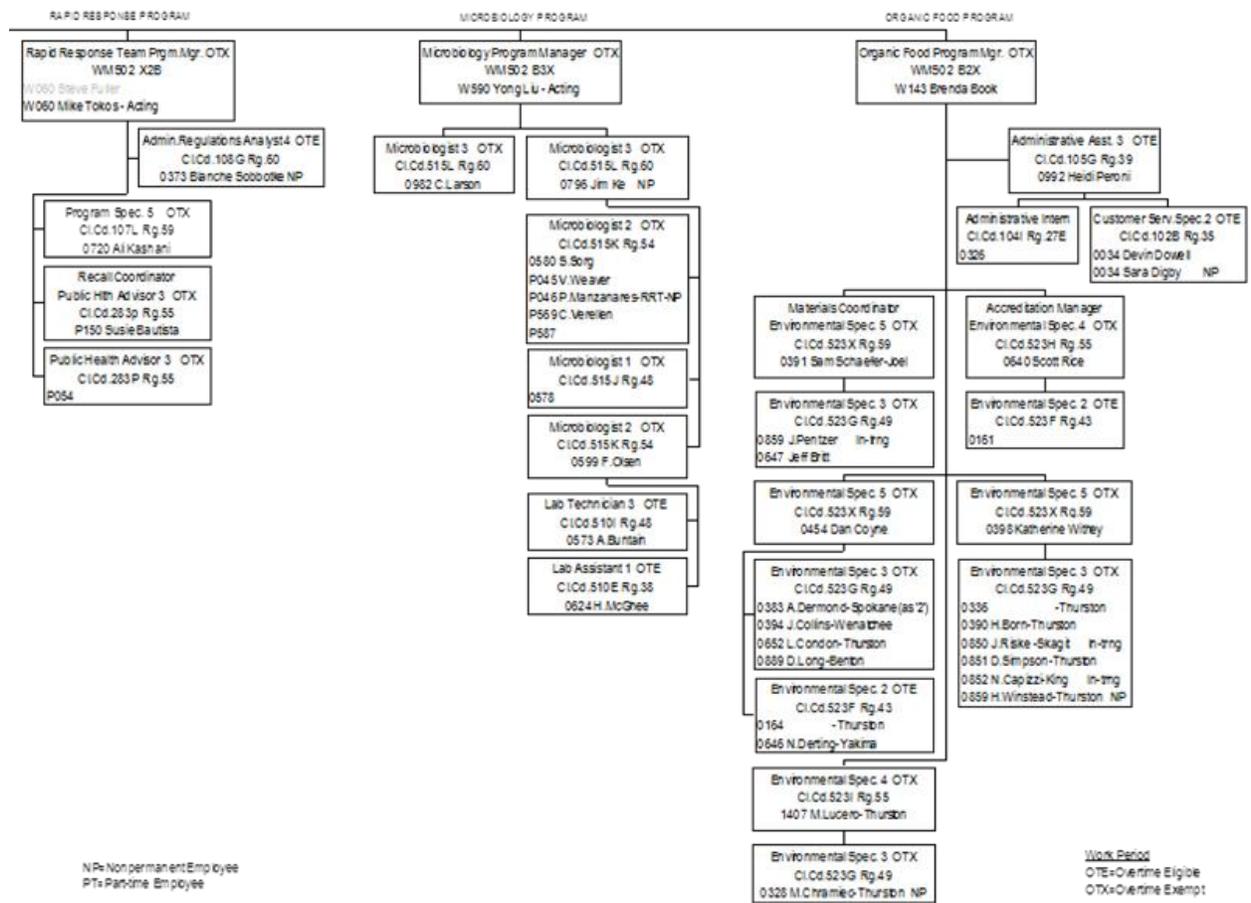
Kirk Robinson

Kirk Robinson, Assistant Director
Food Safety & Consumer Services - Washington State Department of Agriculture

Washington State Department of Agriculture

Food Safety & Consumer Services Division - Organizational Chart







ADMINISTRATIVE OFFICE
Barbara Baker, Business Analysis Manager

Core Functions and Services

In July 2013, a Business Analyst position was established within the Food Safety & Consumer Services Division (FS&CS), Administration Unit. Barbara Baker, former Microbiology Program Manager, assumed this position. Her major role within the division is to work with the programs to inventory their data systems, determine unmet data needs, and interface with WSDA IT staff to explore and implement solutions.

Key Accomplishments in the last 6 months

- Completed an inventory of database applications and/or spreadsheets being used to collect data by the six programs within the FS&CS Division.
- Worked with the FDA's eLEXNET contractor, the Microbiology Laboratory's LIMS vendor, and the FDA to develop an extract of the laboratory's testing data for submission to eLEXNET. Submission of testing data to eLEXNET is a requirement of the FDA ISO Accreditation Cooperative Agreement. The first file transmitted in October contained a year's worth of testing information. Since then, monthly files are downloaded and sent to eLEXNET.
- Demonstrated to the Food Safety Sampling Coordinator and the workgroup she chairs how the Microbiology Laboratory's LIMS could be used by Field Safety Officers (FSO's) to record the samples they collect while still in the field. This not only reduces staff time required of the lab who would no longer need to log in samples when they arrive in the laboratory, but eliminate sample collection paperwork completed by the FSO as the sample information would be entered directly into the LIMS by the FSO. Sample collection information will be entered using Microsoft Surfaces while FSO's are in the field. Testing of a Surface to access the LIMS was successful.
- Worked with the LIMS vendor to develop an export spreadsheet for Dairy Plants for the Food Safety Program Manager. This spreadsheet is needed for their triennial audits by the FDA. As part this project, all of the dairy sample types will be changed to reflect butterfat levels rather than names. As an example, "Skim Deluxe" is just a skim milk/NF. When this is implemented, FS Admin staff will no longer need to re-enter data from the laboratory reports into the dairy spreadsheets.
- Worked with the Food Safety Program Manager to produce two reports from PISCES (the internal timekeeping system). After reviewing the two reports, she was able to have several labor distribution choices removed from the list her staff use in PISCES. In addition, she was able to pass on to the FS Regional Manager's information to help staff better record their time. As an example, travel time to and from a dairy farm should be coded to dairy inspection rather than a generic travel.

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

- Continue working with the Microbiology Laboratory to optimize their LIMS.
- Continue working with the Food Safety Program to assist with implementation of the new Food Safety Application, as well as identify the data needs of other programmatic areas in the division that may be suitable as enhancements to the system.
- Work other programs within the division to document the data flow within their programs. This is a necessary step toward determining the data needs of their program.



ADMINISTRATIVE OFFICE
Barbara Baker, Business Analysis Manager

Future changes, Cont'd

- Work with the Division Coordinator on a plan to convert paper-based files to digital files is progressing. Development and implementation of a conversion plan will provide for easier access to files in the future and significantly reduce or eliminate paper storage requirements and freeing up valuable office space.

Partnerships and Linkages that shape the program

The primary role of this Business Analyst Manager is to work directly with the program staff within the division, inventory data systems, determine unmet data needs, and interface with WSDA IT staff to explore and implement solutions. Identifying and satisfying data needs will enable the division to capture accurate and relevant information enabling us to make better, data-based decisions and to provide more accurate reports to internal and external stakeholders.

LEAN Update

Capturing and documenting the data flow within the programs should prove to be valuable in contributing to the Agency and division LEAN efforts.



FOOD SAFETY & CONSUMER SERVICES

Shari Elliff, Division Coordinator

Core Functions and Services

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

The Division Coordinator provides executive and programmatic support for the Assistant Director of the Food Safety & Consumer Services Division which encompasses approximately 116 FTEs and is the single point for coordination between agency operations and the division's programs. This position provides support to division staff for human resources issues and has delegated authority over an FS&CS annual budget of 30.0 million.

The information technology specialists and administrative assistant provide for continuity and consistency across all the programs/offices for functions such as: telecommunications; computer software and hardware procurement, deployment and maintenance; network and web page maintenance; public disclosure requests; conference and travel arrangements and TEMS; purchasing, receivables and payables; fleet management; mail, supplies, and equipment; and the administration of PISCES - the time, attendance and leave program.

Key Accomplishments in the last 12 months

- Worked with the division management team to the complete budgeting/allotment process.
- Lead the division in the implementation of the new computerized timekeeping program, PISCES.
- A new database, PI Organization, was designed for the division. The database assigns positions to specific program index (PI) codes and assists management in internally tracking the work of employees who do labor distribution for cooperative agreements and grants when not coded to them 100% (an FDA mandate). Much information can be obtained within a few keystrokes. This was an integral part of the allocation process during the 2013-15 budget development.
- Lead the division in the processing of 60 public disclosure requests.
- Information that had been submitted weekly by field staff and then manually entered into a database is now captured on a daily basis within the PISCES timekeeping system. These process changes have resulted in the elimination of manual reporting and duplicate manual entry requirements. This also reduces the opportunity for mistakes to be made.
- Provided training to staff and implemented conversion to Smartphone technology. Replaced all Food Safety cell phones and Blackberry units with the Nokia 822 Windows Smartphone.
- The division realized a significant reduction in use and costs of MiFi and home Internet services by activating Smartphone Internet hotspot technology.
- Introduction of Windows 8 tablet technology by purchasing a number of Microsoft Surface Pros and having managers field test them for staff resulting in greater mobility opportunity.
- Upgraded over 50% of staff computers to Windows 7 on new leased equipment replacing outdated computers (5 years old) that used Windows XP.
- In cooperation with network operations, began transferring NRB Food Safety staff from the hard wired network over to the new wireless network allowing for mobility within the building for laptop users.



FOOD SAFETY & CONSUMER SERVICES

Shari Elliff, Division Coordinator

Key Accomplishments, Cont'd

- Began the monthly web statistics and status report for the division that lists the top ten PDF downloads, number of visitors for each web page, and compares the data to previous 6 month average.
- Assisted in the division's SharePoint data migration and upgrade from 2007 to 2013.
- Converted the division leave calendar from MS word to a SharePoint App.
- Assisted in the deployment of new workstations for sister agency DNR.
- Purchased and installed a conference phone and smart whiteboard for Room #247.
- Purchased and installed paper ream dispensers for the division copy room.
- Assumed responsibility for maintaining lab equipment and supplies due to reassignment of lab personnel. This will revert back to the lab once the position is refilled.

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

- WSDA, FS&CS has embarked on implementing PISCES, a software program that streamlines the time and leave process for both the employee and administrative staff who are tracking the leave. Utilization of this program also provides division and agency leadership with the ability to extract valuable information for budgeting, reporting and strategic planning. As we continue to work through implementation issues, we will look for ways to reduce/eliminate redundancies and increase efficiencies in the review and approval processes.
- Continued reduction of Mifi and home internet devices and services will increase efficiency and decrease costs.
- Continued efforts to convert machines at the NRB to wireless network technology will provide more flexible options to staff and increase efficiency.
- Support of Windows XP by Microsoft will expire in April, 2014. Upgrading the entire fleet of computers from Windows XP to the latest version of Windows 7 will keep the division current on software, make us compliant with statewide directives and reduce risk of unauthorized users accessing our system and information.
- We aim to deploy additional Windows 8 Surface Pro's to field inspectors, allowing them to input data and information while in the field. This will reduce processing time, allow faster reporting and reduce the potential for errors (not having to hand write information and later enter into the computer).
- Working with the database upgrade team in the implementation of the new Food Win application database will eliminate the concern about the current system consistently crashing and will provide a new tool for other units as well.

Partnerships and Linkages that shape the program

- Our partners include division and other 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.
- We are collaborating with the IT division in implementing a helpdesk ticketing software system to expedite response and resolution time of customer's IT concerns. The system will also provide utilities such as reporting, project scheduling, and resource monitoring.



FOOD SAFETY & CONSUMER SERVICES

Shari Elliff, Division Coordinator

Partnerships and Linkages, Cont'd

- We are working with the IT solutions team to identify specific issues and projects which can be addressed utilizing the skill and expertise of all agency helpdesk staff.
- We assist DNR with deploying new computers on an as-needed basis. This assists our sister agency who resides in the same building by providing expert technical support during occasional peak demand periods.

LEAN Update

- As the division continues to submit proposals for additional USDA/FDA funding, there is a continued need to streamline processes across programs. Additionally, space continues to be an issue and, while we have taken positive steps toward 'going paperless' there is still much to do. We have provided storage space on the division network system and most Food Safety staff has been supplied with scanners at their workstations and we have promoted and provided for the use of SharePoint as a tool to create a centralized document library.
- Successfully worked with fiscal staff in LEAN'ing the process for review and approving the communications invoices which resulted in saving several hours in staff time and reduced errors.
- PISCES, the employee time tracking database, was successfully implemented across the division beginning in May, 2013. By December 31, 2013 many issues had been worked through/and or resolved. Kirk Robinson successfully led a management team to eliminate paper timesheets/leave reports by the use of electronic signatures (within PISCES). This was implemented December 1, 2013 and is currently being tested by both the FS&CS and Plant Services divisions. The time, paper and dollars saved have been significant and errors have almost been eliminated. Moving forward, we will need to fine tune and generate reports that will assist in tracking the areas we work in from dairy and food inspections to laboratory functions and assisting food banks. This system will help us track cooperative agreements/grants and provide important data to our customers and stakeholders.
- A new Division Coordinator was hired on December 16, 2013 and we are anxious to start increasing the division's LEAN activities. She is partnering with the Business Analysis Manager; they are conducting research and will submit their recommendation, timeline and implementation plan for taking the division to the next step of going paperless by June 1, 2014.



Office of Compliance & Outreach
Claudia Coles, Program Manager

Core Functions and Services

The Office of Compliance and Outreach (OCO) provides education, outreach and fair compliance response to support production of quality agricultural products and to maximize the safety and security of Washington's food system. To facilitate productive and efficient interactions between WSDA and the agriculture industry, OCO works collaboratively within the Food Safety & Consumer Services 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 partnership 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 & Consumers 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; cottage food reviews, country of origin labeling reviews, compliance actions and education and outreach.

Key Accomplishments the last 12 months

- The OCO Administrator worked closely with the FS&CS Divisional Coordinator, Assistant Director's Special Assistant, and the FS&CS Program Managers along with WSDA fiscal staff on reviewing all budgets and funding sources within the division.
- The OCO Administrator became the Past President of the National Association of Food and Drug Officials Association in June, 2013 having attended all six regional affiliate meetings and three association meetings during the year long presidency.
- Reviews of the FDA draft rules on Produce Safety, Prevention and Controls and Animal Feed were conducted and feedback regarding the draft rules from our agency to FDA was provided during the public comment periods.
- Two temporary compliance officers worked in the OCO unit in 2013 assisting us with a backlog of compliance case actions. A permanent compliance officer was hired during the fall of 2013, starting with the OCO unit in 2014
- Compliance actions issued in 2013 include: 515 Notice of Correction letters; 13 Dairy Farm NOI's; 6 Food Plant NOI's; and one Custom Meat 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. Two food processing firms had licenses revoked for on-going failures to meet state requirements and one food firm had a suspension due to interference during the inspection.
- There are 627 Commercial Feed Licenses, 488 Pet Food Product Registrants with approximately 7,600 pet food products registered in the state. During this period, approximately 2,300,000 tons of feed products were reported to WSDA. A pet food registration specialist and an administrative assistant position were filled. A



Key Accomplishments, Cont'd

review of WSDA policies and procedures related to commercial feed and pet food continues and a review of the feed laws and rules have identified the need to conduct rulemaking to adopt the most current FDA rules and the Model AAFCO documents.

- Between June and September, 2013, 49 USDA Country of Origin Labeling (COOL) audit reviews were conducted at grocery store locations after staff received audit training from USDA in May.
- The Manufactured Food Regulatory Program Standards (MFRPS) was separated from the Rapid Response Team Cooperative Agreement as its own cooperative agreement during September, 2013. A MFRPS project coordinator was assigned and on-going cross divisional project work is monitored by this position. The MFRPS cooperative agreement is currently focused on the training, inspection, auditing and standards through July, 2014 and is working closely with staff from the Food Safety Program, the Rapid Response Team and the Microbiology Laboratory.
- The FDA Contract Auditing course was completed in August, 2013 allowing the division to have a second FDA State Contract auditor once they are FDA standardized in the field. Thirty FDA Contract audits were completed by our FDA State Auditor during the FDA State contract period.
- The Office of Compliance and Outreach unit worked with the Food Safety Program to streamline the public health review process for Cottage Food Operations. Temporary public health review staffing was hired April 1, 2013 and a permanent position was created in October, 2013. 120 cottage Food Permit applications were received and 81 were approved and permitted. A Cottage Food Video, a Cottage Food brochure and a workshop presentation were developed to assist with new operations in becoming permitted.
- There were five ongoing USDA Specialty Crop Block Grants (SCBG) implemented by the OCO unit with two SCBG ending in September, 2013. WSDA OCO continued to partner with WSU on a Good Agricultural Practices (GAP) SCBG. Two USDA cooperative agreements (CA) under the Risk Management and Farm to School categories were ongoing with the USDA RMA grant ending December, 2013. OCO assisted with applying for and receiving one new FDA cooperative agreement and five continuing FDA cooperative agreements related to food and feed safety work.
- Using a small FDA grant, the Office of Compliance and Outreach assisted in sponsoring four workshops on the new draft FDA Prevention and Controls rule and the draft Produce Safety rules. The one-day sessions were held twice in Yakima and once in Everett and had about 250 attendees. The workshop presenters included a mix of academia, federal and state partners from Washington State University (WSU), Food and Drug Administration (FDA), and WSDA.
- OCO staff spoke at: the Washington State Farmer Market Association Conference, three FSMA workshops on the draft Produce Safety and Prevention and Controls rules, the Washington Food Protection Association Conference, the Artisan Cheese Workshop, the Northwest Food Safety and Sanitation Conference, and the Washington State Tilth Producers Conference.
- OCO staff attended the Association of Food and Drug Officials Annual Education Conference, the Association of American Feed Control Officials mid-year meeting, the Northwest Food Processor's EXPO and the Northwest Food Safety and Sanitation Conference.
- OCO staff continues to participate on the Rapid Response Team and assist the FS&CS Division and agency on food and feed hazard emergencies and incidents.



Office of Compliance & Outreach
Claudia Coles, Program Manager

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

- The completion of Specialty Crop Block Grant (SCBG) work means that project positions will not be retained within the OCO unit. New cooperative agreements or grants may require new skill-sets for any new project work that is awarded to WSDA.
- The Food Safety Modernization Act (FSMA) 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 state food safety laws are implemented and the OCO unit will be working across the FS&CS 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 continue to work on reviewing FS&CS and agency protocols across the division and we will be working with the Microbiology Lab, the Food Assistance and the Organic programs on compliance and outreach work this next year.

Partnerships and Linkages that shape the program

The OCO works in partnership within the FS&CS Division, the Commodity 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 used LEAN principles to streamline the Cottage Food Permit public health review processes with the Food Safety Program. LEAN principles were used to streamline the feed sampling database used by the field inspectors. SharePoint continues to be used for monitoring all projects and budgets by staff.



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 state and national advisory committees and coalitions; provides food ordering, warehousing and shipping logistics services for USDA commodities; 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 system and the agricultural community.

Key Accomplishments the last 12 months

- Provided over \$20.3 million in USDA food along with state and federal funding to lead contractors which in turn helped over 500 food banks, food pantries and meal programs distribute 134.5 million pounds of food to low-income Washington families. A portion of these funds went to thirty-one tribes to issue food vouchers to their community members and, in a few cases, to support their own food pantries.
- One in five Washingtonians received food from food pantries that were supported with resources from WSDA. On average, each client visited a food pantry 6.5 times last year resulting in over 8.35 million visits.
- Completed over 31 contractor and subcontractor compliance reviews.
- Received and issued over 554 truckloads of USDA food for distribution to lead contractors and logistic partners statewide. Over 126,000 families received this each month.
- Implemented improvements to key federal policy changes regarding civil rights and risk assessments by working with our contractors and stakeholders to minimize impacts on their program operations.
- Worked with the Food Assistance Programs Advisory Committee, housed within the Washington Food Coalition, to focus on further streamlining efforts in conjunction with our contractors and partners.
- Worked with our federal partners to improve food pantry clients' access to healthier food options. These include: low-sodium and low-fat foods, fresh and frozen fruits and vegetables, and high-protein foods like meat and eggs. This included support for USDA to provide smaller pack sizes so that more of the commodities would work with the needs of the growing local backpack programs. Backpack programs help provide food to children at their school on a Friday so that they can eat over the weekend.
- Extended the state-level warehousing and shipping contract with Northwest Harvest for one more year allowing time to conduct meaningful research regarding how to optimize Washington's distribution model and to discuss possible options with the FAP Advisory Committee and contractors.
- Assisted the emergency food system by increasing partnerships with beef producers, dairy farmers and growers of all varieties of fruits and vegetables. Director Hover's continued support is instrumental in messaging the importance of agriculture's role in supporting these partnerships and helping families in need.
- Increased efforts on external communications by providing contractors and partners a Quarterly WSDA FAP update, more frequent food distribution and ordering group conference calls, an improved website, updating materials for our vendor booth, and participating in seven conferences and events statewide.



FOOD ASSISTANCE PROGRAMS

Kim Eads, Program Manager

Key Accomplishments, Cont'd

- Internally, we reorganized the unit to focus on a regional model instead of a program specific model and “relocated” to a new location closer to our division. This allowed for further streamlining of programs and procedures, cross-training, improved customer service and succession planning, improved team concept and alignment within the 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 the emergency food systems’ ability to provide the needed levels of support for low-income clients within the community. This is further compounded by recent reductions at the federal level in food stamps, food and nutrition related programs and general social services programs which will further deteriorate the most basic safety net for the people our programs serve.
- The Farm Bill included additional funding for TEFAP beginning October 1, 2014 (federal fiscal year 2015), additional bonus commodities in the current year, and also shifted the CSFP Program to be solely a program for the elderly at nutritional risk. Even with these 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 increase the amount and type of food coming into the system. This is highlighted in Results Washington, Governor’s Goal # 4 Healthy and Safe Communities as leading indicator 1.2.A.f: Increase the percentage of healthier food options being offered to low-income children and families through food pantries, farmers markets, and meal programs by 5% from 2014 baseline by 2017.
- In the next few years we will continue to partner with other state agencies and the non-profit arena to support innovative delivery methods reaching more families, repack programs that support backpack programs for kids, and involvement with the agricultural community. We will also highlight the need to increase support for meal programs beyond just food.
- In the current 2013-15 biennium, there have already been an unusually high number of new contractors amongst the 47 we work with statewide. There is rarely more than one new contractor, yet this biennium there are three new food pantry contractors and one new tribal contractor. This creates additional challenges and workload for FAP staff as the new contractors are trained and become familiar with the many requirements of the programs. Two of the three food pantry contractors administer both the state EFAP program and the federal TEFAP program, increasing the amount of effort needed on behalf of both the FAP and contractor staff. We have also seen a large number of new program and fiscal staff employed by several of our contractors needing training and technical assistance, further impacting FAP staff workload. That being said, the new food pantry contractors were eager to take over the reins from the previous contractors and are committed to improving services to their communities.



FOOD ASSISTANCE PROGRAMS

Kim Eads, Program Manager

Partnerships and Linkages that shape the program

In addition to our contractors which are made up of food banks, food pantries, 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 a concerted effort to coordinate and partner strategically at local, state and federal levels.

LEAN Update

- In previous years, we had individual program structures for our State program EFAP and our two Federal programs CSFP and TEFAP. Our staff specialties were split in half with 2 EFAP representatives and 2 CSFP and TEFAP representatives. With this structure, our contractors would hold several program contracts with varying fiscal time periods, as well as deal with multiple FAP staff members depending on which programs they participated in.
- With strong support from the FAP Advisory Committee and our stakeholders, we took a LEAN approach to create a significant positive change by developing one combined contract for multiple programs for the 2013-2015 biennium. With this shift also came development of a new regional model for our staff. Each regional representative was cross-trained to specialize in all programs creating one point of contact for each contractor.
- As a result of the changes, we shifted our filing system to follow the new contract model. Using visual management, each program was assigned a color code for filing. With this system, we are able to open any contractor file and know what programs they participate in based on the folder colors. In turn, our internal tracking spreadsheets use the same visual system and color codes.
- The new FAP combined contract went into effect July 1, 2013 and has been a huge success. Our review process has been streamlined to reduce waste and improve customer satisfaction. This new approach to how we interact with our customers has improved our quality of service and strengthened our communications with the people we serve.

Coming in 2014...

- With the implementation of the new FAP combined contract, we continue to identify new ways to improve the quality of our services. Our next step will focus on our contractor payment reimbursement system that was originally mapped in December, 2012. Due to all of the creative solutions developed with our combined contract, it is time to make sure we are still moving in the right direction. We have mapped the current state and will begin working on what we want our future state to be.



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. While conducting detailed inspections and investigations for compliance, the Food Safety Program also provides education, training and outreach as a way to reach compliance first. We are convinced that the most effective manner to facilitate compliant and viable businesses is to provide education before regulation. This starts with the first idea that a firm wants to become a processor to ongoing education and technical assistance as a firm grows. The managers in the program give many training classes and stakeholder outreach meetings in all of our program areas.

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 emergency response, Food Safety 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. All of the Food Safety managers and many of the field staff who serve as "boots on the ground" have been trained in the Incident Command Structure (ICS) protocols. ICS is employed during all emergency responses with most of the Command and General Staff positions filled by Food Safety Program staff.

Key Accomplishments in the last 12 months

- Increased the compliance rate from 90% to 92% for food processing firms through more technical assistance and improved compliance procedures. This results in a safer food supply and greater public health protection.
- Continued the integration of the Feed Inspection Program into the Food Safety Program. Incoming feed inspectors are being trained on food inspections and the food inspectors are being trained on the feed inspection work. The program has nine more inspectors trained to cover these inspections. Efficiencies will be gained due to the smaller geographical regions that will be covered because of the increase in the number of trained inspectors. Many firms produce food products and also feed by-products which can both be covered in one visit. The Senior Feed Advisor now resides in the Food Safety Program.
- Program staff participated in work sessions to develop the new renewal application for Cottage Food processors. All renewals are now electronic and a system was designed to be user friendly and less of a business burden to the licensed Cottage processors.
- Successful completion of the following 2012-2013 contracts/grants/cooperative agreements: FDA Food Inspections, FDA Feed Inspections, FDA Feed Safety and BSE/Ruminant feed Ban Grant, FDA Building Inspection Capacity Grant(first year).



FOOD SAFETY PROGRAM

Lucy Severs, Program Manager

Key Accomplishments, Cont'd

- The Food Safety Program Manager: was re-elected for a sixth term as the National Egg Regulatory Officials Treasurer; serves as the regulatory voting representative to the National Conference of Interstate Milk Shippers; and serves as the program representative to the National Association of Dairy Regulatory Officials.
- A new industry inspection system was developed at the request of the Milk Hauling/Tanker industry. Certification procedures and forms were developed in partnership with the FDA. This benefited the industry as they were able to conduct milk tanker inspections more frequently and it also benefited the program as we have to achieve a mandated FDA rate of 80% yearly inspections.
- Program Manager and Region Managers conducted educational outreach classes, seminars and professional conference presentations which provided technical and public health training to other regulatory communities, stakeholders and the agricultural/food processing community. These included presentations to the National Association of Dairy Officials, National Egg Regulatory Officials, the Washington Association for Food Protection, Mother Earth News Fair, WSU Extension classes, community educational events, video presentations for Cottage Foods and Cheese Making and the Department of Health annual conference.
- Program staff is working with the Agency IT staff to develop a new food licensing and inspection database system that will replace the current old platform. Deployment is set for April, 2014 with testing continuing in May and released in June, 2014.
- Program staff attended Planning Chief School so as to develop more expertise for coverage during our Incident Command Structure (ICS) management system to run food emergency events.
- The Food Safety Program Manager served as the ICS Incident Commander and program staff filled most of the ICS Command Staff and General Staff ICS positions for the following recalled food events:
 - ✓ E. Coli 0157:H7 bacteria in four raw retail milk firms
 - ✓ Antibiotic residue in raw retail milk
 - ✓ Sub-legal pasteurizer temperatures in milk
 - ✓ Listeria monocytogenes in humus
 - ✓ Listeria monocytogenes in sliced apple products
 - ✓ Listeria monocytogenes in sprouts
 - ✓ Listeria monocytogenes in smoked salmon
 - ✓ E. coli 0157:H7 in ready to eat kale
- Program staff led work on two of FDA's Manufactured Food Regulatory Program Standard (MFRPS), a set of ten national standards that address all major operations in a food regulatory program.
- Food Safety Program staff attended the Western Association of Food and Drug Officials Annual Education Conference, the Northwest Food Processor's Expo, The Washington Association for Food Protection, the Northwest Food Safety and Sanitation Conference, the National Egg Regulatory Officials Annual Educational Conference, the quarterly Washington Food Protection Task Force Meetings, the FDA Cascadia Conference, the Annual MFRPS Training Conference, the National Conference for Interstate Milk Shippers, the National Association of Dairy Regulators and the Rapid Response Annual Training Conference.



FOOD SAFETY PROGRAM Lucy Severs, Program Manager

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

With the passage of The Food Safety Modernization Act (FSMA) the WSDA Food Safety Program must continue the work to meet the Manufactured Food Regulatory Standards. FSMA will continue to be implemented by the FDA in the food and feed areas and this will impact the Food Safety Program and the stakeholders we regulate as new rules are released. How the Food Safety Program will be fully impacted is dependent on the final rule language and the timeframe in which the FDA enforces any new rule. The program will continue to look for opportunities to be involved in educational outreach to stakeholder groups and will be looking for opportunities to partner with the FDA, state, local, extension and industry groups and help provide training where possible.

Partnerships and Linkages that shape the program

- The public's increased expectation of a safe food supply and businesses being forced to become more efficient in order to survive, has resulted in the strengthening of program partnerships with other regulatory entities and the businesses that we regulate. The FDA has increased the amount of funds available to state programs to build infrastructure, conduct inspections, increase training and respond to food-borne 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 thus accountable to the 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 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 event. Our field staff works closely with the LHJ's on many product related concerns. We coordinate and consult with the U.S. Department of Agriculture (USDA) on meat and egg issues.
- The Food Safety Program is linked to many of the programs in our division. The Food Safety Program has cross-walked with the Food Assistance Program on warehouse licensing; the Organic Program on mutual compliance concerns; the Microbiology Laboratory on routine and food event sampling; and the Livestock Nutrient Program concerning inspector safety issues. We are working closely now with the state Liquor Control Board on conducting food safety inspections at the firms that will be infusing marijuana into food products.
- The program maintains strong stakeholder relationships with the many 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 Interstate Shipper's Program requirements in order 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 with exporting to foreign nations.



FOOD SAFETY PROGRAM

Lucy Severs, Program Manager

LEAN Update

- Over the past year, the program has continued to embrace the LEAN principles and methodology. Several 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 thinking into our everyday work. Staff has attended LEAN training sessions in preparation for conducting even more LEAN events.
- The program conducted a LEAN event concerning the renewal of dairy technician licenses. The new system is almost totally electronic. Final calculations are being worked on now and we see many hours of time saved and expect the changes to result in a great savings. There was quite a bit of stakeholder networking that occurred during this LEAN event. The new process was implemented in December, 2013 and completed January 31' 2014.
- Visual management tools are in place which shows daily, weekly and quarterly progress. As new processes are developed, LEAN principles are used so that time and steps can be saved from the beginning.



MICROBIOLOGY LABORATORY

Barbara Baker, Program Manager (Jan 1-June 30, 2013) &
Yong Liu, Acting Program Manager (July 1, 2013-Current)

Core Functions and Services

The WSDA Microbiology Laboratory provides laboratory testing to support the WSDA Food Safety Program in accordance with the agency's mission to protect the public health. The Laboratory provides 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, and U.S. FDA /Food Emergency Response Network (FERN).

Key Accomplishments in the last 12 Months

- The WSDA Microbiology Program continued to provide timely and effective laboratory testing for the WSDA Food Safety Program. Although the Laboratory had been short staffed for months and experienced remodeling in the lab receiving area, the number of samples tested slightly increased compared to the previous year in our two state funded programs. In 2013, 2,136 human food and animal feed samples were tested in the Food Microbiology section, and 3,550 dairy (finished and raw) and dairy-related products (e.g. water, containers) were tested in the Dairy Microbiology section. The average number of tests (dependant on sample types) associated with each sample is three to four tests in the Dairy Microbiology section and four to five tests in the Food Microbiology Section.
- As the state's Central Milk Regulatory Laboratory approved by US FDA, our lab conducted 11 biennial on-site evaluations for Appendix N Laboratories (dairy industry labs conducting antibiotic testing). In addition, we also evaluated 203 dairy industry analysts for Appendix N antibiotic proficiency testing for the State of Washington. One special dairy project was also performed in the Laboratory, helping a dairy farm to investigate a quality issue in their dairy products.
- The Laboratory applied for biennial re-accreditation under ISO 17025:2005 standards. An auditor from the American Association for Laboratory Accreditation (A2LA) conducted the biennial assessment in December, 2013. During the on-site visit, the auditor praised our laboratory Quality System as well as our analyst's technical competence. We received continued accreditation by the A2LA, shortly after the on-site assessment and our responses to the auditor's findings. Two new microbiology methods (one food and one dairy) were also approved to add under our laboratory method scope.
- A Commercial Off-the-Shelf (COTS) Laboratory Information Management System (LIMS) was purchased in 2011 and officially launched in the lab on September 1, 2012. The lab has experienced a few "growing pains" as everyone learns the new flow of electronic paperwork associated with the laboratory's testing.
- To optimize the system and make it serve the lab and the customers better, all lab members, LIMS administrators, WSDA IT professionals and the vendor have been working together. A technical summary report was generated as a guideline for future improvements. In addition, a pilot project with the Food Safety Program will begin in 2014 to utilize the LIMS by Food Safety Officers (FSOs) at the point of sample collection in the field. This will not only save time during sample receiving in the lab, but will reduce the time the FSOs spend completing paperwork.
- A LEAN project improving performance at the Microbiology Laboratory was successfully completed in 2013. More information on this project is provided in the LEAN section below.



MICROBIOLOGY LABORATORY

Barbara Baker, Program Manager (Jan 1-June 30, 2013) &
Yong Liu, Acting Program Manager (July 1, 2013-Current)

Key Accomplishments, Cont'd

- Our laboratory testing services resulted in six food recalls in 2013, which included two massive product recalls in Washington State: *Listeria monocytogenes* contaminations in Hagee Foods hummus products and in Sprouters Northwest's sprouts. We provided technical assistance during a *Campylobacter* outbreak in raw milk from the State of Alaska and coordinated with the FDA and the Minnesota Department of Agriculture on *Listeria monocytogenes* testing in a Washington produced apple snack product (Crunch Pak).

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

- The USDA's Microbiological Data Program (MDP) was discontinued on January 1, 2013, and approximately one-quarter of the Microbiology Laboratory's budget was supported by MDP including covering slightly over two FTEs. Loss of this program has been felt in many areas of the laboratory.
- WSDA has been awarded the U.S. FDA Food Emergency Response Network and ISO 170925:2005 Accreditation Cooperative Agreements since their inception in 2009 and 2012, respectively. Due to recent funding decisions by U.S. FDA, both program's funding have been cut approximately 10%. In addition, from June, 2013, the U.S. FDA's Rapid Response Team Program also discontinued funding an additional Microbiologist position and all associated laboratory supplies and equipment that allowed the laboratory to keep an increased capacity.
- The successful implementation of the ISO accreditation and Quality System and the launch of LIMS system have been helping the laboratory to rank high on the national tier of food microbiology testing labs. The initial investment of these two projects was from federal funding, and seeking the future support from the General Fund-State in order to maintain our capabilities becomes one of the lab's top priorities.

Partnerships and Linkages that shape the program

The Microbiology Laboratory operates under federally-funded cooperative agreements (FERN project and ISO 17025:2005 Accreditation Project); positive partnerships have been forged with the Alaska Department of Health, California Department of Health, Oregon Department of Agriculture, Washington State Department of Health's Public Health Laboratory, and FDA's Pacific Regional Laboratory NW; and we continue our partnership with WSDA's Chemical and Hop Laboratory. The discontinued USDA cooperative agreement Microbiological Data Program provided professional ties with seven sister state agriculture laboratories: Ohio, Wisconsin, Minnesota, Michigan, New York, Florida, North Carolina, as well as the CDC and FDA Produce Safety Programs. These linkages allow us to mobilize and meet the testing needs during outbreaks and/or investigations.

LEAN Update

- A LEAN project improving performance at the Microbiology Laboratory was successfully completed in 2013. The laboratory's receiving area was remodeled using LEAN process mapping and brainstorming ideas. We not only have improved the way food and dairy samples are received, but have increased the level of employee safety as well. The sample check-in efficiency is greatly enhanced after the remodeling. Lab ergonomics have been improved by using a hydraulic lifting cart and a lower bench to reposition heavy coolers containing food



MICROBIOLOGY LABORATORY

Barbara Baker, Program Manager (Jan 1-June 30, 2013) &
Yong Liu, Acting Program Manager (July 1, 2013-Current)

LEAN Update, Cont'd

and dairy samples. A projector was installed allowing a two-person team to review the accuracy of newly entered data about food and dairy samples by projecting information on the wall rather than a small computer screen. The design and workflow of the receiving area was optimized with increased mobility for staff. In addition, our efforts to upgrade the food sample receiving area was a great teambuilding exercise.

- After we gained experience from the recently completed LEAN project in the laboratory receiving area remodeling, the Lab is currently working on another LEAN project to optimize the lab supplies and reagent ordering system. Prior to the project, we ordered the supplies and reagents at the beginning of each month based on previous months' supplies and reagent usage. This frequently causes us to experience either overstocking or shortage of critical supplies required to complete time sensitive testing.
- It is a good time to rethink how the supplies should be ordered to meet our business needs in a timely and cost-effective fashion. One brainstorm idea is to generate an electronic supply inventory and put it on the lab's shared network drive. Laboratory support staff will periodically check expiration dates and check inventory. Once the supplies run low, a notification will be generated to the group. A follow-up meeting to discuss and evaluate the progress is planned for March, 2014.



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. The 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 certification agency publically recognized by USDA as a competent input material review organization. The Organic Program holds both USDA National Organic Program (NOP) accreditation and ISO/IEC 17065 accreditation. The program is entirely fee funded; no general funds are received to operate the program.

Key Accomplishments in the last 12 Months

- 1,074 organic operations are certified by the program:
 - Producers - 710
 - Processors - 199
 - Handlers - 149
 - Retailers – 16
- 1,093 reviews of initial and renewal NOP applications occurred between January 1, 2013-December 1, 2013.
- 1,184 annual NOP organic inspections and 83 additional inspections were conducted January 1, 2013-December 1, 2013.
- 1,250 inspection reports have been reviewed by certification staff from January 1, 2013-December 1, 2013.
- Published new and revised organic certification fact sheets (on farm poultry processing, crop rotation).
- Developed organic and transitional site policy to clarify how sites are determined for certification status.
- Updated client forms to improve service and quality of certification decisions.
- Created online web application that allows field staff real time access to database.
- Translated brochures and fact sheets on organic certification into Spanish.
- Registered 727 organic compliant input materials.
- Collected samples from 62 certified operations and tested organic crops for prohibited pesticide residues.
- Partnered with California Department of Food and Agriculture (CDFA) and the Organic Material Review Institute (OMRI) to discuss first steps for a system to harmonize material review decisions.
- Hosted International Organic Accreditation Services for on-site accreditation visit, which resulted in only minor administrative non-compliances. Non-compliance issues were quickly resolved and no outstanding issues remain.
- Filled vacant positions with experienced and well qualified administrative staff, organic program specialists and field inspectors.
- Developed personal service contracts with five independent organic inspectors who conducted over 85 annual inspections of certified operations located in outlying areas that are not readily accessible to in-house inspectors.
- Provided program report and sought stakeholder input during public Organic Advisory Board meetings in March and October 2013.



ORGANIC PROGRAM

Brenda Book, Program Manager

Key Accomplishments, Cont'd

- Implemented numerous projects and processes in line with the USDA Sound and Sensible Organic Initiative. Received acknowledgement and praise from USDA on efforts to streamline organic certification for producers and handlers.
- Provided expertise on organic agriculture and input materials during US and Japan organic equivalency discussions. Discussions led to the signing of a 2013 equivalency agreement and the opening of organic product trade between the two countries.
- Conducted national grower survey on use of compost on organic farms and provided data to FDA to demonstrate regulatory conflict between Food Safety Modernization Act (FSMA) and the USDA organic regulations. Efforts resulted in FDA announcement that the compost portion of the draft FSMA regulation would undergo further review and revisions.
- Served on an expert panel for the National Organic Standards Board Spring 2013 discussion and gave presentation on the use of antibiotics in organic tree fruit production.
- Provided public comment on the impact of various National Organic Standards Board recommendations to Washington producers and handlers.
- Provided web based training to other certifiers and inspectors on pesticide residue sampling protocol through the International Organic Inspector Association.
- Represented the agency and provided outreach and education about organic certification at numerous industry events, including but not limited to:
 - Tilth Producers of Washington Conference
 - Western Organic Dairy Producer Association Conference
 - Northwest Vegetable Growers Association Conference
 - Washington Horticulture Association Meetings
 - Center for Latino Farmers Grower Meetings

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 Sustainable Agriculture and Natural Resources, Tilth Producers of Washington, and WSU Small Farms Team Advisory Council.
- The 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 affiliation 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.



ORGANIC PROGRAM

Brenda Book, Program Manager

Partnerships and Linkages, Cont'd

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

LEAN Update

In 2013 the program fully implemented a 'pull system' for all certification reviews, 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 eliminates waste in the form of hidden workloads and delayed customer response. In 2014, the pull system will be refined through small team work focused on further improving customer service and efficiency of processes.

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 continues to create 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. The WSDA Organic Program will continue to play a leadership role in discussions with the 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.
- The program is dependent on an Access database system developed in 1998 that is largely unsupported by the agency's Information Technology Program. This outdated system for tracking clients and certification work is not automated and requires accurate manual data entry for consistent tracking and reporting. Client forms, agency communication and inspection reports cannot be linked to the database system and requires maintenance of a hard copy file for all certified clients and material registrants. Over the next year, Organic Program staff will be exploring data systems that have been specifically created for third party organic certification agencies in order to greatly automate the certification process.
- The assessment of certification fees based on the gross annual income of product, rather than the amount of work involved in providing the service, creates challenges in adequately funding program work. The program aims to work with stakeholders and to submit a proposal to restructure and/or increase the current fee schedule in order to provide adequate funding to support certification and material review services.
- The legalization of marijuana in Washington State has spurred questions from producers and processors regarding the labeling and certification of the products as organic. The Organic Program will be evaluating the legal authority of the program to offer certification of organic marijuana under our current RCW and WAC, outside of the USDA organic standards.



RAPID RESPONSE PROGRAM

Steve Fuller, Program Manager

Randy Treadwell/Michael Tokos, Interim Co-Program Managers (January 1 – June 30, 2014)

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

- The RRT successfully coordinated response efforts for the following:
 - Listeria monocytogenes in hummus;
 - Listeria monocytogenes in smoked salmon;
 - Listeria monocytogenes in sprouts;
 - Listeria monocytogenes in sliced apple product;
 - Listeria species in hummus;
 - E. coli O157:H7 associated with salads containing grilled chicken;
 - E. coli O157:H7 associated with ready-to-eat spinach;
 - Several intrastate retail raw milk incidents, involving pathogens found in product; and
 - Embargo due to biohazard materials in animal feed.
- Submitted a successful application package for a fifth year continuation of RRT Cooperative Agreement funding.
- Maintained activation readiness of the RRT through joint FDA/WSDA exercises based on the RRT Standard Operating Procedures (SOPs).
- Increased communication with SEA-DO response partners by facilitating bi-monthly situational awareness conference calls.
- Hosted a four day Planning Section Chief training attended by four RRT states and two FDA districts.
- Ensured provision of additional Incident Command System (ICS) training for RRT Command and General Staff Members.
- Continue to work with partner programs within the division to further develop infrastructure related to MFRPS development.
- Coordinated the further development of the statewide Food Emergency Response Plan (FERP).



RAPID RESPONSE PROGRAM

Steve Fuller, Program Manager

Randy Treadwell/Michael Tokos, Interim Co-Program Managers (January 1 – June 30, 2014)

Key Accomplishments, Cont'd

- Co-leading a national workgroup to revise and implement RRT achievement levels and metrics.
- Served in a mentor capacity to partner RRTs located in other states through the following:
- Shared current SOPs with RRT partners in Texas and Michigan.
- Shared exercise materials that were jointly created by RRT and SEA-DO with the Pennsylvania RRT to assist with their exercise development.

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

Despite considerable commitment at the agency and division level, there continues to be uncertainty surrounding future funding for the RRT project at the federal level. In an attempt to prioritize what RRT-specific capacities should be maintained with decreased funding, the program has begun the process of creating a sustainability plan. This plan includes the Program's vision for sustainability, objectives, prioritization of capacities, funding contingency plans, and estimates to what level the identified capacities could be maintained under that plan. 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, the team interacts and builds relationships with programs outside of the division, including Animal Health and Risk Management/Homeland Security, and others. Outside the agency, the team routinely partners with FDA, USDA, State Department of Health, and two local health jurisdictions on workgroups and/or coordinating committees such as the Food Protection Task Force. The RRT participates with the other RRT states in the national effort to create models for RRT development and share best practices for success. Members of the RRT are active in various associations, including the Association of American Feed Control Officials (AAFCO), American Public Health Association (APHA), and the Association of Food and Drug Officials (AFDO).

LEAN Update

- Opportunities for LEAN optimization in the Rapid Response Program include:
- Components of the emergency response process, like sample collection and submission, recalls, and after-action reviews/reports.
- Inventory control for emergency response equipment and consumable supplies.



RAPID RESPONSE PROGRAM

Steve Fuller, Program Manager

Randy Treadwell/Michael Tokos, Interim Co-Program Managers (January 1 – June 30, 2014)

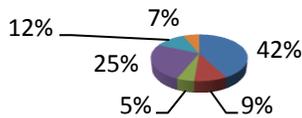
Next Steps

- The RRT Program will be working toward completion of the following during the next year:
- Continued development and endorsement of the RRT SOP manual.
- Increase accessibility of RRT materials (forms, equipment lists, etc.) to responders during incidents.
- Complete and maintain the RRT Program Sustainability Plan.
- Continue to build redundancy/depth into the RRT through training and other staff development opportunities.
- Continue to collaborate with partner programs within the division on MFRPS development.
- Continue to work on a national level to improve RRT response capabilities within the integrated food safety network.



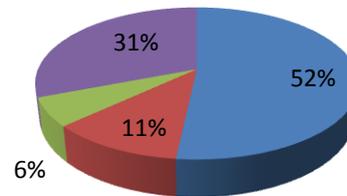
Office of Compliance and Outreach

- Commercial Feed - \$909,900
- MFPRS - \$200,000
- Audits - \$106,400
- Specialty Crop Block Grants - \$542,950
- Federal Grants - \$259,050



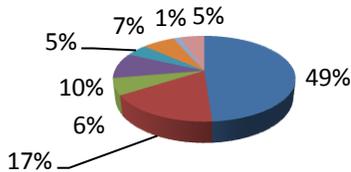
Microbiology Laboratory

- General Fund State - \$820,000
- FDA - FERN - \$225,000
- FDA - BSE - \$45,000
- FDA - ISO - \$138,000



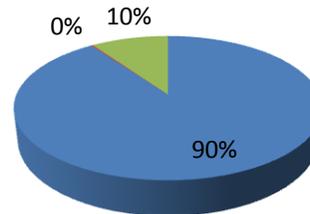
Food Safety Program

- FS General Fund - \$2,139,800
- FDA Contract (Food) - \$750,000
- Dairy Inspection Local Fund - \$276,000
- Food Safety Local Fund - \$420,000
- Sanitary Certification Local Fund \$204,000



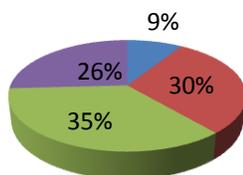
Organic Programs

- Organic Certification - \$1,858,000
- Out of State Inspection - \$5,000
- Material Registration - \$200,000



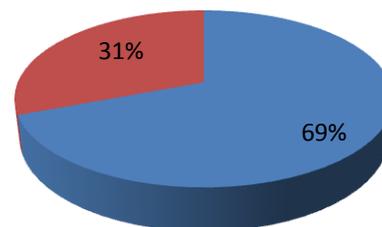
Food Assistance Programs

- General Fund Federal - Operations - \$1,834,800
- USDA Entitlement Food - \$6,045,350
- USDA Bonus Food (unstable source) - \$7,214,650
- General Fund - State EFAP / TEFAP - \$5,260,250



Rapid Response Program

- RRT Grant - \$367,650
- Recall Coordinator Grant - \$164,000

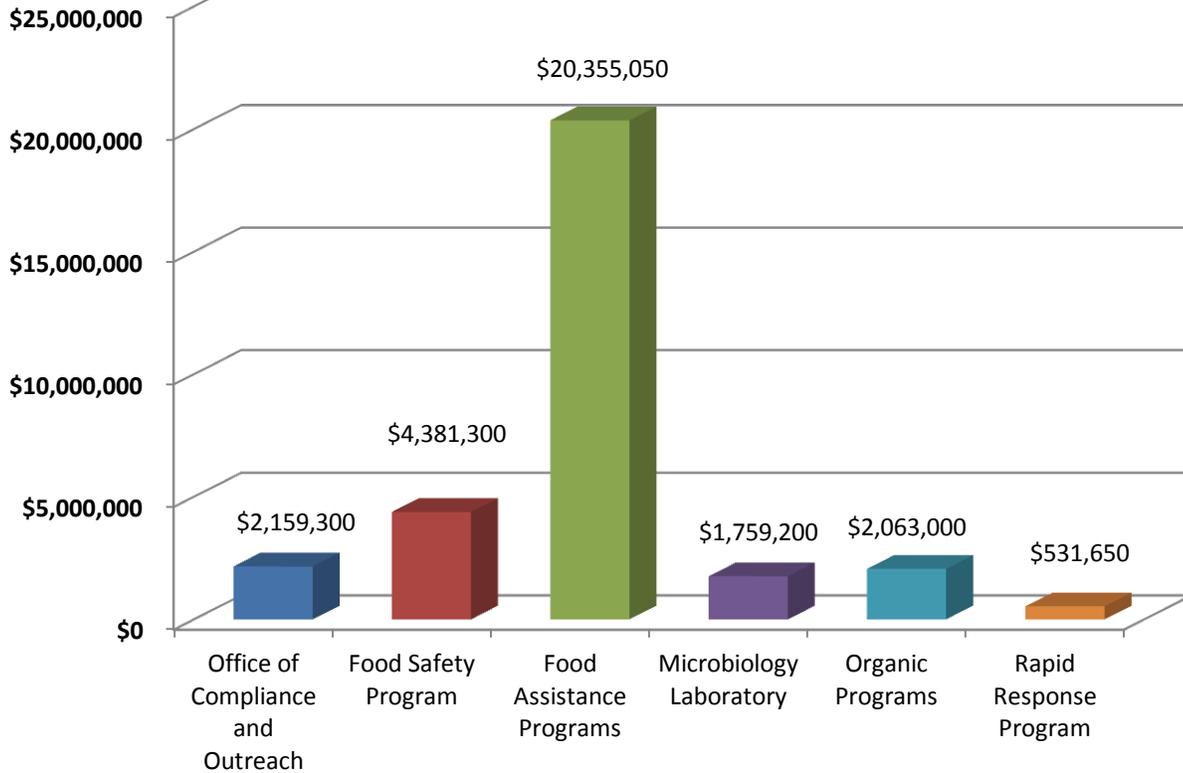
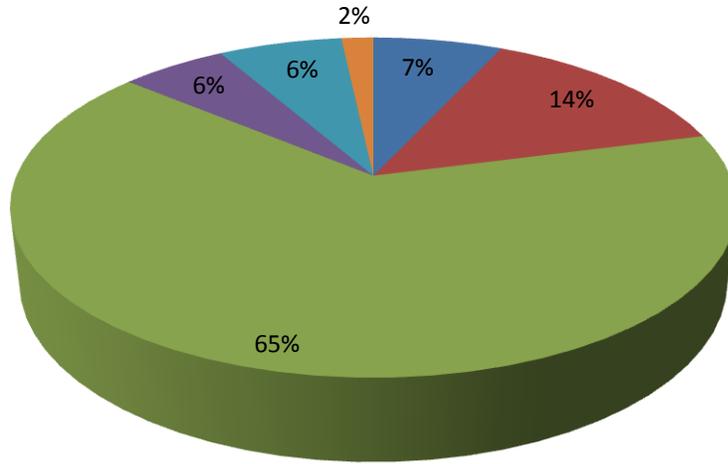




FOOD SAFETY & CONSUMER SERVICES DIVISION
Program Budgets FY 2014

Food Safety & Consumer Services Division

- Office of Compliance and Outreach
- Food Safety Program
- Food Assistance Programs
- Microbiology Laboratory
- Organic Programs
- Rapid Response Program



Moving into 2014...

As the division and our programs enter 2014, our goal will be to continue the momentum we have achieved in applying LEAN concepts to every aspect of our work and the services we provide. We must also continue to be adaptive to challenges when they arise and position ourselves to take advantage of opportunities when presented to us and never be satisfied with the status quo.

Customer Satisfaction:

- ✓ A priority of all programs within the Food Safety & Consumer Services Division will be customer satisfaction. Program staff will be working with our customers to better understand their needs and expectations and evaluating how the delivery of our services can meet those needs and expectations.
- ✓ Program staff are also exploring and implementing technological improvements to allow more online receiving and sharing of information between stakeholders and our programs.
- ✓ Our decisions are data driven.
- ✓ Identifying areas where businesses struggle with non-compliance and provide additional education and outreach to avoid non-compliance in the future. We educate before we regulate.
- ✓ Active participation with industry groups (organic growers, dairy farmers, raw milk producers, food processors, food assistance coalitions, etc), both on the local and federal levels to help our programs understand industry needs and concerns.

Employee Satisfaction:

Two of the core values we strive to embrace within the division is respecting each other and making decisions based on 'we' and not 'me'. During the upcoming year, we will continue our work in creating and maintaining a cooperative, inclusive and progressive culture where staff is happy and productive and WSDA is a highly desirable place to work. To that end, we will continue:

- ✓ Encouraging and supporting creativity and innovation at all levels of the division.
- ✓ Identifying and supporting continued education that supports personal and professional growth.
- ✓ Developing and implementing hiring practices that identify and place the right people in the right jobs.
- ✓ Ensuring every team member within the division goes home each night safe and healthy.

Opportunities:

- ✓ Passage of the New Farm Bill will provide new opportunities to expand programs and support to the agricultural community. Ranging from education and outreach to supporting a new generation of farmers and jobs related to agriculture and food processing.
- ✓ With increased interest in providing healthy foods to all segments of our population, we have the opportunity to play a key part in increasing food security for all Washingtonians.

We look forward to the continued improvement of our role in supporting a strong and vibrant agricultural economy and community in our state during 2014 and beyond.

Acronyms

A2LA	American Association for Laboratory Accreditation
AAFCO	Association of American Feed Control Officials
AFDO	Association of Food and Drug Officials
APHA	American Public Health Association
BSE	Bovine Spongiform Encephalopathy
CA	Cooperative Agreement
CDC	Center for Disease Control
CDFA	California Department of Food and Agriculture
COOL	USDA Country of Origin Labeling
COTS	Commercial Off-the-Shelf
CSFP	Commodity Supplemental Food Program
DNR	Washington State Department of Natural Resources
DOH	Washington State Department of Health
EFAP	Emergency Food Assistance Program
FAP	Food Assistance Program (WSDA)
FDA	Food and Drug Administration
FERN	Food Emergency Response Network
FERP	Food Emergency Response Plan
FPTF	Washington State Food Protection Task Force
FSMA	Washington State Farmer Market Association
FSMA	Food Safety Modernization Act
FSO	Field Safety Officer
GAP	Good Agricultural Practices
ICS	Incident Command Structure
ISO	International Standardization Organization
LHJ	Local health jurisdictions
LIMS	Laboratory Information Management System
MDP	USDA's Microbiological Data Program
MFRPS	FDA's Manufactured Food Regulatory Program Standard
NOI	Notice of Infraction
NOP	National Organic Program
OCO	Office of Compliance and Outreach (WSDA)
OMRI	Organic Material Review Institute
OSPI	Office for Superintendent of Public Instruction
PI	Program Index, which is an account identifier for budgeting purposes
PISCES	Internal computer program/timekeeping system
RMA	USDA Risk Management Agency grant
RRT	Rapid Response Team (WSDA)
SCBG	USDA Specialty Crop Block Grants
SEA-DO	FDA Seattle District Office
SOPs	Standard Operating Procedures
TEFAP	The Emergency Food Assistance Program
USDA	United States Department of Agriculture
WSDA	Washington State Department of Agriculture
WSU	Washington State University

Food Safety and

Food Safety Program



Rapid Response Team



Consumer Services

