

Conference for Food Protection – Committee FINAL Report

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COMMITTEE NAME: Program Standards

COUNCIL or EXECUTIVE BOARD ASSIGNMENT: Executive Board

DATE OF REPORT: 12/18/2015

SUBMITTED BY: David Lawrence, Chair
Caroline Friel, Co Vice-Chair
Debbie Watts, Co Vice-Chair

COMMITTEE CHARGE(s):

The charges to the 2014 – 2016 Program Standards Committee were designated as follows in two 2014 CFP issues:

Issue #: 2014 II-005:

Charges:

1. Identify areas where the Voluntary National Retail Food Regulatory Program Standards can be changed or improved to enhance enrollment and implementation; and
2. Work on a project to recognize levels of performance of Program Standards enrollees that will demonstrate the progress of enrollees in a meaningful way and acknowledging the enrollees for taking the necessary incremental steps toward meeting the Program Standards. As part of this project:
 - a. Provide a Cost/Benefit Analysis for recognizing partial achievement of the Retail Program Standards;
 - b. Identify different approaches that could be used to recognize partial achievement of the Retail Program Standards that would not require additional resources to perform or administer; and
 - c. Examine whether there is an additional burden placed on enrollees or FDA (in time, money, or added complexity of the Standards) associated with development of a system to ensure that jurisdictions are uniformly recognized for partial achievement of the Standards.
3. Review the current verification audit requirement and:
 - a. Identify strengths of the current verification audit requirement;
 - b. Identify weaknesses of the current verification audit requirement, with emphasis on any barriers that may result from the current requirement; and
 - c. Determine whether there are potential changes to the requirement, or the administration of the requirement, that could maintain the credibility of the Retail Program Standards while reducing barriers to achievement that may result from the current verification audit requirement.
4. Serve as a sounding board for FDA with respect to ideas generated during collaboration with the other entities such as NACCHO, PFP, AFDO.
5. Formulate resolutions to issues brought before the committee and report back at the 2016 CFP Biennial Meeting.

Issue #: 2014 II-003:

Charges:

To solicit the support of industry to:

1. Identify the benefits to industry for regulatory authorities to achieve Standard 2, Standard 4, and Standard 7 of the Voluntary National Retail Food Regulatory Program Standards.
2. Examine methods to support regulatory efforts to achieve Standard 2, Standard 4, and Standard 7 of the Voluntary National Retail Food Regulatory Program Standards.

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3. Report back at the 2016 CFP Biennial Meeting with recommendations on how the Conference can collaborate with industry to facilitate enrollment and achievement of the Voluntary National Retail Food Regulatory Program Standards.

COMMITTEE ACTIVITIES AND RECOMMENDATIONS:

1. Progress on Overall Committee Activities:

- a. The Program Standards Committee membership included recruitment efforts to gain additional food industry and local regulatory members across the CFP regions. Per the Constitution and Bylaws, a balanced ratio of regulatory to industry members has been maintained. In April 2015, the Executive Board approved an updated roster that maintains this ratio by listing eight (8) regulatory and eight (8) food industry representatives as voting members. Any CFP members who expressed interest in the committee but who were not selected as voting members were designated as either electives or “at large” members. These electives and “at large” members have been included in all committee activities.
- b. The first full committee call was held on September 17, 2014. The committee chair and co vice-chairs presented the recommendation that the charges be worked on at a subcommittee level to stay ahead of the Executive Board’s due dates and to complete the charges by December 2015 or sooner. The committee members supported the recommendation. Two subcommittees were formed: (1) **Issue 2014 II-003 Subcommittee** with co-leads Caroline Friel (food service industry) and Todd Mers (regulatory - state), and (2) **Issue 2014 II-005 Subcommittee** with co-leads Debbie Watts (regulatory - local) and Angie Cyr (regulatory - state). Each full committee member expressed their interest in serving on either or both subcommittees.
- c. Meetings were held via conference call and using GoToMeeting and Adobe Connect (arranged by the FDA consultants) to share reference documents online. To facilitate work on the current charges, a familiarization of all members with the Voluntary National Retail Food Regulatory Program Standards (hereafter referred to as Retail Program Standards) was established by ensuring access to the FDA resources. The full committee has met seven times (September 17, 2014 kick-off call; April 15, 2015; May 20, 2015; June 17, 2015; July 22, 2015; August 19, 2015; and September 23, 2015). During the initial meetings, time was allocated to introduce new members to the historical perspective of the committee. Subcommittee updates were provided as part of the full committee calls. Work on requests from the FDA regarding proposed revisions to Standards 4, 7 and 9 were conducted by the full committee.

2. Progress on Issue 2014 II-003 Activities:

- a. The **Issue 2014 II-003 Subcommittee** (hereafter referred to as Competency of Inspectors Subcommittee) met via phone conferencing (October 15, 2014, November 12, 2014, January 14, 2015, February 11, 2015, March 11, 2015, April 8, 2015, and May 13, 2015) and by email from October 2014 until September 2015. The Subcommittee developed and distributed a survey questionnaire (*see Industry Support for Standards 2, 4 and 7 Survey Tool attached to this report*) to assess industry’s opinion regarding the benefits, if any, of having regulatory authorities achieve Standard 2, Standard 4, and Standard 7 of the Retail Program Standards. The Subcommittee gathered information from industry stakeholders regarding the value to industry of having a regulatory agency involved with the Retail Program Standards and provided recommendations to support regulatory efforts to achieve the Retail Program Standards.
- b. This part of the Program Standards Committee’s final report outlines the disposition of issues worked on by the Competency of Inspectors Subcommittee and its recommendations to the Conference. Along with being a foundation and system upon which all regulatory programs can build through a continuous improvement process, the Retail Program Standards provide a template of what a quality regulatory food establishment program needs. Per the specific charges, this report will refer to only Standards 2, 4, and 7.
 - i. Standard 2 provides the essential elements of a training program for regulatory staff.

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- ii. Standard 4 pertains to implementing an on-going quality assurance program that evaluates inspection uniformity to ensure inspection quality, inspection frequency and consistency among the regulatory staff.
- iii. Standard 7 relates to enhancing communication with industry and consumers through forums designed to solicit input to improve the food safety program.
- c. *Charge 1: To solicit the support of industry to identify the benefits to industry for regulatory authorities to achieve Standard 2, Standard 4, and Standard 7 of the Voluntary National Retail Food Regulatory Program Standards.* The 2011 Food Safety Modernization Act (FSMA) requires the FDA to partner with state and local food safety regulatory agencies to build a national Integrated Food Safety System (IFSS). The goal of a national IFSS is to develop a seamless partnership and operation of federal, state, and local food safety regulatory agencies to meet the public health mission of achieving a safer food supply.

The benefits of having a regulatory authority meet the Retail Program Standards contributes to an IFSS by improving the confidence in the food safety work being conducted by other agencies, focusing efforts on the reduction of risk factors known to contribute to foodborne illness, and encouraging retail food establishments to implement active managerial control over these risk factors.

The Competency of Inspectors Subcommittee developed and distributed the Industry Support for Standards 2, 4 and 7 Survey Tool to assess industry's opinion regarding the benefits to industry, if any, of having regulatory authorities achieve Standard 2, Standard 4, and Standard 7 of the Retail Program Standards:

- i. The original survey was disseminated to the Food Marketing Institute (FMI) and the National Restaurant Association (NRA). 133 responses were received. Incomplete surveys were removed and the remaining 116 surveys were combined and analyzed.
- ii. Most respondents were food service operations/restaurants (n=55) and retail food establishments (n=49). Wholesale distribution and national grocery stores were represented one time each, and there were 10 respondents who did not respond to the self-identification question.
- iii. The Subcommittee analyzed the survey responses and identified that the most important benefits to industry of having regulatory authorities achieve the Retail Program Standards are that the Standards:
 - 1. Support a consistent approach to inspections;
 - 2. Focus inspector and industry time on the true risk factors to reduce foodborne illness versus focusing time, money and limited resources on Good Retail Practices that have little impact on preventing foodborne illnesses;
 - 3. Enable “apple to apple data analyses” on a National basis; and
 - 4. Enable trend analysis for identifying opportunities and long-term solutions.
- iv. The Subcommittee's analysis of survey responses found that the most important benefits to industry of having regulatory authorities achieve Standard 2 are:
 - 1. Supporting a consistent, credible approach to inspections;
 - 2. Providing more time for industry to focus on food safety rather than disputing improper citations or managing non-uniform regulations;
 - 3. Focusing both industry and regulators on solving complex public health problems; and
 - 4. Increasing consumer confidence.
- v. The Subcommittee's analysis of survey responses found that the most important benefits to industry of having regulatory authorities achieve Standard 4 are:
 - 1. Quality assurance is needed due to the diversity in inspector competency;

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2. Quality assurance drives uniformity in the inspection process. This is important with the increased use of inspection information by media to report results to the public; and
3. Standard 4 criteria help to drive continuous improvement.
- vi. The Subcommittee's analysis of survey responses found that the most important benefits to industry of having regulatory authorities achieve Standard 7 are:
 1. The more collaboration industry and regulatory authorities have, the better off we are – as we are on the same team;
 2. Standard 7 criteria enable free, open communication and sharing to align priorities;
 3. Relationship building is of the utmost importance as it enables problem solving and improvement; and
 4. Standard 7 promotes the establishment of partnerships to facilitate swift responses to future outbreaks and crises.
- vii. The Subcommittee identified the following trends after compiling the survey data:
 1. There is a positive correlation between the length of time in business and the perceived value of Standards 2, 4, and 7.
 2. Having a larger number of employees was statistically associated with perceived value of Standard 2.
- d. *Charge 2: To solicit the support of industry to examine methods to support regulatory efforts to achieve Standard 2, Standard 4, and Standard 7 of the Voluntary National Retail Food Regulatory Program Standards.* The Retail Program Standards offer a systematic approach to, through a continuous improvement process, enhance retail food regulatory programs. They define and provide a framework designed to accommodate both traditional and emerging approaches of a regulatory food safety system. To address the charge, the Subcommittee interviewed regulatory agencies enrolled in the Retail Program Standards, mostly those who had achieved Standards 2, 4, and 7 and who conduct direct (not contracted) inspections, to examine and provide methods to support regulatory efforts to achieve Standard 2, Standard 4, and Standard 7.

e. Recommendations from Issue 2014 II-003. Based on the work done by the Competency of Inspectors Subcommittee, the Program Standards Committee has the following recommendations (**in bold**) for consideration by Council (See Issue PSC 2):

- i. Develop a roadmap. When an enrolled regulatory agency implements the Retail Program Standards correctly, there is a cultural transition in the agency that supports continuous improvement. **The committee recommends that the FDA develops a Retail Program Standards guide or template to help regulatory agencies to enroll in the Retail Program Standards, realize what they are getting involved in prior to enrollment, provide recommendations about where an enrollee should begin, and provide a roadmap to allow management to plan for proper staffing and resources to actually complete and sustain the activities associated with the Retail Program Standards.**
- ii. Involve industry in the funding and benchmark achievement processes. While the committee does not support an agency enrolling in the Retail Program Standards solely to receive accolades, there is reason to celebrate along the way as an agency progresses through meeting various levels of the Retail Program Standards. Industry members of this committee made it very clear that industry would like to be a formal part in developing a recognition process but feel that development of such a process is beyond the scope of the current Issue 2014 II-003 charges. The committee recommends the continuation of charge 2 of Issue 2014 II-005 by the 2016 - 2018 Program Standards Committee with support from the FDA to further examine a process for recognizing partial achievement of the Retail Program Standards. *Note: This recommendation will be made in Issue PSC 3.*

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- iii. Recognize that meeting the Retail Program Standards is a primary means to reducing foodborne illness within enrolled jurisdictions. One regulatory agency with 47,000 food establishments reports that implementation of the Retail Program Standards within their agency was instrumental in achieving a 90% reduction in foodborne illness outbreaks within their jurisdiction since 1997. The committee recommends that the FDA seek forums for enrollees to share their success stories that correlate with the implementation of the Retail Program Standards. *Note: This recommendation has redundancy with the recommendation presented below in viii.*
- iv. Provide extra points on the grant application to encourage the regulatory agencies who are actively achieving the Retail Program Standards. While the different funding mechanisms are not a prerequisite for enrollment in the Retail Program Standards, only the top-scoring eligible proposals in each FDA Region are awarded grants. The committee found that those applicants who are actively achieving the Retail Program Standards are treated no differently than a regulatory agency who is applying for the first time. This existing approach may encourage more agencies to enroll in the Retail Program Standards but it does not encourage completion of the Retail Program Standards. Those actively enrolled in the Retail Program Standards should receive extra points on the application process. This would financially facilitate an agency's progress in achieving and sustaining the Retail Program Standards. **This committee recommends that the FDA reward achievement of the Retail Program Standards by giving extra credit during the application review and scoring process for grants.**
- v. Establish and conduct regularly scheduled meetings, conferences, and/or webinars of state or FDA regional workgroups that will encourage regulatory agencies in their efforts with the Retail Program Standards. Trying to meet the Retail Program Standards without having someone to mentor you along the way can be an arduous task. The Retail Program Standards have been around since 2001. The FDA reports that as of October 2015, 119 enrollees have completed self-assessments AND have met three or more Standards. However, there are only 14 regulatory agencies that conduct direct inspections and have achieved Retail Program Standards 2, 4 and 7. **This committee recommends that the FDA establish additional formal networks to complement the existing NACCHO Program Standards Mentorship Program (e.g., workgroups in each state or by FDA region with routinely scheduled webinars, conference calls) to assist regulatory agencies in their efforts with the Retail Program Standards.**
- vi. Promote the utilization of FoodSHIELD. The Retail Program Standards requires the creation of many documents, many of which can be obtained from others already enrolled in the Retail Program Standards. FoodSHIELD provides a means where federal, state and local governmental regulatory agencies may share documents by creating a workgroup and inviting others to see/review such documents. FoodSHIELD was designed to facilitate collaboration among the federal regulatory agencies, laboratories, state and local government entities, military branches, and academics involved in protecting the food supply and responding to foodborne illness outbreaks and safety concerns. The upcoming FoodSHIELD Program Standards Resource Center should further provide additional help for program managers who are developing the Program Standards within their agency. **The committee recommends that the FDA engages in a promotion of the FoodSHIELD Program Standards Resource Center when it goes live.**
- vii. Ensure that FDA Regional Retail Food Specialists are highly knowledgeable regarding the Retail Program Standards. The FDA has 25 Regional Retail Food Specialists located throughout the United States and are assigned to one of the five FDA regions. The Specialists work with their assigned state, local, tribal, and territorial regulatory agencies to provide technical assistance. Any wisdom that can be shared along the way

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with enrollees is invaluable. Testimonials describing the competency and proficiency of their Regional Retail Food Specialist regarding the Retail Program Standards were mixed. However, the successful retail food regulatory programs reportedly had very supportive Regional Retail Food Specialists. Having FDA Regional Retail Food Specialists who provide accurate and timely answers helps maintain momentum as one moves through the Standards. **The committee recommends that the FDA provides a means to ensure that each of the FDA Regional Retail Food Specialists has a minimum level of knowledge regarding implementation of the Retail Program Standards.**

- viii. Champion the cause of implementing the Retail Program Standards. It is very unlikely a regulatory agency will successfully sustain meeting the Retail Program Standards without first getting the full support of management and then authorizing someone to responsibly drive forward the discussions regarding the Standards. All of the success stories shared with the committee spoke of one or two individuals who constantly championed the cause of implementing the Retail Program Standards. They always required the decision makers to ask the question, “How will this activity/initiative further achievement of the Retail Program Standards?” **The committee recommends that the FDA seeks the expansion of existing forums (e.g., NACCHO sharing sessions, NEHA AEC Retail Program Standards Workshop, and cooperative agreements with NACCHO and AFDO) for enrollees to share their success stories with the Retail Program Standards.** Note: This recommendation will encompass the recommendation made in iii.

Note: The Competency of Inspectors Subcommittee would like to acknowledge and thank Elvir Begic, MPH and Genevieve Weseman, MPH of the Saint Louis County Department of Public Health for extrapolating and conducting the analysis of the survey data in this report and for designing and producing the Retail Program Standards - Competency of Inspectors infographic attached to this report.

3. Progress on Issue 2014 II-005 Activities:

- a. **The Issue 2014 II-005 Subcommittee** (hereafter referred to as the Retail Program Standards Subcommittee) met via phone conferencing (October 31, 2014; December 3, 2014; January 23, 2015; April 15, 2015; August 19, 2015; and September 23, 2015) and conducted additional business by email and phone. The Subcommittee developed and distributed a survey questionnaire (see *Verification Audit Survey Tool attached to this report*) to the jurisdictions currently enrolled in the Retail Program Standards to gather information about verification audits.
- b. This part of the Program Standards Committee’s final report outlines the disposition of issues worked on by the Issue 2014 II-005 Subcommittee and its recommendations to the Conference.
- c. **Charge 1: Identify areas where the Voluntary National Retail Food Regulatory Program Standards can be changed or improved to enhance enrollment and implementation; and Charge 3: Review the current verification audit requirement and:** (a) *Identify strengths of the current verification audit requirement;* (b) *Identify weaknesses of the current verification audit requirement, with emphasis on any barriers that may result from the current requirement;* and (c) *Determine whether there are potential changes to the requirement, or the administration of the requirement, that could maintain the credibility of the Retail Program Standards while reducing barriers to achievement that may result from the current verification audit requirement.*
 - i. An excel spreadsheet identifying all enrolled jurisdictions, contact person and contact e-mail address was developed from data located in the [Listing of Jurisdictions Enrolled in the Voluntary Retail Food Regulatory Program Standards](http://www.fda.gov/downloads/Food/GuidanceRegulation/RetailFoodProtection/ProgramStandards/UCM434742.pdf) on the FDA website at: <http://www.fda.gov/downloads/Food/GuidanceRegulation/RetailFoodProtection/ProgramStandards/UCM434742.pdf>. The Verification Audit Survey Tool was developed which contained both jurisdictional demographic information in addition to specific inquiries regarding the audit process, resources, and solicitation for improvements. Questions were based on the most current version of the Retail Program Standards (December 2013).

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- ii. 550 invitations to participate in the Verification Audit Survey were sent out, 53 were returned undeliverable, and 102 responses were received, combined and analyzed.
- iii. The respondents were as follows: local (n=76); state (n=18); tribal (n=3); territory (n=1), and other (n=4).
- iv. Verification Audit Survey Summary Related to Charge 1: *Identify areas where the Voluntary National Retail Food Regulatory Program Standards can be changed or improved to enhance enrollment and implementation:*
 1. Regarding Retail Program Standard objectives being clearly outlined, respondents indicated that:
 - a) Retail Program Standard requirements need to be simplified;
 - b) Forms and procedures need to be simplified;
 - c) Previous version of the FDA's verification audit guide for the Retail Program Standards was preferred due to increased thoroughness with step-by-step instructions and screenshots of audit tools; and
 - d) Additional examples on how the individual Retail Program Standards can be met are desired.
- v. Verification Audit Survey Summary Related to Charge 3: *Review the current verification audit requirement and:*
 1. *Identify strengths of the current verification audit requirement;*
 - a) 90% of respondents indicated that the audit requirements clearly outline the specific objective needed to meet a standard, and
 - b) The FDA's self-assessment guide for the Retail Program Standards is helpful to prepare an enrollee for a successful verification audit.
 2. *Identify weaknesses of the current verification audit requirement, with emphasis on any barriers that may result from the current requirement;*
 - a) The lack of resources, both time and staffing, is a barrier to achieving the Retail Program Standards for the majority of the jurisdictions responding;
 - b) Individuals do not feel comfortable conducting verification audits;
 - c) Individuals feel that they do not meet the criteria to be a verification auditor;
 - d) Enrolled jurisdictions do not know who they can contact to conduct a verification audit; and
 - e) Additional funding is needed to assist jurisdictions in attaining the Retail Program Standards and for conducting a verification audit.
 3. *Determine whether there are potential changes to the requirement, or the administration of the requirement, that could maintain the credibility of the Retail Program Standards while reducing barriers to achievement that may result from the current verification audit requirement.*
 - a) Provide verification auditor training;
 - b) Create a mentor program for verification auditors;
 - c) Include information on the FDA website indicating if an enrolled jurisdiction is willing to conduct a verification audit of the Retail Program Standards for others,
 - d) Provide funding to assist enrolled jurisdictions, and
 - e) Allow for forms to be submitted electronically to auditor (*Note: Electronic submission is not specifically prohibited by the verification audit procedures.*)
 4. Related specifically to "maintaining the credibility of the Retail Program Standards":
 - a) Create a more clearly defined quality assurance step; and
 - b) Establish criteria to become an "authorized" auditor.
- vi. The FDA consultants requested that the Retail Program Standards Subcommittee brainstorm other models for who can conduct a verification audit. The subcommittee came up with four potential models for audits:
 1. An enrolled jurisdiction conducts a verification audit of another jurisdiction;
 2. FDA conducts the verification audits;
 3. A third party auditor gets trained and conducts the verification audits; and,
 4. No verification audit is required.

The Verification Audit Survey results indicated that agencies have limited staff time and financial resources in order to conduct audits for other jurisdictions. Additionally, several respondents indicated that they do not

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- feel qualified or comfortable conducting an audit of another agency. FDA resources are also limited. Potential third party auditors discussed were industry, students, and trade organizations or associations such as the National Environmental Health Association, Association of Food and Drug Officials, International Food Protection Training Institute, National Association of County and City Health Officials (NACCHO), Food Marketing Institute, and NSF International. These third party auditors would need additional training to be familiar with retail food and the Program Standards. **All of the subcommittee members felt strongly that the option to not require verification audits should not be considered.**
- vii. The Retail Program Standards Subcommittee discussed with the FDA consultants the barriers related to the knowledge of a verification auditor and the need to remove those barriers by:
1. Educating enrolled jurisdictions on the criteria for verification auditors;
 2. Providing auditor training courses to help create a pool of auditors and a support system for those conducting verification audits;
 3. Developing a mentorship program for verification auditors similar to the NACCHO Program Standards Mentorship Program; and
 4. Making jurisdictions and potential verification auditors aware of the FDA's 2011 Program Standards Self-Assessment & Audit resource disk that includes screenshots of the various worksheets and forms used to conduct a verification audit. *Note: This information can no longer be posted on the FDA's website due to the Americans with Disabilities Act accessibility requirements.*
- d. *Charge 2. Work on a project to recognize levels of performance of enrollees that will demonstrate the progress of enrollees in a meaningful way and acknowledging the enrollees for taking the necessary incremental steps toward meeting the standards.* Subcommittee members felt that recognizing an enrolled jurisdiction for partial achievement of the Retail Program Standards would be beneficial and recommend continuation of this charge for the 2016 - 2018 Program Standards Committee. Work on this charge was limited to a brainstorming session resulting in the following discussion points:
- i. Ways that partial recognition is beneficial are:
 1. Shows decision makers that the jurisdiction is making strides to improve the program;
 2. Aids jurisdictions in obtaining additional resources in order to meet the Retail Program Standards;
 3. Shows that the Retail Program Standards may need to be revised if there is a Standard that is almost impossible to meet;
 4. Recognition of "the small wins" may be important to keep a jurisdiction moving forward in meeting the Retail Program Standards; and
 5. Recognition of partial achievement of a Retail Program Standard could be part of the supporting documentation for agencies striving for Public Health Accreditation through the Public Health Accreditation Board.
 - ii. The committee discussed potential methods of recognition for partial achievement of a Standard and other issues related to partial achievement of a Standard. This cost/benefit analysis will depend on what the recognition is going to be. Options discussed were:
 1. Changing the FDA website to indicate/include partial achievement (cost)
 2. Verbal mention on enrollee achievements at regional conferences
 3. Letter from FDA recognizing partial achievement (cost)
 - iii. Other issues to be considered related to developing an approach to recognize a partial achievement are:
 1. Will the recognition for partial achievement involve more audits? (cost)
 2. If an audit to recognize partial achievement of a standard is required, will the audit be a formal audit or will an informal audit be developed? (cost)
 3. Criteria will need to be developed for each standard so it is clear when partial achievement is attained, e.g., 25% of the elements in the standard have been met. (cost)
 4. Currently not all of the Standards are easily quantified for partial achievement. The Standards may need to be rewritten which may make them more complex. (cost)
 5. Imposes additional reporting requirements for enrolled jurisdictions. (cost)
 6. The criteria developed for determining partial achievement would need to be designed so that it can be applied consistently. (cost)

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- e. Recommendations from Issue 2014 II-005. Based on the work done by the Retail Program Standards Subcommittee, the Program Standards Committee has the following recommendations for consideration by Council (See Issue PSC 3):
- i. To continue charges 1, 2 and 4 from Issue 2014 II-005 to the 2016 - 2018 Program Standards Committee as follows:
 1. Identify areas where the Voluntary National Retail Food Regulatory Program Standards can be changed or improved to enhance enrollment and implementation; and
 2. Work on a project to recognize levels of performance of Program Standards enrollees that will demonstrate the progress of enrollees in a meaningful way and acknowledging the enrollees for taking the necessary incremental steps toward meeting the Program Standards. As part of this project:
 - a. Provide a Cost/Benefit Analysis for recognizing partial achievement of the Retail Program Standards;
 - b. Identify different approaches that could be used to recognize partial achievement of the Retail Program Standards that would not require additional resources to perform or administer; and
 - c. Examine whether there is an additional burden placed on enrollees or FDA (in time, money, or added complexity of the Standards) associated with development of a system to ensure that jurisdictions are uniformly recognized for partial achievement of the Standards.
 4. Serve as a sounding board for FDA with respect to ideas generated during collaboration with the other entities such as NACCHO, PFP, AFDO.
 - ii. That a letter be sent to the FDA with the recommendations to encourage the FDA to:
 - a) Work on removing the barriers identified related to conducting a Retail Program Standard verification audit by: (1) providing auditor training; (2) creating a mentorship program for auditors; (3) including information on the online Listing of Enrolled Jurisdictions document indicating which enrollees are willing to serve as verification auditors for other enrollees; and (4) continuing to work to simplify the forms and procedures for the Program Standards in an effort to reduce the amount of time required to complete the required documentation.
 - b) Expand funding opportunities to help support and sustain the Retail Program Standards-related activities of enrollees.
 - c) Better publicize and promote the work that is being done by the FDA Clearinghouse Workgroup as an important resource for Retail Program Standards enrollees.
4. Additional progress on Issue 2014-005, *Charge 1: Identify areas where the Voluntary National Retail Food Regulatory Program Standards can be changed or improved to enhance enrollment and implementation*. The FDA requested work by the full Program Standards Committee on the Retail Program Standards as follows:
- a. Review and provide feedback on proposed revisions to Standard 7. The committee members reviewed, deliberated, and supported the proposed revisions. The proposed revisions allow for electronic mechanisms, such as social media and web-based meetings or forums, to be used as a method to satisfy the Standard 7 requirement for two-way interaction between regulatory authorities and industry/community stakeholders. The committee will submit an issue to recommend that Council II accepts the proposed revisions to Standard 7 (See Issue PSC 5).
 - b. Review and provide feedback on the FDA's proposed response to the recommendations for Standard 4 submitted by the Certification of Food Safety Regulatory Professionals Committee in Issue 2012 II-025: Recommendations from Uniform Inspection Program Audit Pilot Project. The FDA consultants to the committee reviewed each of their proposed responses, including changes to Standard 4 and the CFP Field Training Manual. The committee members provided feedback with minor revisions to the proposed responses, including changes to Standard 4 language, and indicated no lack of support. The FDA will submit an issue to recommend that Council II accepts the proposed revisions to Standard 4.
 - c. Review and provide feedback on proposed revisions to Standard 9. The committee members reviewed, deliberated, and indicated no lack of support for the proposed revisions. The FDA will submit an issue to recommend that Council II accepts the proposed revisions to Standard 9.

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5. Request from the Executive Board to plan and facilitate the Retail Program Standards Session to be held at the 2016 CFP biennial meeting. The purpose of the session is to provide a forum to share information about the Retail Program Standards, to gain insight from industry about the value of implementation of the Retail Program Standards by regulators, and to facilitate a discussion about success stories related to implementation of the Retail Program Standards. The Program Standards Committee has formed a planning team/workgroup consisting of industry and regulatory members to plan and facilitate the Retail Program Standards Session to be held on Tuesday, April 19, 2016.
6. Support for establishing workgroups within the Program Standards Committee to address charges previously assigned to the Certification of Food Safety Regulation Professionals Committee/Workgroup and the Interdisciplinary Foodborne Illness Training Committee.
 - a. The members of the Program Standards Committee view the work of both the Certification of Food Safety Regulation Professionals Committee (CFSRP) and the Interdisciplinary Foodborne Illness Committee (IFIC) as being within the scope of the Retail Program Standards, respectively Standards 2 and 5.
 - b. The Program Standards Committee encourages Council II to accept the recommendation in an issue submitted by the CFSRP to assign charges previously assigned to that committee to the 2016 - 2018 Program Standards Committee as follows:

Issue 2014 II-002, Charge 1:

Collaborate with the FDA Division of Human Resource Development, and the Partnership for Food Protection Training and Certification Workgroup (PFP TCWG) to:

1. Continue review of all initiatives: existing, new or under development; involving the training, evaluation and/or certification of food safety inspection officers. This collaborative working relationship will ensure the sharing of information so as not to create any unnecessary redundancies in the creation of work product or assignment of tasks/responsibilities.
2. Review the results of the partnership for food protection training and certification work group recommendations for the nationally recognized Retail Food Curriculum based on the Retail Food Job Task Analysis (JTA) to determine if changes are needed in the Standard 2 curriculum. Identify any gaps and recommendations for change and review the time frame for completion of Steps 1 through 4 for new hires or staff newly assigned to the regulatory retail food protection program.
3. Review the results of the partnership of food protection training and certification work group recommendations to determine if the Conference for Food Protection Field Training Manual for Regulatory Retail Food Safety Inspection Officers and forms need to be revised.

CFP ISSUES TO BE SUBMITTED BY COMMITTEE:

1. Report – Program Standards Committee (PSC)
 - a. Acknowledgement by Council II of the 2014-2016 Program Standards Committee Final report.
 - b. Acknowledgement and thanks by Council II to the members of the committee. Acknowledgement of the work done by the co-leads of the two subcommittees for their diligence in facilitating work to address the charges.
2. PSC 2 – Recommendations from Issue 2014 II-003
 - a. The Program Standards Committee is submitting recommendations with requests to the FDA regarding the Retail Program Standards.
3. PSC 3 – Recommendations from Issue 2014 II-005
 - a. The Program Standards Committee is submitting recommendations with requests to the FDA regarding the Retail Program Standards and resources for the verification audit process.
4. PSC 4 – Posting of Retail Program Standards Infographic on CFP Website

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- a. The Program Standards committee requests the posting of the infographic on the CFP website as a resource to exhibit the value to industry of regulators achieving Standards 2, 4 and 7 of the Retail Program Standards.
5. PSC 5 – Amend Retail Program Standard 7
 - a. The committee recommends amendment of Standard 7 to allow electronic mechanisms, such as social media and web-based meetings for forums, to be used as a method to satisfy the requirement for two-way interaction between regulatory authorities and industry/community stakeholders.

Attachments:

Content Documents:

1. 2014 – 2016 Program Standards Committee Final Report
2. 2014 – 2016 Program Standards Committee Membership Roster
3. Retail Program Standards - Competency of Inspectors Infographic

Support Documents:

4. Verification Audit Survey Tool
5. Industry Support for Standards 2, 4 and 7 Survey Tool
6. Verification Audit Survey Results
7. Industry Support for Standards 2, 4 and 7 Survey Results (FMI Summary)
8. Industry Support for Standards 2, 4 and 7 Survey Results (NRA Summary)

COMMITTEE MEMBER ROSTER (attached):

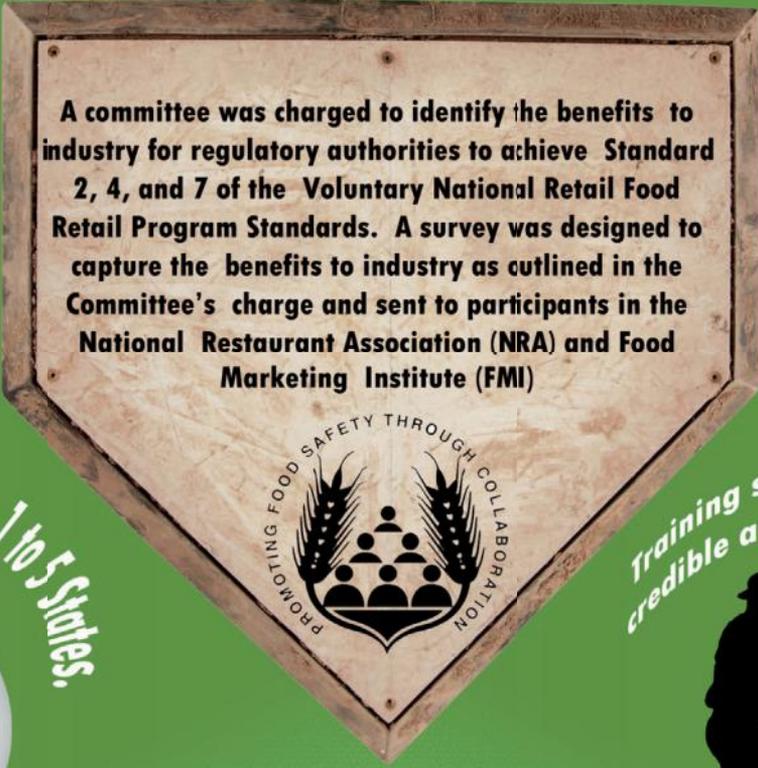
Committee Name: 2014 - 2016 Program Standards Committee

Last Name	First Name	Position (Chair/Member)	Constituency	Employer	City	State	Telephone	Email
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Read	David	Member - "At Large"	Emeritus	IFPTI	St. Paul	MN	(651) 485-8905	dread5668@gmail.com

RETAIL PROGRAM STANDARDS: A HOME RUN

	1	2	3	4	5	6	7	8	9	R
Industry	0	1	0	2	3					6
Regulatory	2	1	0	3	0					6
Standard 2...Standard 4...Standard 7...										



40% of respondents were aware of the Retail Program Standards through local regulatory outreach/FDA website

92% of respondents found Program Standard 7, industry participation, to be very valuable



Training supports a consistent, credible approach to inspections

60% of respondents were aware of the Retail Program Standards prior to the survey

Training in Program Standard 2 allows more time for industry to focus on food safety rather than disputing improper citations

Most of the respondents were from larger organizations with many employees & operate in several states

True risks are measured and identified

Inspectors are better trained & the inspections are more consistent

Uniformity allows better allocation of resources

Added assurance that the inspector is adequately trained & reputable

Increased accuracy & confidence in results

Level Playing Field

Creates a level playing field for all operators and regulators which should lead to consistency



Industry identified that Program Standard 2, properly trained staff, supports a consistent approach to inspections



90% of respondents found Program Standard 4, quality assurance, to be somewhat or very valuable

We all benefit from teamwork.

Verification Audit Survey Tool

The Conference for Food Protection Program Standards Committee is asking for your input on the Voluntary National Retail Food Regulatory Program Standards and related verification audits. Your input is greatly appreciated and it will assist us in our work on the CFP Issue 2014-II-005.

Background Information:

The Program Standards Committee has the following charges related to Verification Audits:

1. Identify areas where the Voluntary National Retail Food Regulatory Program Standards can be changed or improved to enhance enrollment and implementation.
2. Review the current verification audit requirement and:
 - Identify strengths of the current verification audit requirement;
 - Identify weaknesses with the current verification audit requirement, with emphasis on any barriers that may result from the current requirement; and
 - Determine whether there are potential changes to the requirement, or the administration of the requirement, that could maintain the credibility of the Retail Program Standards while reducing barriers to achievement that may result from the current verification audit requirement.

Jurisdiction Type: [Local] [State] [Tribal] [Territory] [other _____]
Inspection Staff Size: _____
Number of Inspected Food Service Facilities in Inventory: _____
Population of Jurisdiction: _____

What year did you enroll in the Retail Program Standards? [(year) _____] [don't know]

Please mark each item that applies to your jurisdiction:

- 1) Have you had a verification audit? [yes] [no]
If yes, what standards have you had audited?
[1] [2] [3] [4] [5] [6] [7] [8] [9]

- 2) When was/were the audits conducted?
- | | | | |
|-------------------|----------------|--------------|---------------------------|
| <u>Standard 1</u> | [(year) _____] | [don't know] | [have never been audited] |
| <u>Standard 2</u> | [(year) _____] | [don't know] | [have never been audited] |
| <u>Standard 3</u> | [(year) _____] | [don't know] | [have never been audited] |
| <u>Standard 4</u> | [(year) _____] | [don't know] | [have never been audited] |
| <u>Standard 5</u> | [(year) _____] | [don't know] | [have never been audited] |
| <u>Standard 6</u> | [(year) _____] | [don't know] | [have never been audited] |
| <u>Standard 7</u> | [(year) _____] | [don't know] | [have never been audited] |
| <u>Standard 8</u> | [(year) _____] | [don't know] | [have never been audited] |
| <u>Standard 9</u> | [(year) _____] | [don't know] | [have never been audited] |

- 3) What was the outcome of the Standards on which you have had a verification audit?

Verification Audit Survey Tool

Standard 1 [Standard Met Criteria] [Standard Did Not Meet Criteria] [Have not been audited]

If Standard not met, why? _____

Standard 2 [Standard Met Criteria] [Standard Did Not Meet Criteria] [Have not been audited]

If Standard not met, why? _____

Standard 3 [Standard Met Criteria] [Standard Did Not Meet Criteria] [Have not been audited]

If Standard not met, why? _____

Standard 4 [Standard Met Criteria] [Standard Did Not Meet Criteria] [Have not been audited]

If Standard not met, why? _____

Standard 5 [Standard Met Criteria] [Standard Did Not Meet Criteria] [Have not been audited]

If Standard not met, why? _____

Standard 6 [Standard Met Criteria] [Standard Did Not Meet Criteria] [Have not been audited]

If Standard not met, why? _____

Standard 7 [Standard Met Criteria] [Standard Did Not Meet Criteria] [Have not been audited]

If Standard not met, why? _____

Standard 8 [Standard Met Criteria] [Standard Did Not Meet Criteria] [Have not been audited]

If Standard not met, why? _____

Standard 9 [Standard Met Criteria] [Standard Did Not Meet Criteria] [Have not been audited]

If Standard not met, why? _____

4) Have you conducted a verification audit for another agency? [Yes] [No]

5) On what standards have you conducted an audit for another agency?
[1] [2] [3] [4] [5] [6] [7] [8] [9] [not applicable]

6) What was/were the outcome(s) to the audits conducted for another agency?
[Agency met Standard Criteria]
[Agency did not meet Standard Criteria]
[Audit cancelled due to incomplete information to conduct]
[Other, please specify _____]
[Not applicable]

7) Why have you not conducted an audit for another agency?
[Have not been asked]
[Did not meet criteria to become an auditor]
[Do not feel comfortable conducting an audit]
[Other, please specify _____]

8) Would it be beneficial to have an available list of individuals that can conduct verification audits?
[yes] [no] [Don't know]

Verification Audit Survey Tool

- 9) Would you be willing to be included on that list?
[yes] [no] [don't know]

If you don't know, please explain _____

The next several questions are about your agency and having an audit conducted to determine if a Standard has been met.

- 10) Do the audit requirements clearly outline the specific objectives needed to meet a Standard? [Yes] [No]

If no, please explain _____

- 11) What barriers have you had that have made you unable to conduct a verification audit on a Standard? (Mark all that apply.)

[Could not find an auditor to conduct verification audit]

[Requirements to conduct/complete a self-assessment leading to a verification audit not clear]

[Inadequate staff to conduct self-assessment that would lead to a verification audit]

[Inadequate time to conduct self-assessment and/or verification audit]

[No support of management to work on Program Standards]

[No barriers]

[Other – please list _____]

- 12) What resources were/are lacking to be able to complete a verification audit?

[Requirements identified to meet a specific Program Standard not clear or easy to follow]

[Inadequate knowledge to develop written internal policies to meet a Standard]

[Administrative Procedure documents (now a separate document, previously included under Standard 9) not easy to understand/not clear]

[No resources are currently lacking]

[Other – please identify _____]

- 13) What resources did you use to ensure a successful verification audit?

[Administrative procedure document (new in version 2013, previously in Standard 9)]

[Self-assessment guide provided in the Program Standards]

[FDA Regional Retail Food Specialist]

[Contacts from other jurisdictions that are enrolled in the Standards]

[Participation in the NACCHO Mentorship Program]

[FDA Retail Program Standards Grant made available through a Cooperative Agreement with AFDO].

[No resources used]

[Other – please identify _____]

Verification Audit Survey Tool

- 14) Would it be beneficial to your jurisdiction to be able to submit the Self-Assessment form, Verification Audit form, and any applicable documentation electronically to your auditor for review? [Yes] [No]
If no, please explain _____
- 15) What could increase the credibility of the audit process?
[A more clearly defined quality assurance step]
[Establish criteria to become an authorized auditor]
[Other – please list _____]

General information questions

- 16) Are you aware that a Clearinghouse Workgroup exists that can help clarify questions related to the Program Standards? [Yes] [No]
- 17) Do you have anything else you would like to share based on your experience?
- 18) If you would be willing to be contacted by the committee if they have any questions, please list your information below:
[Name]
[Agency]
[Role/Title]
[Address]
[City/Town]
[State]
[Zip]
[Email address]
[Phone number]

Thank you for your time in completing this survey. The information you provided will be of great assistance to the CFP Program Standards committee in accomplishing their charges as identified by the 2014 Conference.

Voluntary National Retail Food Regulatory Program Standards - 15 Minute Survey

This survey is completely anonymous; your candid feedback is appreciated.

This survey is designed to help the Conference for Food Protection Program Standards Committee identify benefits to industry for regulatory authorities to achieve Standard 2, Standard 4, and Standard 7 of the Voluntary National Retail Food Regulatory Program Standards. The Committee is due to report back at the 2016 Biennial Meeting on how the Conference can collaborate with industry to facilitate enrollment and achievement of the Voluntary National Retail Food Regulatory Program Standards (Retail Program Standards).

Retail Program Standards Overview

The Retail Program Standards are comprised of nine separate Standards, each focusing on a different aspect of a retail food regulatory program. Broadly speaking, the Standards:

- Serve as a guide to retail food regulatory program managers in the design and management of retail food regulatory programs;
- Are intended to help retail food regulatory programs enhance the services they provide to the public;
- Provide a foundation and system upon which all regulatory programs can build through a continuous improvement process;
- Encourage agencies to improve and build upon existing programs;
- Provide a framework designed to accommodate both traditional and emerging approaches to food safety; and reinforce proper sanitation (good retail practices) and operational and environmental prerequisite programs while encouraging regulatory agencies and industry to focus on the factors that cause and contribute to foodborne illness, with the ultimate goal of reducing the occurrence of those factors.

Standard 2 (Trained Regulatory Staff)

The regulatory retail food program inspection staff shall have the knowledge, skills, and ability to adequately perform their required duties.

Five step training process for retail food program inspection staff:

- Completion of initial course curriculum before conducting joint inspections.
- Completion of 25 joint inspections.
- Completion of 25 independent inspections, and completion of the remainder of the course curriculum.
- Completion of Standardization process (re-standardization occurs every three years).
- Completion of continuing education.

Standard 4 (Quality Assurance Program)

Voluntary National Retail Food Regulatory Program Standards - 15 Minute Survey

Program Management implements an on-going quality assurance program that evaluates inspection uniformity to ensure inspection quality, inspection frequency, and uniformity among the regulatory staff.

Standard 7 (Industry/Community Outreach Activities)

This standard applies to industry and community outreach activities utilized by a regulatory program to solicit a broad spectrum input into a comprehensive regulatory food program, communicate sound public health food safety principles, and foster and recognize community initiatives focused on the reduction of foodborne disease risk factors.

1. Which of the following best describes your operation?

- Food Service Operation/Restaurant
- Retail Food Establishment
- Convenience Store
- Other Type of Operation (please specify)

2. How long has your company been in business?

- 1 to 5 years
- 6 to 25 years
- 26 to 50 years
- More than 50 years

3. How many employees work at your company?

- 1 to 50 employees
- 51 to 500 employees
- 501 to 5,000 employees
- More than 5,000 employees

Voluntary National Retail Food Regulatory Program Standards - 15 Minute Survey

4. How many States does your company operate in?

- 1 to 5 states
- 6 to 15 states
- 16 to 30 states
- More than 30 states

5. What is the approximate total revenue for your company?

- \$1K to \$500K
- \$501K to \$10 Million
- \$11 Million to \$500 Million
- More than \$500 Million

6. Prior to receiving this survey, were you aware of the Retail Program Standards?

- Yes
- No

Voluntary National Retail Food Regulatory Program Standards - 15 Minute Survey (Small/New Businesses)

7. How did you become aware of the Retail Program Standards? Please select all options that apply.

- Industry peers
- Local Regulatory outreach/communication
- FDA website
- Peers/Coworkers
- Other (Please specify below in 'Other' box)

Voluntary National Retail Food Regulatory Program Standards - 15 Minute Survey

Other (please specify)

8. Would it be valuable to your company if all regulatory authority inspection staff responsible for conducting inspections at retail food establishments were trained to the Retail Program Standard 2 as outlined below?

Standard 2 (Trained Regulatory Staff)

The regulatory retail food program inspection staff shall have the knowledge, skills, and ability to adequately perform their required duties.

Five step training process for retail food program inspection staff:

- **Completion of initial course curriculum before conducting joint inspections.**
- **Completion of 25 joint inspections.**
- **Completion of 25 independent inspections, and completion of the remainder of the course curriculum.**
- **Completion of Standardization process (re-standardization occurs every three years).**
- **Completion of continuing education.**

- Very valuable
- Somewhat valuable
- Not very valuable
- Not at all valuable

Comments (Optional)

9. Would it be valuable to your company if all regulatory authorities implemented an ongoing Quality Assurance program as outlined in the Retail Program Standard 4, as outlined below?

Standard 4 (Quality Assurance Program)

Program Management implements an on-going quality assurance program that evaluates inspection uniformity to ensure inspection quality, inspection frequency, and uniformity among the regulatory staff.

- Very valuable
- Somewhat valuable
- Not very valuable

Voluntary National Retail Food Regulatory Program Standards - 15 Minute Survey

Not at all valuable

Comments (Optional)

10. Would Industry find it beneficial if regulatory authorities invited industry to participate in food safety forums or to participate in food safety advisory boards to enhance food safety strategies or otherwise collaborate to improve food safety in the jurisdiction?

Very valuable

Somewhat valuable

Not very valuable

Not at all valuable

Comments (Optional)

11. What are the benefits to Industry when the regulatory authority invests in the Retail Program Standards by having trained regulatory staff (Standard 2), an ongoing Quality Assurance program (Standard 4) and Industry/Community outreach activities (Standard 7)? Please select all options that apply and add any additional benefits in the 'Other' box.

Confidence in retail food establishment assessment results by general public

Confidence in retail food establishment assessment results by Industry

Increased engagement with regulatory authority by Industry

Calibration of regulatory staff across the State/Jurisdiction

Other Benefits (please specify)

12. Please rate your identified benefits to Industry for regulatory authorities to invest in the Retail Program Standards by having trained regulatory staff, an ongoing Quality Assurance program and Industry/Community outreach activities?

No Benefit

Some Benefit

Greatest Benefit

N/A

Confidence in retail food establishment

Confidence in

Confidence in

Confidence in

Confidence in

Voluntary National Retail Food Regulatory Program Standards - 15 Minute Survey

	No Benefit	Some Benefit	Greatest Benefit	N/A
assessment results by general public	retail food establishment assessment results by general public No Benefit	retail food establishment assessment results by general public Some Benefit	retail food establishment assessment results by general public Greatest Benefit	retail food establishment assessment results by general public N/A
Confidence in retail food establishment assessment results by Industry	<input type="radio"/> Confidence in retail food establishment assessment results by Industry No Benefit	<input type="radio"/> Confidence in retail food establishment assessment results by Industry Some Benefit	<input type="radio"/> Confidence in retail food establishment assessment results by Industry Greatest Benefit	<input type="radio"/> Confidence in retail food establishment assessment results by Industry N/A
Increased engagement with regulatory authority by Industry	<input type="radio"/> Increased engagement with regulatory authority by Industry No Benefit	<input type="radio"/> Increased engagement with regulatory authority by Industry Some Benefit	<input type="radio"/> Increased engagement with regulatory authority by Industry Greatest Benefit	<input type="radio"/> Increased engagement with regulatory authority by Industry N/A
Calibration of regulatory staff across the State/Jurisdiction	<input type="radio"/> Calibration of regulatory staff across the State/Jurisdiction No Benefit	<input type="radio"/> Calibration of regulatory staff across the State/Jurisdiction Some Benefit	<input type="radio"/> Calibration of regulatory staff across the State/Jurisdiction Greatest Benefit	<input type="radio"/> Calibration of regulatory staff across the State/Jurisdiction N/A

13. If you have multiple locations in different regulatory districts, can you identify benefits of working with a regulatory authority that is enrolled in the Retail Program Standards versus one that has is not enrolled in the Retail Program Standards?

- Not Applicable
- Yes
- No

Comments (please specify)

Conference for Food Protection Voluntary Retail Food Program Standards Subcommittee 5 – Verification Audit Summary

550 Total Invitations
18.5% responded (102)
1.1% opted out (6) – no reason given
9.6% bounced (53)
70.7% not responded (389)

550 total-53 bounced=**497** good email addresses

102 Total Responses
83.3% completed (85)
16.7% partial (17)

102 total responses/**497** good email addresses=**20.52%** response

Q1. Jurisdiction Type – 102 answered, 0 skipped

- Local (City &/or County) 74.51% (76)
- State 17.65% (18)
- Tribal 2.94% (3)
- Territory 0.98% (1)
- Other 3.92% (4)
 - University 1
 - Federal 2
 - Idaho 1

Q2. Number of Inspected Food Service Facilities in Inventory – 102 answered, 0 skipped

- ≤250 30
- 251-500 18
- 501-750 5
- 751-1000 7

- 1001-5000 27
- 5001-7500 4
- 7501-10000 3
- ≥10001 8

Q3. Inspection Staff Size – 102 answered, 0 skipped

≤5	56	(55%)
6-10	18	(18%)
11-25	17	(16.7%)
26-50	3	(2.9%)
51-75	4	(3.9%)
76-100	2	(1.9%)
≥101	2	(1.9%)

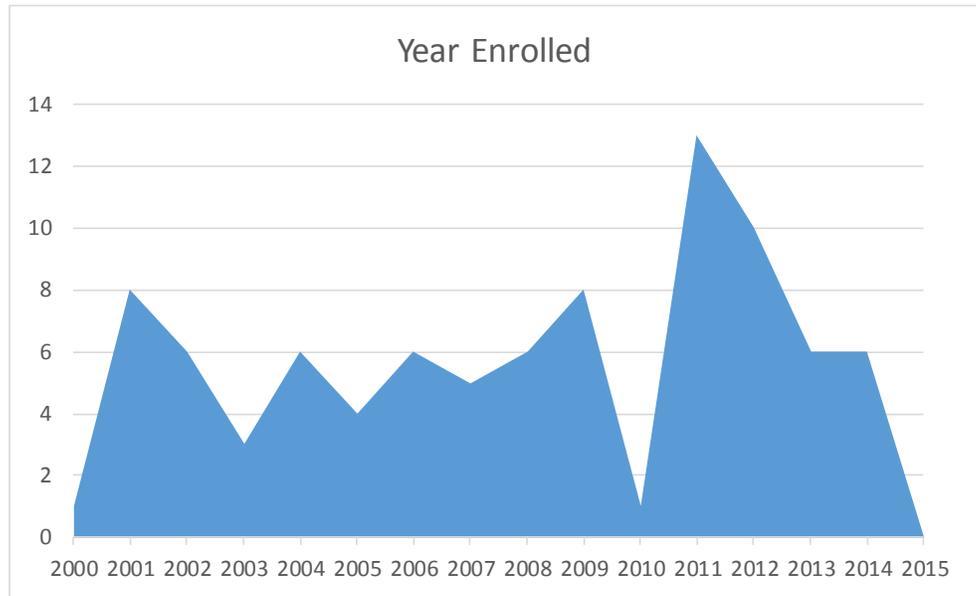
Q4. Population of Jurisdiction – 102 answered, 0 skipped

0 to 50,000	27	(26%)
50,001 to 100,000	13	(13%)
100,001 to 250,000	16	(16%)
250,001 to 500,000	11	(11%)
500,001 to 750,000	4	(4%)
750,001 to 999,999	3	(3%)
1M to 3M	13	(13%)
4M to 10M	7	(7%)
>10M	1	(1%)
Other	7	(67%)

- Retail food establishment such as restaurants, takeout, mobile units, catering, schools, correctional facilities, vending and senior citizen meals
- Resort casino
- Entire state of Nevada
- NA
- 27 tribes – don't know the actual population sizes
- Unknown
- Entire state – except local health jurisdictions

Q5. What year did you enroll in the Retail Program Standards? – 102 answered, 0 skipped

- Don't Know – 14 (13.73%)
- 2000 – 1
- 2001 – 8
- 2002 – 6
- 2003 – 3
- 2004 – 6
- 2005 – 4
- 2006 – 6
- 2007 – 5
- 2008 – 6
- 2009 – 8
- 2010 – 1
- 2011 – 13
- 2012 – 10
- 2013 – 6
- 2014 – 6
- 2015 – 0



Dates of Interest –

- 1999 – Pilot Test of Program Standards in each of the 5 FDA regions
- 2000 – Pilot Test results report to the Conference for Food Protection
- 2002 – 1st Version of the Program Standards, approved at the CF
- 2012 – 1st year of NACCHO Mentorship Program

Q6. Have you had a verification audit? – 102 answered, 0 skipped

Yes	54.90%	56
No	45.10%	46

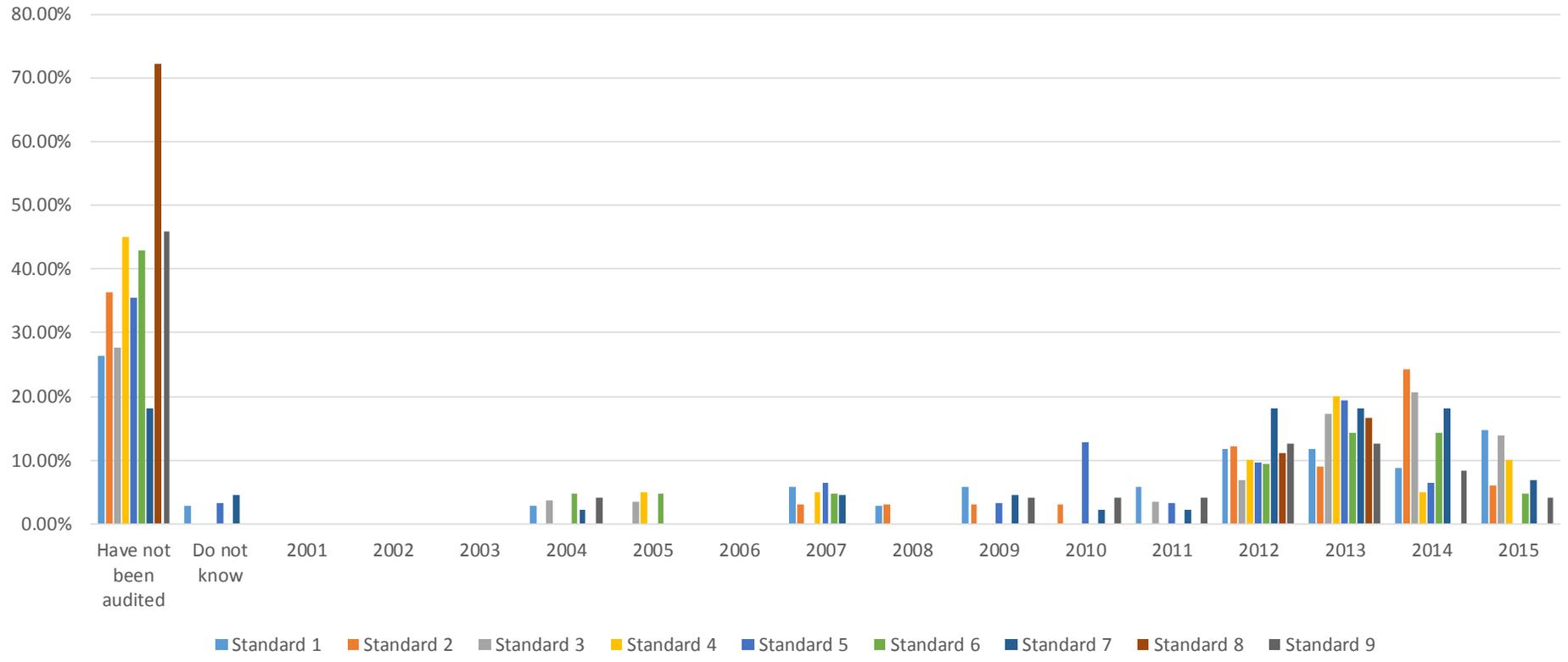
Q7. What Standards have you had audited? – 55 answered, 47 skipped

Standard 1	45.45%	25
Standard 2	36.36%	20
Standard 3	38.18%	21
Standard 4	20.00%	11
Standard 5	38.18%	21
Standard 6	21.82%	12
Standard 7	63.64%	35
Standard 8	9.09%	5
Standard 9	23.64%	13

Q8. When was/were the audit(s) conducted? – 59 answered, 43 skipped

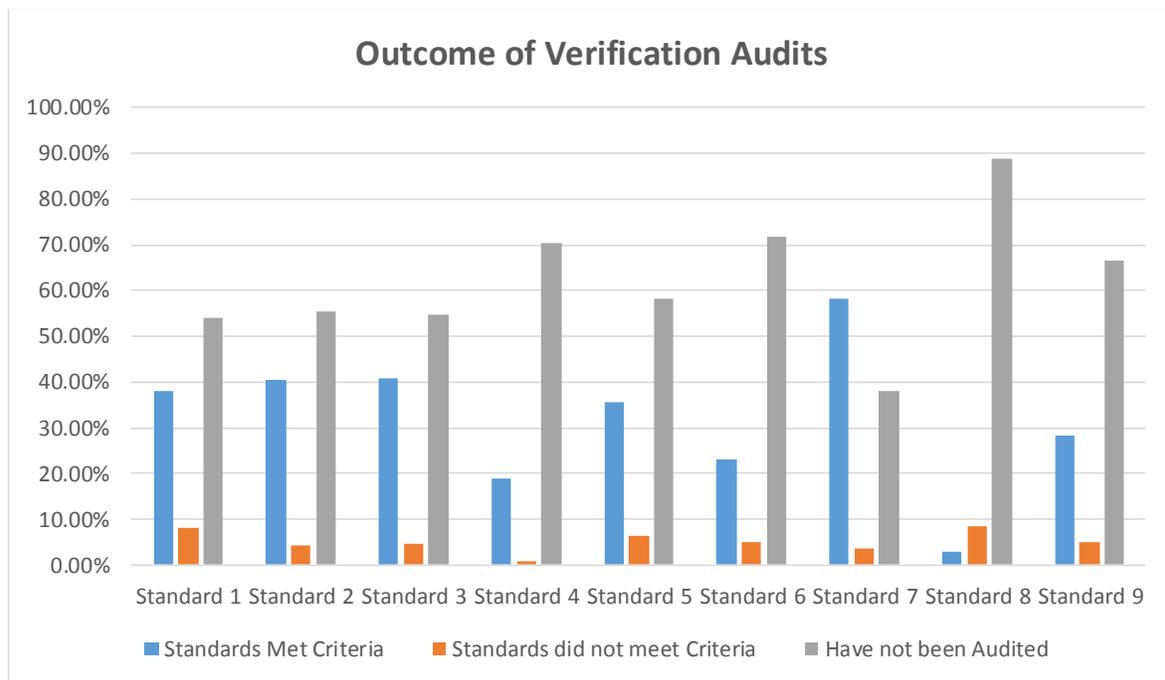
Year	Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6	Standard 7	Standard 8	Standard 9
Have not been audited	26.47%	36.36%	27.59%	45.00%	35.48%	42.86%	18.18%	72.22%	45.83%
Do not know	2.94%	0.00%	0.00%	0.00%	3.23%	0.00%	4.55%	0.00%	0.00%
2001	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2002	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2003	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2004	2.94%	0.00%	3.60%	0.00%	0.00%	4.76%	2.27%	0.00%	4.17%
2005	0.00%	0.00%	3.45%	5.00%	0.00%	4.76%	0.00%	0.00%	0.00%
2006	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2007	5.88%	3.03%	0.00%	5.00%	6.45%	4.76%	4.55%	0.00%	0.00%
2008	2.94%	3.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2009	5.88%	3.03%	0.00%	0.00%	3.23%	0.00%	4.55%	0.00%	4.17%
2010	0.00%	3.03%	0.00%	0.00%	12.90%	0.00%	2.27%	0.00%	4.17%
2011	5.88%	0.00%	3.45%	0.00%	3.23%	0.00%	2.27%	0.00%	4.17%
2012	11.76%	12.12%	6.90%	10.00%	9.68%	9.52%	18.18%	11.11%	12.50%
2013	11.76%	9.09%	17.24%	20.00%	19.35%	14.29%	18.18%	16.67%	12.50%
2014	8.82%	24.24%	20.69%	5.00%	6.45%	14.29%	18.18%	0.00%	8.33%
2015	14.71%	6.06%	13.79%	10.00%	0.00%	4.76%	6.82%	0.00%	4.17%

When was/were the audit(s) conducted?



Q9.What was the outcome of the Standards on which you have had a verification audit?
 67 answered, 35 skipped

	Standards Met Criteria	Standards did not meet Criteria	Have not been Audited	Total
Standard 1	38.00% (19)	8.00% (4)	54.00% (27)	20
Standard 2	40.43% (19)	4.26% (2)	55.32% (26)	47
Standard 3	40.91% (18)	4.55% (2)	54.55% (24)	44
Standard 4	18.92% (7)	10.81% (4)	70.27% (26)	37
Standard 5	35.42% (17)	6.25% (3)	58.33% (28)	48
Standard 6	23.08% (9)	5.13% (2)	71.79% (28)	39
Standard 7	58.18% (32)	3.64% (2)	38.18% (21)	55
Standard 8	2.78% (1)	8.33% (3)	88.89% (32)	36
Standard 9	28.21% (11)	5.13% (2)	66.67% (26)	39



Q10. Have you conducted a verification audit for another agency?

92 answered, 10 skipped

Yes	29	31.52%
No	63	68.48%

Q11. What Standards have you conducted an audit for another agency?

28 answered, 74 skipped

	# audit for standard	percentage
Standard 1	7	25.00%
Standard 2	11	39.29%
Standard 3	7	25.00%
Standard 4	4	14.29%
Standard 5	8	28.57%
Standard 6	4	14.29%
Standard 7	17	60.71%
Standard 8	1	3.57%
Standard 8	3	10.71%

Q12. What was/were the outcome(s) to the audits conducted for another agency?

29 answered, 73 skipped

Agency met Standard Criteria	86.21%	25
Agency did not met Standard Criteria	13.79%	4
Audit cancelled due to incomplete information to conduct	6.90%	2

Q13. Why have you not conducted an audit for another agency?

74 answered, 28 skipped

Have not been asked	89.19%	66
Did not meet criteria to become an auditor	12.16%	9
Do not feel comfortable conducting an audit	24.32%	18

Q14. Would it be beneficial to have an available list of individuals that can conduct verification audits? – 91 answered, 11 skipped

Yes	79	85.71%
No	2	2.20%
Don't know	11	12.09%

Q15. Would you be willing to be included on that list? – 92 answered, 10 skipped

Yes	39	42.39%
No	29	31.52%
Don't know	24	26.09%

If respondent answered “no” or “don't know”, they were asked to explain:

- Would need county approval
- Too busy with work requirements
- Time constraints is the issue (these things can be very time consuming)
- I am not sure if I would be qualified to fill this role
- Available time
- I will be retiring by the end of June 2015
- Within New Mexico, we know who in each agency can do a verification audit. I think this informal information network works well and ensures that we don't become overloaded. I don't know if the list you are proposing would go out to other states. This might get overwhelming.
- Our staff are not qualified yet
- No time
- Still working on our agency to be in conformance
- No time, very understaffed
- Don't understand it all that well
- My current job role would not allow me to do this
- Not sure I'm qualified to conduct audits
- Not sure we will continue effort due to costs
- Don't have time
- Currently have insufficient staffing to add another duty
- No time
- Time and resource issues
- Time constraints as I am trying to complete standardization for grant funding
- Agency representative instead of named individual
- Not certain of qualifications
- Do not have time
- Would be open to being an auditor, but additional information about how to conduct an audit would be helpful since our agency has not completed an audit.
- Extremely busy and understaffed, may not be approved
- Plan to retire soon

- Since we have not had a verification audit, I do not feel qualified to audit other LHDs
- Training needed, otherwise yes
- Do not qualify to become an auditor
- We have not had a lot of progress made in the program and staffing is limited
- No time to audit other regulatory agencies
- Too busy
- No time
- Staffing limitations

Q16. Do the audit requirements clearly outline the specific objective needed to meet a Standard? – 90 answered, 12 skipped

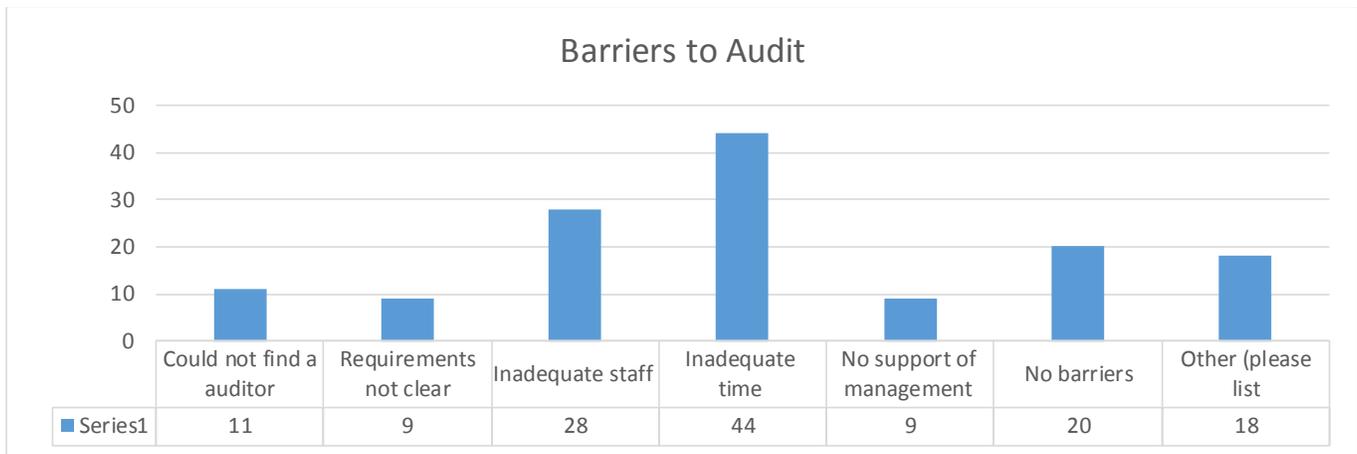
Yes	81	90.00%
No	9	10.00%

If respondent answered “no” they were asked to explain:

- Need to simplify
- No idea
- Forms and procedures need to be simplified
- The older version of the audit book was more thorough and had step by step instructions. The new versions of the book just gives an overall requirement. I prefer the older version
- Cumbersome
- There needs to be more examples of possible methods for meeting a standard. A FDA training for verification audits might be a god course to have better consistencies among those who do audits.
- Not clear
- No
- More is read into the requirements than is actually stated

Q17. What barriers have you had that have made you unable to conduct a verification audit on a Standard? – 84 answered, 18 skipped

Could not find an auditor to conduct verification audit	11	13.10%
Requirements to conduct/complete a self-assessment leading to a verification audit not clear	9	10.71%
Inadequate staff to conduct self-assessment that would lead to a verification audit	28	33.33%
Inadequate time to conduct self-assessment and/or verification audit	44	52.38%
No support of management to work on Program Standards	9	10.71%
No barriers	20	23.81%
Other (please list)	18	21.30%



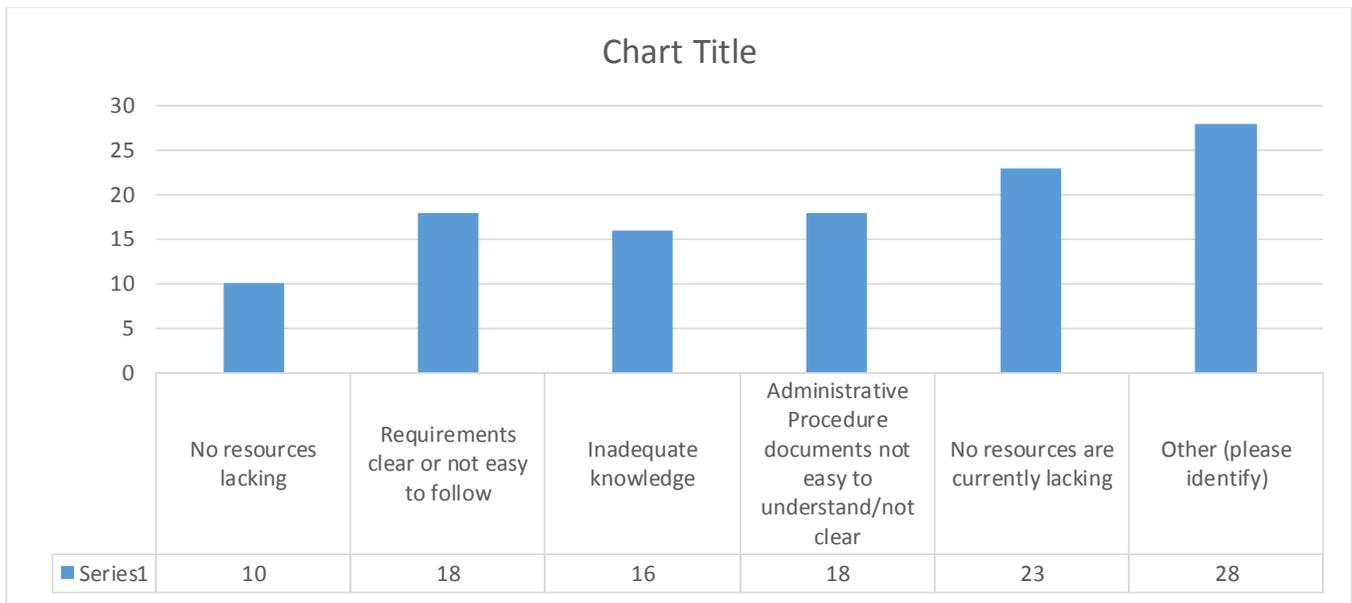
List of other responses provided:

- It was known that we did not meet the standards, so did not spend the time of the auditor
- IL, Dept. of Public Health – lack of support
- Self-assessment yields standard not met, so audit not needed
- Our self-assessment revealed that we don't meet the standards
- Availability of an agreed upon time that works for both agencies
- Lack of funding to support implementation of the retail standards
- Self-assessment done. Finding time for verification audit
- Unable to meet Standards 1, 3, 4, 6 due to inspection software
- First time jitters
- Not enough time to improve that self-assessments that did not meet the standards
- Program Standards is a very time intensive project
- We did the self-assessment, but not certain where to go for the audit
- Funding support
- No audit of the self-assessment was every conducted
- Dependence on state program
- Not clean
- Inadequate staff to conduct the work required to put processes/procedures in place to meet a standard
- Not trained to audit

Q18. What resources are lacking to be able to complete a verification audit?

84 answered, 18 skipped

No resources lacking	10	11.90%
Requirements identified to meet a specific Program Standard not clear or not easy to follow	18	21.43%
Inadequate knowledge to develop written internal policies needed to meet a Standard	16	19.05%
Administrative Procedure documents (now a separate document, previously included under Standard 9) not easy to understand/not clear	18	21.43%
No resources are currently lacking	23	27.38%
Other (please identify)	28	33.33%



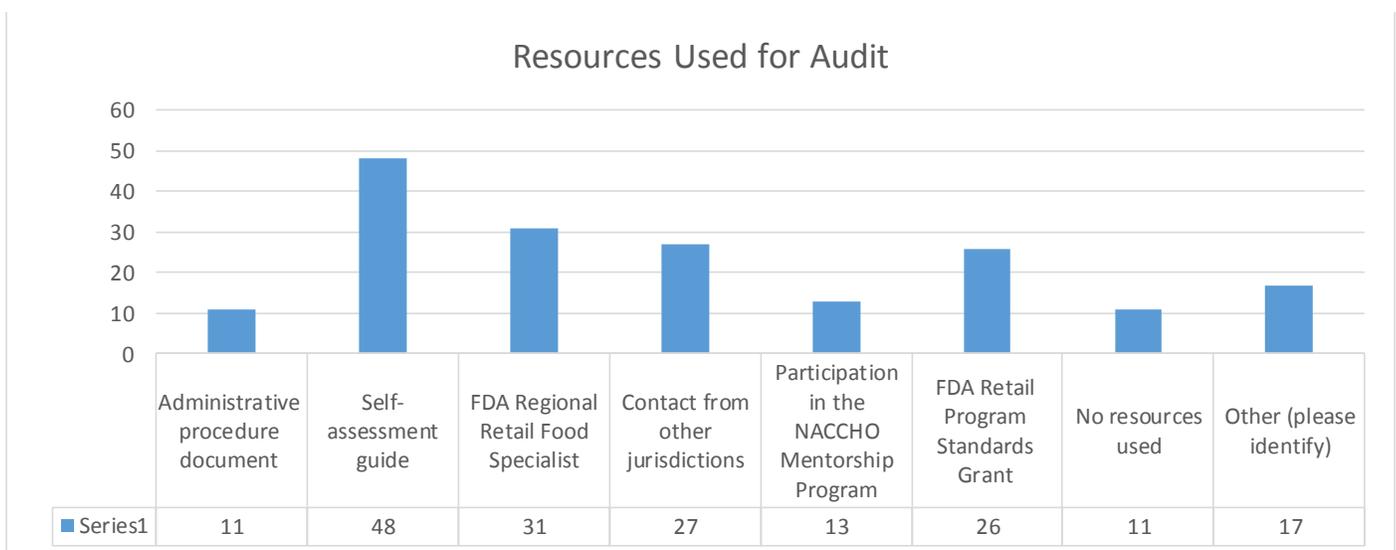
List of other responses provided:

- Time
- Time and other priorities
- Change of staff, training issues
- Available time
- Time and people
- Finding the time to do it
- Time and staff; recently have spent time on inspection disclosure
- We are early in the process yet and have been focusing on training regulatory staff and hoping for the state to adopt the 2013 food code
- Time and staff
- More staff resources would be beneficial in implementing and audition standards
- Program requirements often changed without notification to participants
- I think these responses aren't clear: "no resources lacking" and "no resources are currently lacking" -??? We are currently lacking resources
- Lack of funding to support implementation of the retain standards
- Staff time, don't know who would be willing to audit locally

- Not enough time
- Lack resource
- Lacked resources to purchase new inspection software
- Not a clear understanding of the proper procedures
- Human resources and time
- Understaffed now, inspections delinquent, Standardization of staff is the priority
- Training, staffing
- Financial resources (other than ADFO Money) which is appreciated!
- Staff and time
- Time FTE's
- Time in standards coordinator work plan to accommodate the necessary work on a standard
- Time
- Never had an audit or performed one
- Staff limitations

Q19. What resources did you use to ensure a successful verification audit?
76 answered, 26 skipped

Administrative procedure document (new in Program Standards version 2013, previously located in Standard 9)	11	14.47%
Self-assessment guide provided in the Program Standards	48	63.16%
FDA Regional Retail Food Specialist	31	40.79%
Contact from other jurisdictions that are enrolled in the Standards	27	35.53%
Participation in the NACCHO Mentorship Program	13	17.11%
FDA Retail Program Standards Grant made available through a Cooperative Agreement with AFDO	26	34.21%
No resources used	11	14.47%
Other (please identify)	17	22.37%



List of other responses provided:

- Indiana State Dept. of Health Standards Workshop
- N/A
- Clearinghouse responses
- FDA Retail Program Standards Grant before AFDO
- We have not conducted an audit yet. Scheduled to be completed by September 2015
- Did not complete a verification audit
- Have no performed
- NACCHO is important
- Auditors list might be helpful in the long run
- FDA Self-assessment and Verification Audit Workshop materials
- Previous audits completed by our State Food program Manager, who has retired. Thus year plan to have Mark from Iowa audit.
- No audit was performed
- NA
- Nave not completed a verification audit
- NA
- Never had an audit or performed one.
- Have applied for the mentorship program but have not been accepted

Q20. Would it be beneficial to your jurisdiction to be able to submit the Self-Assessment form, Verification Audit form, and any applicable documentation electronically to your auditor for review? – 86 answered, 16 skipped

Yes 85 98.84%
No 1 1.16

If “no”, please explain:

- Not sure – some documents are on a shared folder and it may be more time consuming to re-save those in a format that can be sent electronically and the files may be too large to send via e-mail
- No idea
- We scan and submit form electronically.
- There is way too much supporting documentation to submit everything electronically. This may work for some Standards, but not all.

Q21. What would increase the credibility of the audit process? – 72 answered, 30 skipped

A more clearly defined quality assurance step	40	55.56%
Establish criteria to become an authorized auditor	37	51.39%
Other (please list)	14	19.44%

List of other responses provided:

- Attending the Auditor's Course
- I don't know
- I think the reviews done currently are credible because each agency has a conscientious auditor. I think having authorized auditory would just add another layer of time commitment that many people would not be able to do.
- Some coaching from another auditor to make sure all steps and documentation is presented
- Resources available to see what other have submitted to meet the standard, and that are available for your organization to use and adapt to your environment.
- Compelling reason to participate
- Do not make it more complicate
- Simplify forms and procedures
- Provide auditor training
- Mock audit
- Auditor training in regions – grant to pay for training of auditors, make standards required for additional funding
- FDA staff to conduct Audits like MFRPS
- Don't know because never done the audit process
- Get the bureaucratic language out

Q22. Are you aware that a Clearinghouse Workgroup exists that can help clarify questions related to the Program Standards? – 88 answered, 16 skipped

Yes	51	59.30%
No	35	40.70%

Q23. Do you have anything else you would like to share based on your experience?
30 answered, 72 skipped

The answers in the clearinghouse are still not clear – would like more training in order to more clearly understand the requirements of each standard
In our particular organization, we do more than food inspections. Our licensing fees support our inspection process. License fees have not stayed current with costs associated to do inspections. The State Government has decided one again not to raise license fees. They have been increased only twice in the last approximately 35 years. The last time in 2007 or 2008...did not even bring it up to current costs then.
No
Being in Hawaii we find it very difficult to locate Auditor's and although we are in the internet age, it would be better if we could communicate with another jurisdiction on how they met a Standard. A face to face meeting is ideal vs. communication with email. Also because of the long distance and expense it is very difficult to participate in the mentor-mentee program.

<p>I think the Program Standards are great and I'm glad our program enrolled. However, they are time consuming and it can be frustrating because you want to complete them but it seems there is never enough time. The FDA representative and clearinghouse have been very supportive.</p>
<p>A good idea, but frustration grows when Standards are not met and little time to improve. The focus is on making sure the inspections get done with the limited resources available. Staff is in the field with no staff assigned to any quality assurance and re-self-assessment.</p>
<p>The Regional FDA Specialist has been a great resource to us for pairing an auditor for our Standards.</p>
<p>We are a small health department and would not be able to work on conformance with the Standards if we didn't receive the grants from FDA, AFDO, and NACCHO.</p>
<p>We are very new to the standards and have not completed our first verification audit, so we were unable to answer several of the questions. Our audit is scheduled to be completed by September.</p>
<p>No</p>
<p>Our agency has been working towards the Retail Program Standards since enrollment in 2009. However, we are one of the few agencies active in the Retail Program Standards and as a result, have not been requested to complete an audit. We feel comfortable with the Standards, but would appreciate deeper understanding from an audit perspective. We are partnering/mentoring a recent enrolled agency and will most likely be requested to conduct an audit in the future.</p>
<p>No</p>
<p>Our health department get overwhelmed by the process and the amount of reading and instructions required. We are currently trying to break it up into smaller bits and assign standards to different inspectors to work on.</p>
<p>No</p>
<p>I am a one person department and have had challenges finding another agency nearby to assist. Many of the questions in the audit pertain to department with many staff members, and there are not options for small one-person departments.</p>
<p>No</p>
<p>If you want the VRFPS to be more accepted by locals, don't make it more complicated.</p>
<p>Again simplify the process and the forms.</p>
<p>I wish the annual FDA training traveling allowance is opened up for locals to attend. The only reason I cannot attend is I did not get the grant for travelling and our resources does not allow out of state travelling.</p>
<p>The audit of this jurisdiction has been delayed due to inadequate time and denied funding from FDA which was requested to complete the verification audit.</p>
<p>I would suggest that the standards be self-assessed and audited individually rather than all at once which is overwhelming to complete. Right or wrong that if how I have done this and that way each year we can work on one or two. We</p>

have completed the second round of self-assessment and audit verifications on several Standards.
Could not have made progress on the Program Standards without participation in the NACCHO mentorship program and FDA grant support.
The self-assessment was completed, but no audit verification was ever completed by FDA
n/a
The number of inspectors listed in not FTE's for food inspections. They also have other duties. The number of facilities does not include any temp food events. We are also in a high tourist area which has increased out temp events, inspectors and the number of facilities as compared to our population.
We have not dedicated time to the program. Staffing constraints limit program development.
I don't understand why we need to complete the Self-Assessment info on the FDA Registry Form – when only submitting because an audit was performed. I also didn't realize the self-assessment must be done within 30 days of the audit. Sometimes a self-assessment is done way in advance to determine gaps that need to be filled. Marking these boxes can also be confused with the every 5 year self-assessment.
Should run Retail Standard like the Manufactured Food Standards. Have FDA Staff conduct audits. Other state and local jurisdictions don't have the time or resources to devote to auditing another agencies programs. Additionally our agency is hesitant to show another state agencies "how we do things".
The standard are too cumbersome for Deschutes County. We really believe in the standards but the amt of time it takes make it impossible to do all my other field work, supervisor duties, admin work, budget, etc.
It would be nice to get some kind of training when you sign up as a participant.

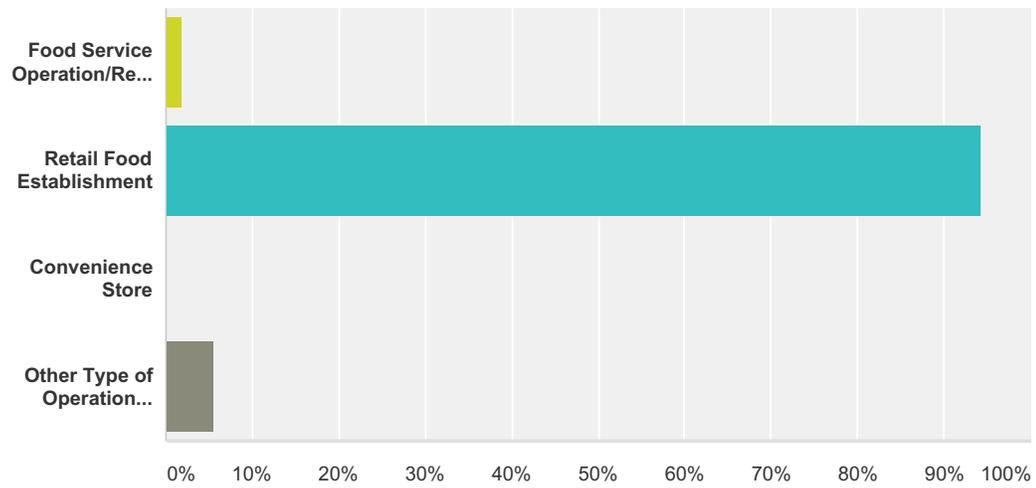
Q24. If you would be willing to be contacted by the committee if they have any questions, please list your information below. – 48 answered, 54 skipped

Respondents were asked to provide the following information if they were willing to be contacted:

- Name
- Agency
- Role/Title
- Address
- City/Town
- State
- Zip
- E-mail address
- Phone number

Q1 Which of the following best describes your operation?

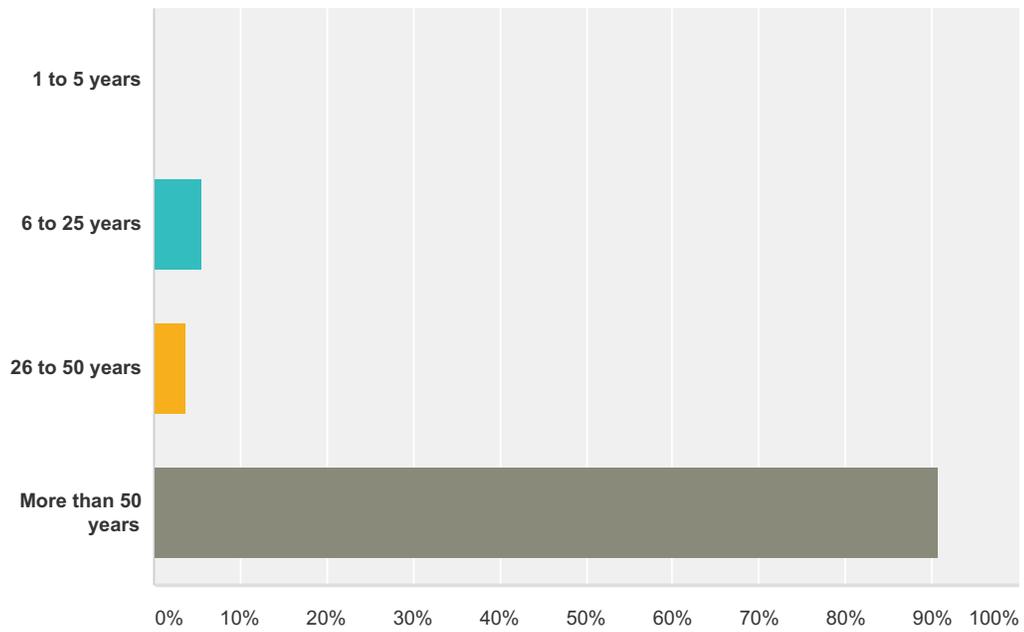
Answered: 54 Skipped: 0



Answer Choices	Responses
Food Service Operation/Restaurant	1.85% 1
Retail Food Establishment	94.44% 51
Convenience Store	0.00% 0
Other Type of Operation (please specify)	5.56% 3
Total Respondents: 54	

Q2 How long has your company been in business?

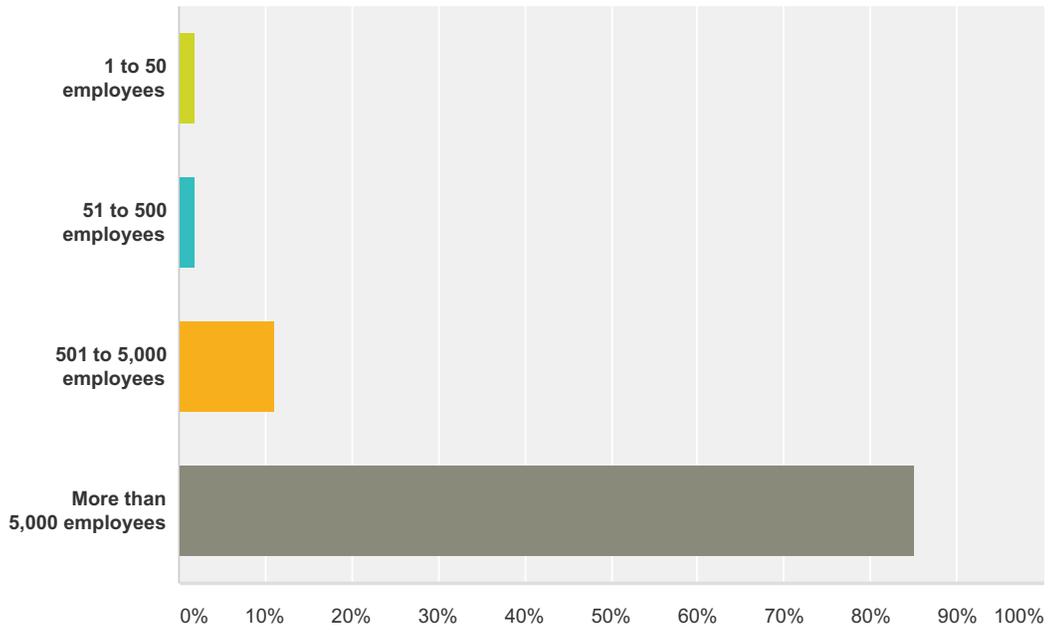
Answered: 54 Skipped: 0



Answer Choices	Responses
1 to 5 years	0.00% 0
6 to 25 years	5.56% 3
26 to 50 years	3.70% 2
More than 50 years	90.74% 49
Total	54

Q3 How many employees work at your company?

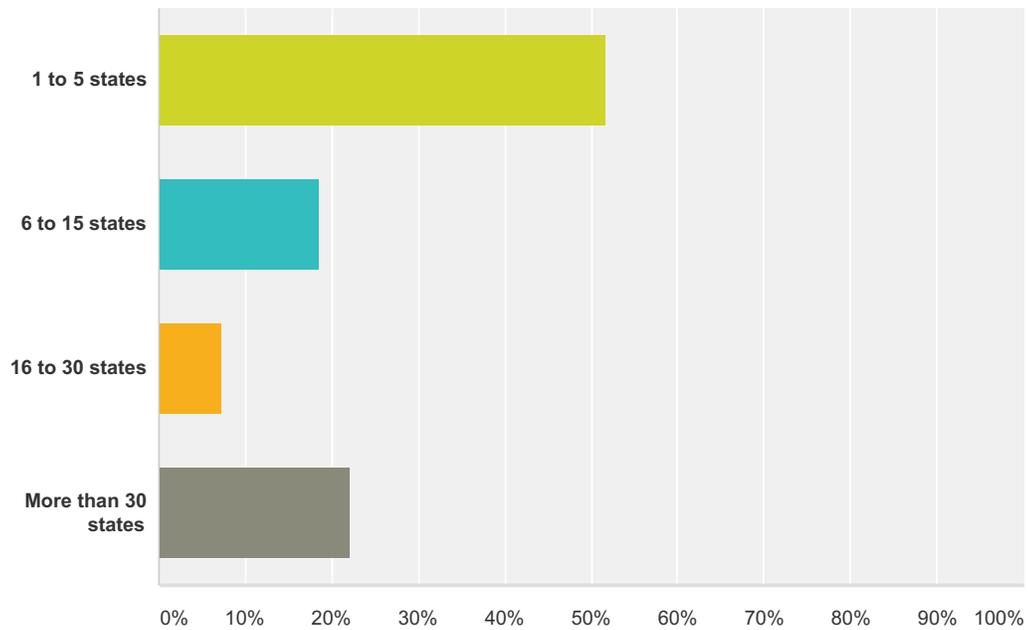
Answered: 54 Skipped: 0



Answer Choices	Responses
1 to 50 employees	1.85% 1
51 to 500 employees	1.85% 1
501 to 5,000 employees	11.11% 6
More than 5,000 employees	85.19% 46
Total	54

Q4 How many States does your company operate in?

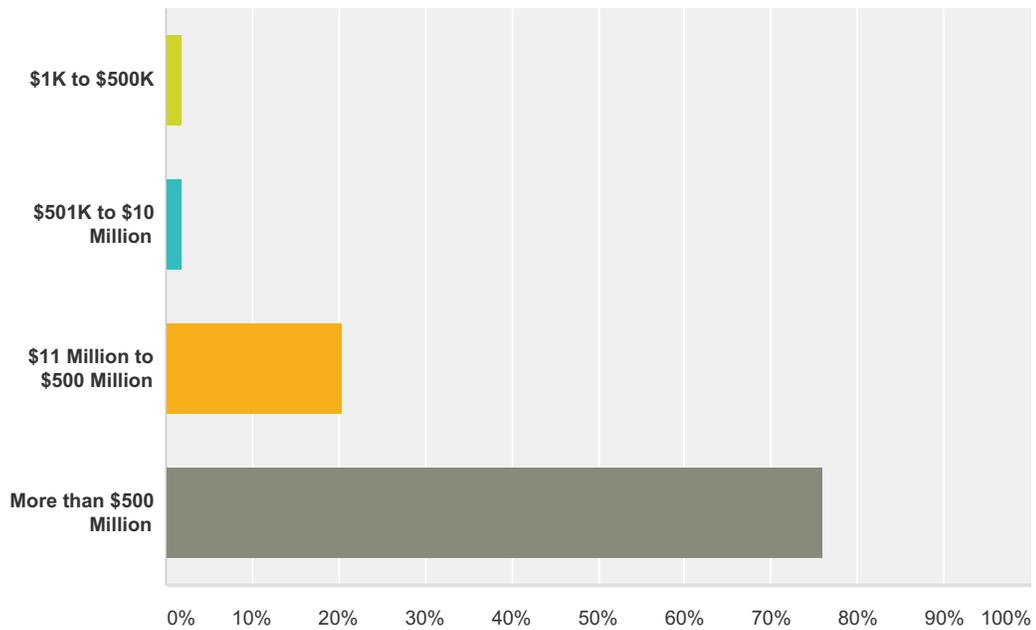
Answered: 54 Skipped: 0



Answer Choices	Responses	Count
1 to 5 states	51.85%	28
6 to 15 states	18.52%	10
16 to 30 states	7.41%	4
More than 30 states	22.22%	12
Total		54

Q5 What is the approximate total revenue for your company?

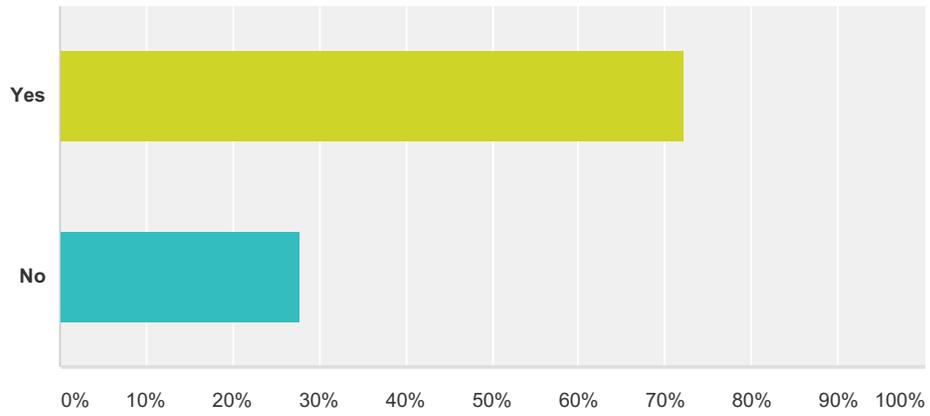
Answered: 54 Skipped: 0



Answer Choices	Responses
\$1K to \$500K	1.85% 1
\$501K to \$10 Million	1.85% 1
\$11 Million to \$500 Million	20.37% 11
More than \$500 Million	75.93% 41
Total	54

Q6 Prior to receiving this survey, were you aware of the Retail Program Standards?

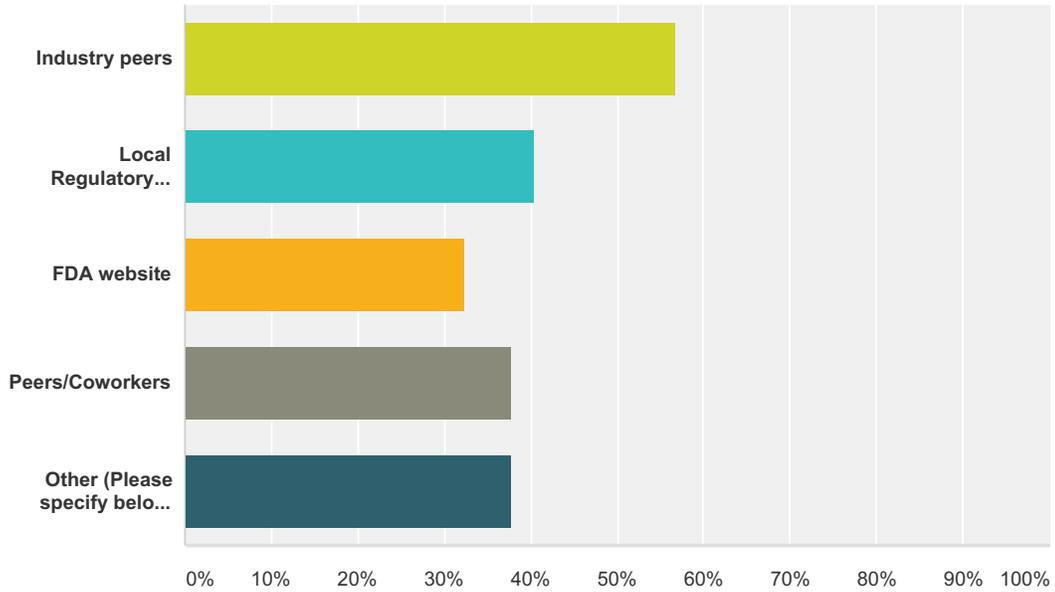
Answered: 54 Skipped: 0



Answer Choices	Responses
Yes	72.22% 39
No	27.78% 15
Total	54

Q7 How did you become aware of the Retail Program Standards? Please select all options that apply.

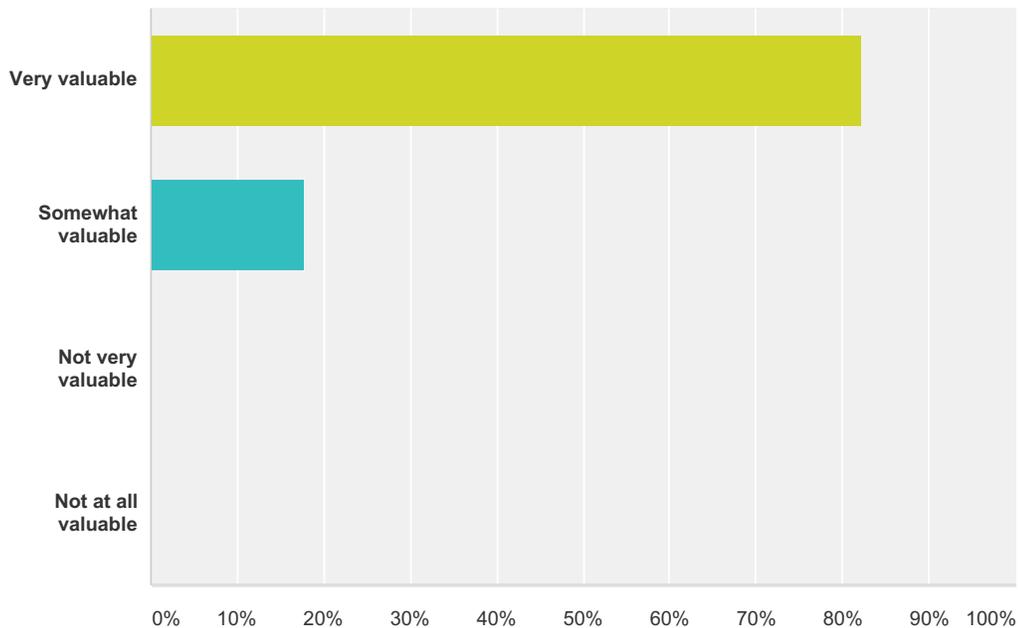
Answered: 37 Skipped: 17



Answer Choices	Responses
Industry peers	56.76% 21
Local Regulatory outreach/communication	40.54% 15
FDA website	32.43% 12
Peers/Coworkers	37.84% 14
Other (Please specify below in 'Other' box)	37.84% 14
Total Respondents: 37	

Q8 Would it be valuable to your company if all regulatory authority inspection staff responsible for conducting inspections at retail food establishments were trained to the Retail Program Standard 2 as outlined below? Standard 2 (Trained Regulatory Staff)The regulatory retail food program inspection staff shall have the knowledge, skills, and ability to adequately perform their required duties.Five step training process for retail food program inspection staff:- Completion of initial course curriculum before conducting joint inspections. - Completion of 25 joint inspections.- Completion of 25 independent inspections, and completion of the remainder of the course curriculum. - Completion of Standardization process (re-standardization occurs every three years). - Completion of continuing education.

Answered: 51 Skipped: 3

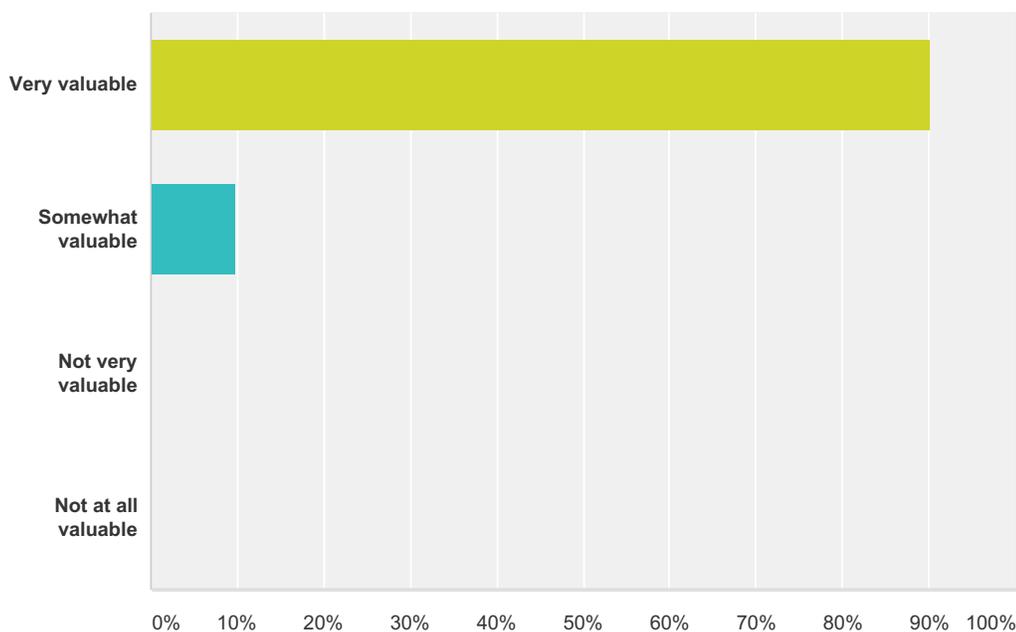


Answer Choices	Responses
Very valuable	82.35% 42
Somewhat valuable	17.65% 9

Not very valuable	0.00%	0
Not at all valuable	0.00%	0
Total		51

Q9 Would it be valuable to your company if all regulatory authorities implemented an ongoing Quality Assurance program as outlined in the Retail Program Standard 4, as outlined below? Standard 4 (Quality Assurance Program) Program Management implements an on-going quality assurance program that evaluates inspection uniformity to ensure inspection quality, inspection frequency, and uniformity among the regulatory staff.

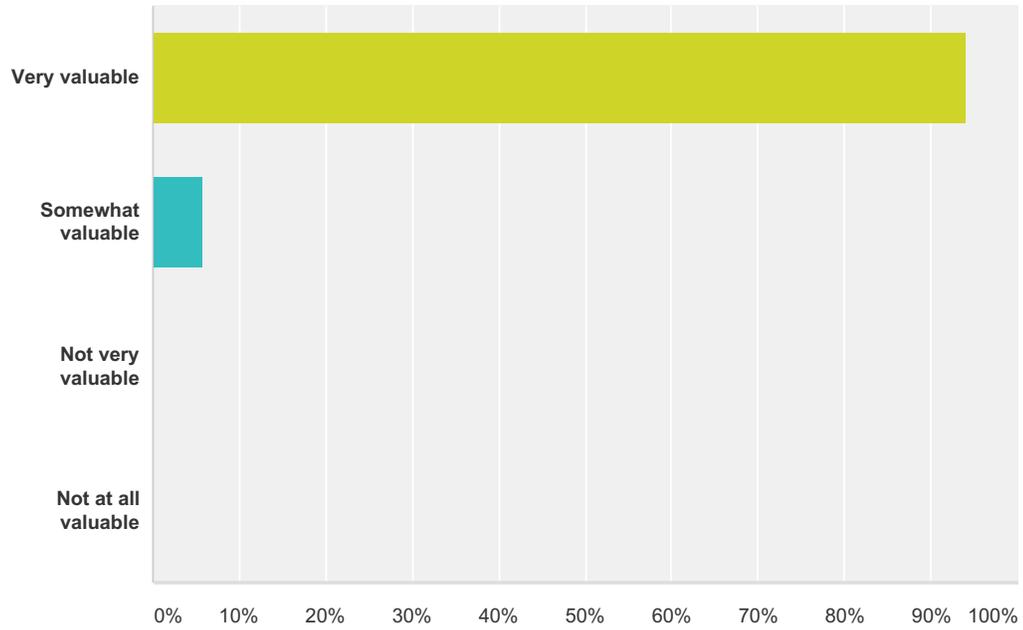
Answered: 51 Skipped: 3



Answer Choices	Responses	
Very valuable	90.20%	46
Somewhat valuable	9.80%	5
Not very valuable	0.00%	0
Not at all valuable	0.00%	0
Total		51

Q10 Would Industry find it beneficial if regulatory authorities invited industry to participate in food safety forums or to participate in food safety advisory boards to enhance food safety strategies or otherwise collaborate to improve food safety in the jurisdiction?

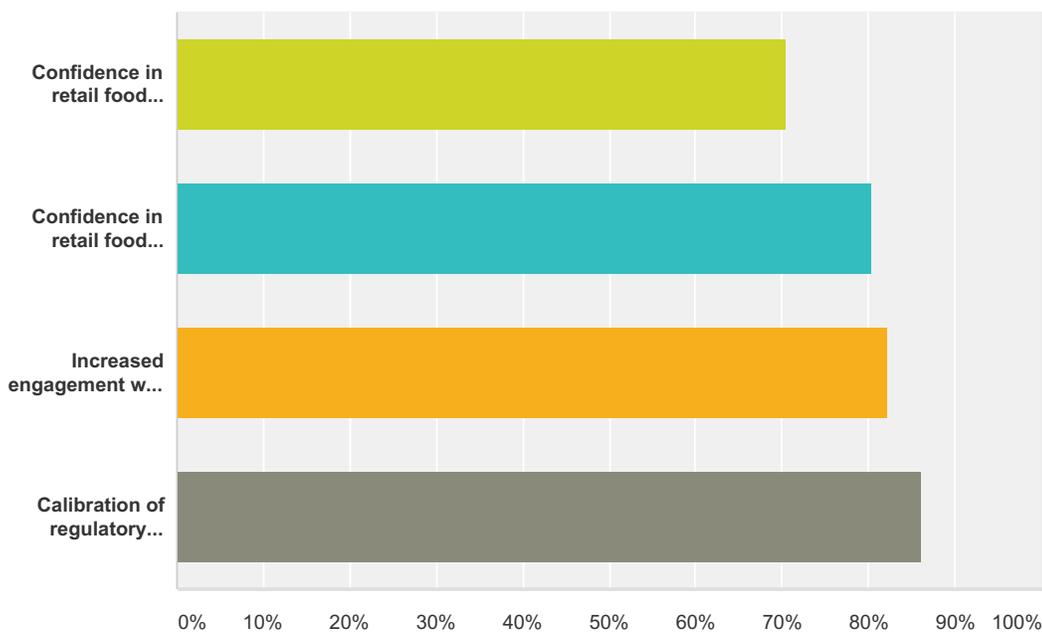
Answered: 51 Skipped: 3



Answer Choices	Responses	Count
Very valuable	94.12%	48
Somewhat valuable	5.88%	3
Not very valuable	0.00%	0
Not at all valuable	0.00%	0
Total		51

Q11 What are the benefits to Industry when the regulatory authority invests in the Retail Program Standards by having trained regulatory staff (Standard 2), an ongoing Quality Assurance program (Standard 4) and Industry/Community outreach activities (Standard 7)? Please select all options that apply and add any additional benefits in the 'Other' box.

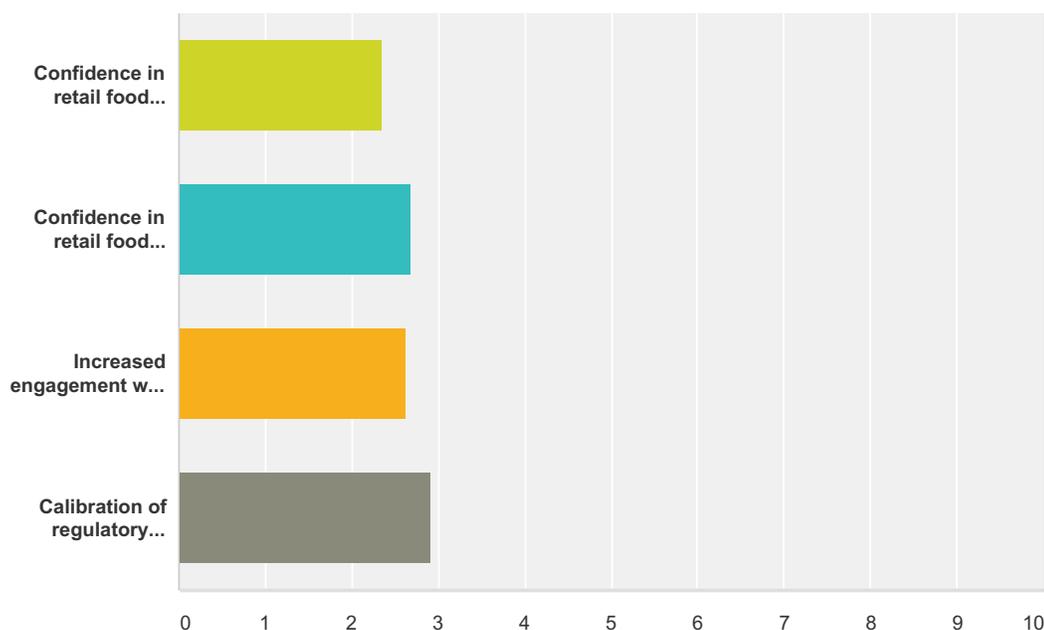
Answered: 51 Skipped: 3



Answer Choices	Responses
Confidence in retail food establishment assessment results by general public	70.59% 36
Confidence in retail food establishment assessment results by Industry	80.39% 41
Increased engagement with regulatory authority by Industry	82.35% 42
Calibration of regulatory staff across the State/Jurisdiction	86.27% 44
Total Respondents: 51	

Q12 Please rate your identified benefits to Industry for regulatory authorities to invest in the Retail Program Standards by having trained regulatory staff, an ongoing Quality Assurance program and Industry/Community outreach activities?

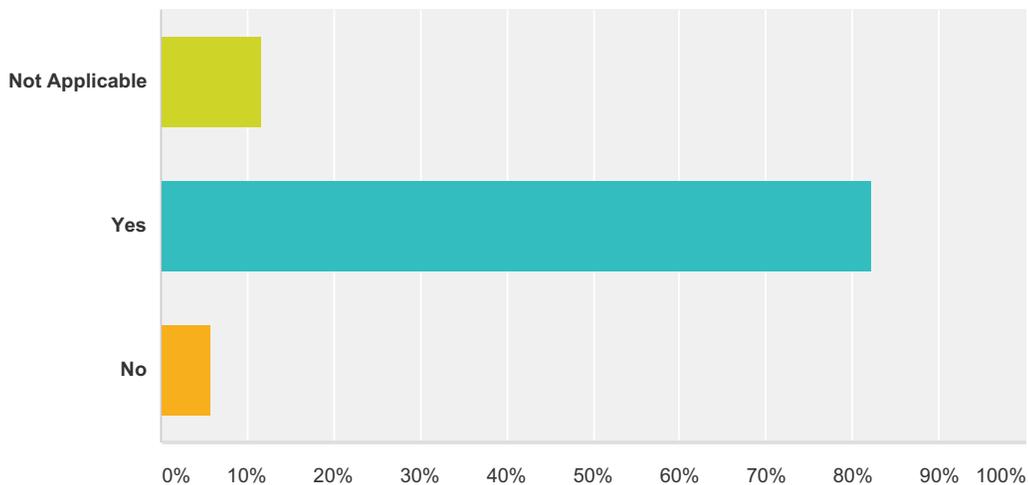
Answered: 51 Skipped: 3



	No Benefit	Some Benefit	Greatest Benefit	N/A	Total	Weighted Average
Confidence in retail food establishment assessment results by general public	6.25% 3	52.08% 25	41.67% 20	0.00% 0	48	2.35
Confidence in retail food establishment assessment results by Industry	0.00% 0	30.00% 15	68.00% 34	2.00% 1	50	2.69
Increased engagement with regulatory authority by Industry	0.00% 0	37.25% 19	62.75% 32	0.00% 0	51	2.63
Calibration of regulatory staff across the State/Jurisdiction	0.00% 0	8.00% 4	92.00% 46	0.00% 0	50	2.92

Q13 If you have multiple locations in different regulatory districts, can you identify benefits of working with a regulatory authority that is enrolled in the Retail Program Standards versus one that has is not enrolled in the Retail Program Standards?

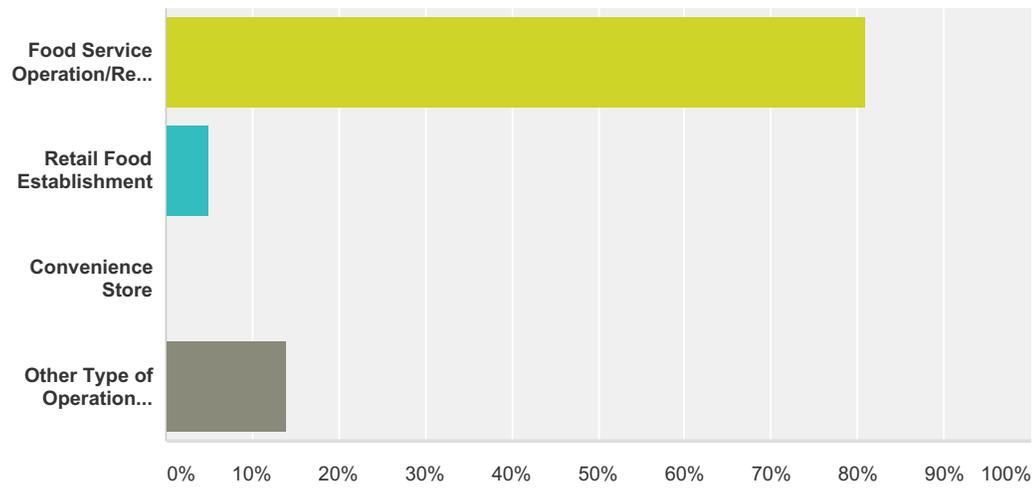
Answered: 51 Skipped: 3



Answer Choices	Responses
Not Applicable	11.76% 6
Yes	82.35% 42
No	5.88% 3
Total	51

Q1 Which of the following best describes your operation?

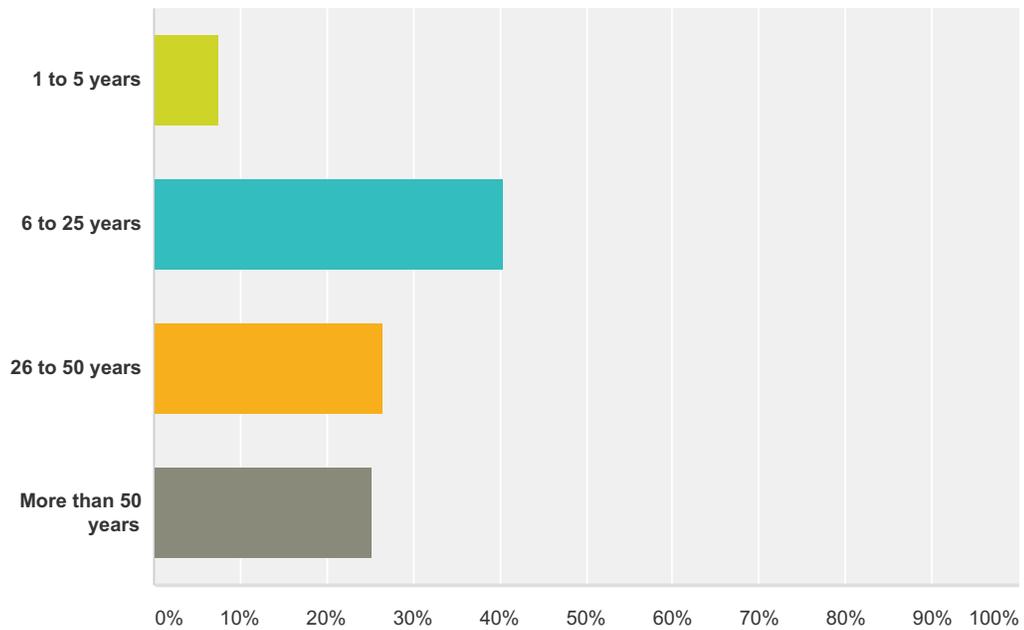
Answered: 79 Skipped: 0



Answer Choices	Responses
Food Service Operation/Restaurant	81.01% 64
Retail Food Establishment	5.06% 4
Convenience Store	0.00% 0
Other Type of Operation (please specify)	13.92% 11
Total Respondents: 79	

Q2 How long has your company been in business?

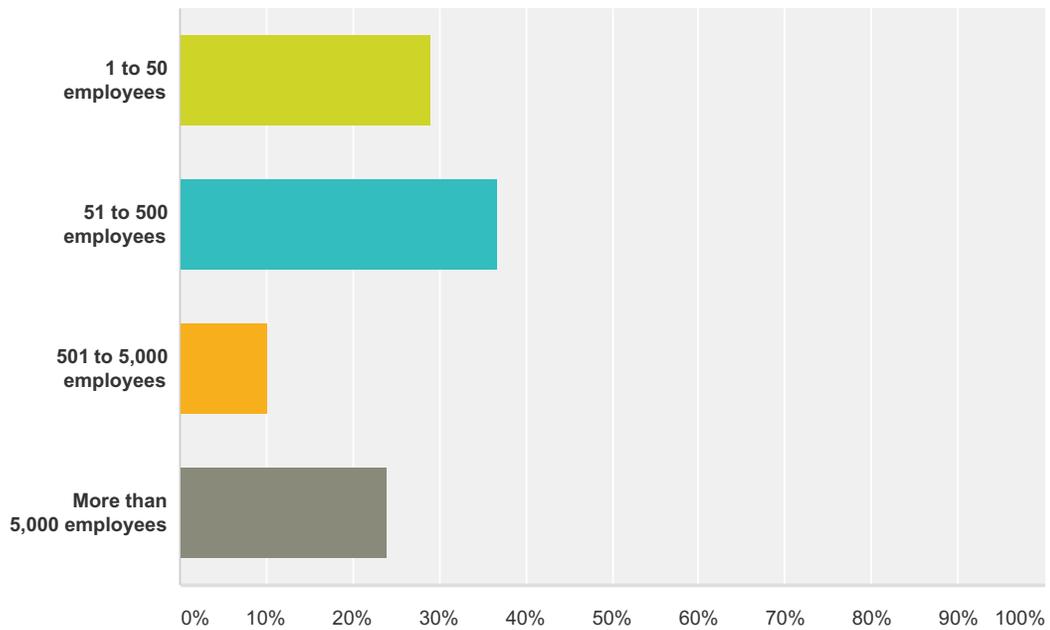
Answered: 79 Skipped: 0



Answer Choices	Responses
1 to 5 years	7.59% 6
6 to 25 years	40.51% 32
26 to 50 years	26.58% 21
More than 50 years	25.32% 20
Total	79

Q3 How many employees work at your company?

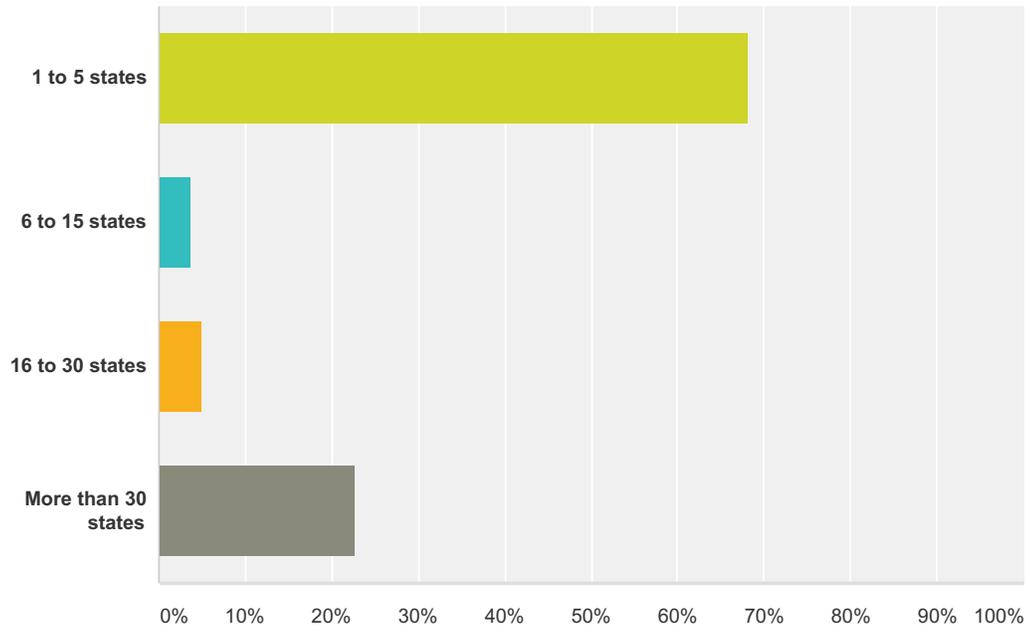
Answered: 79 Skipped: 0



Answer Choices	Responses	
1 to 50 employees	29.11%	23
51 to 500 employees	36.71%	29
501 to 5,000 employees	10.13%	8
More than 5,000 employees	24.05%	19
Total		79

Q4 How many States does your company operate in?

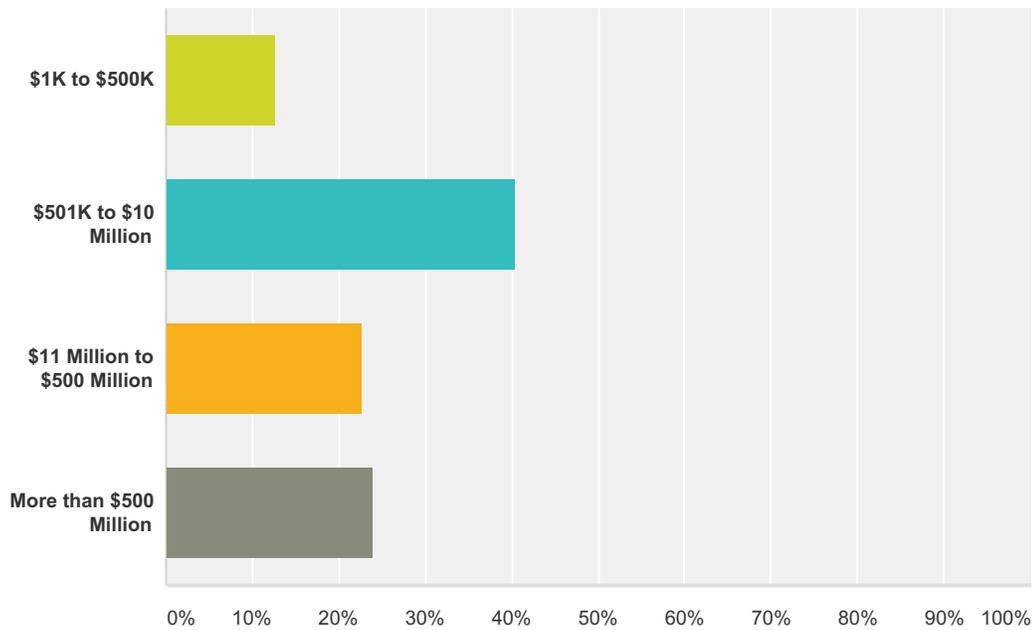
Answered: 79 Skipped: 0



Answer Choices	Responses	
1 to 5 states	68.35%	54
6 to 15 states	3.80%	3
16 to 30 states	5.06%	4
More than 30 states	22.78%	18
Total		79

Q5 What is the approximate total revenue for your company?

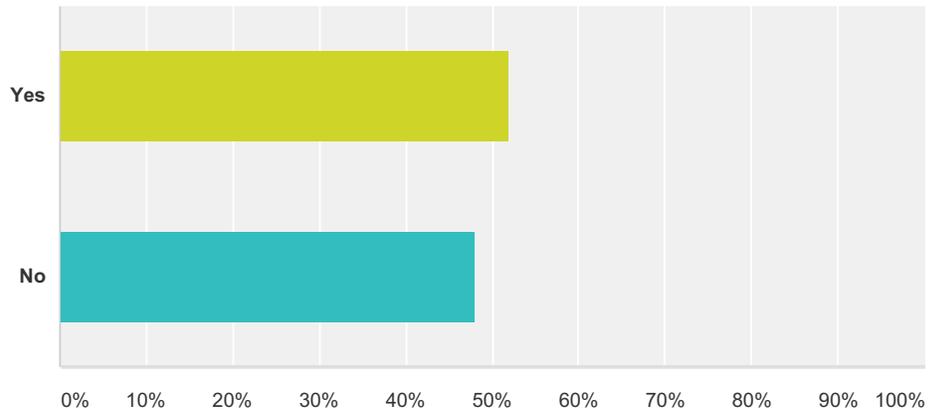
Answered: 79 Skipped: 0



Answer Choices	Responses
\$1K to \$500K	12.66% 10
\$501K to \$10 Million	40.51% 32
\$11 Million to \$500 Million	22.78% 18
More than \$500 Million	24.05% 19
Total	79

Q6 Prior to receiving this survey, were you aware of the Retail Program Standards?

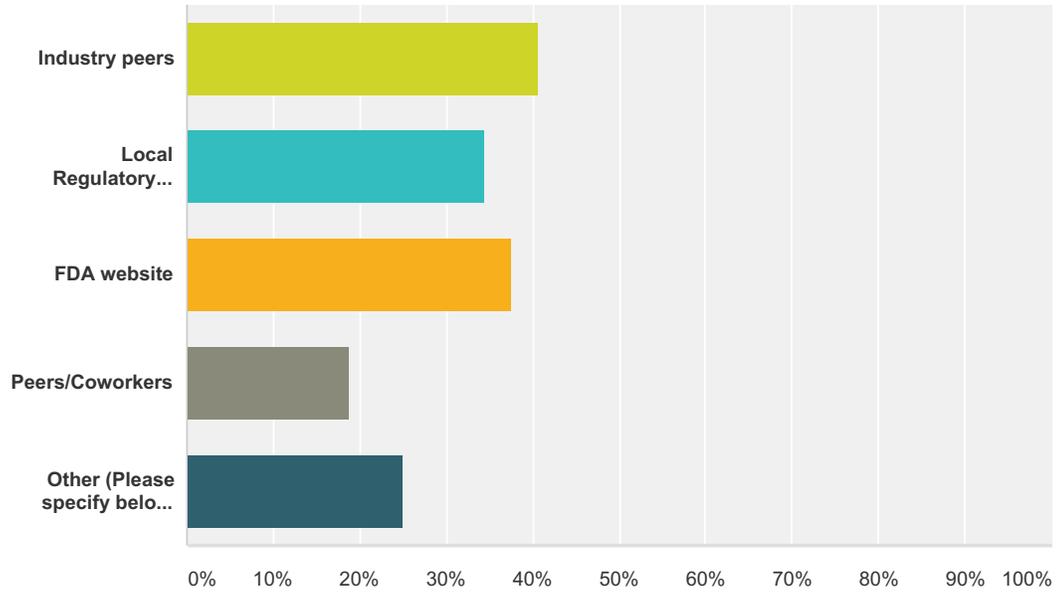
Answered: 79 Skipped: 0



Answer Choices	Responses
Yes	51.90% 41
No	48.10% 38
Total	79

Q7 How did you become aware of the Retail Program Standards? Please select all options that apply.

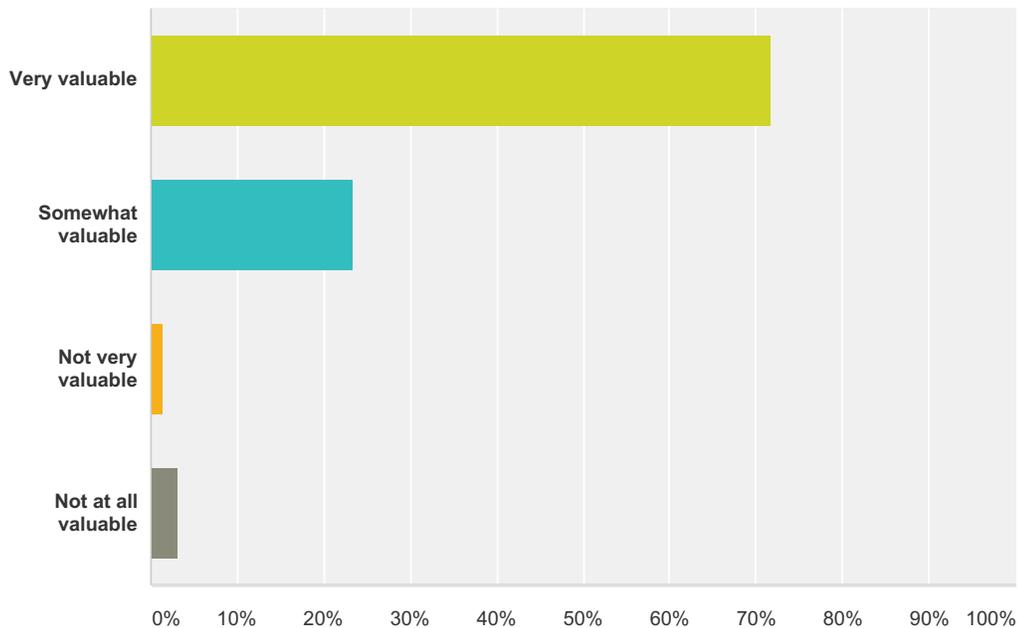
Answered: 32 Skipped: 47



Answer Choices	Responses
Industry peers	40.63% 13
Local Regulatory outreach/communication	34.38% 11
FDA website	37.50% 12
Peers/Coworkers	18.75% 6
Other (Please specify below in 'Other' box)	25.00% 8
Total Respondents: 32	

Q8 Would it be valuable to your company if all regulatory authority inspection staff responsible for conducting inspections at retail food establishments were trained to the Retail Program Standard 2 as outlined below? Standard 2 (Trained Regulatory Staff)The regulatory retail food program inspection staff shall have the knowledge, skills, and ability to adequately perform their required duties.Five step training process for retail food program inspection staff:- Completion of initial course curriculum before conducting joint inspections. - Completion of 25 joint inspections.- Completion of 25 independent inspections, and completion of the remainder of the course curriculum. - Completion of Standardization process (re-standardization occurs every three years). - Completion of continuing education.

Answered: 64 Skipped: 15

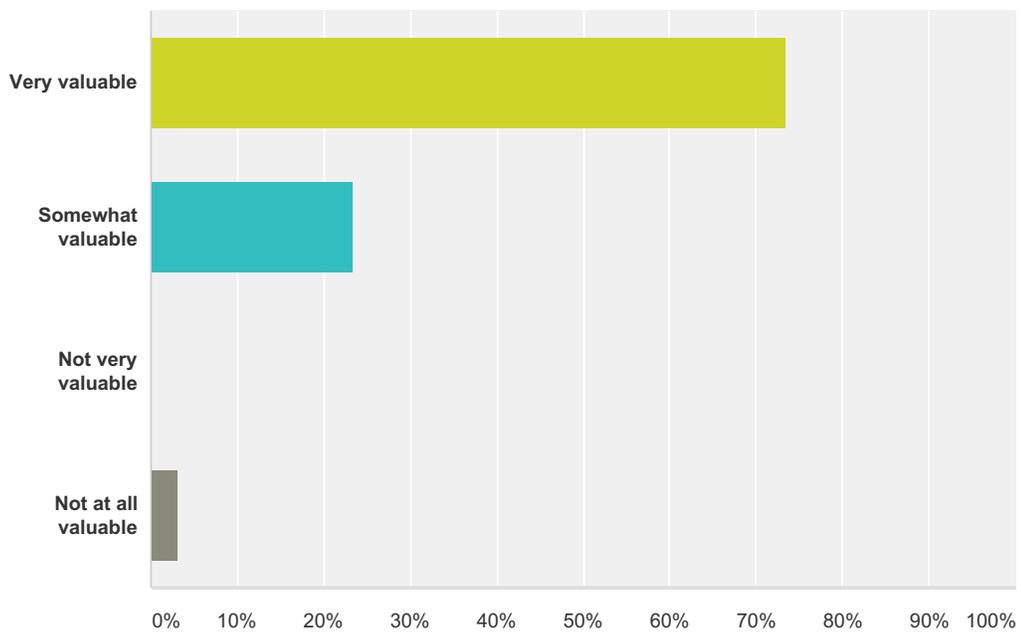


Answer Choices	Responses
Very valuable	71.88% 46
Somewhat valuable	23.44% 15

Not very valuable	1.56%	1
Not at all valuable	3.13%	2
Total		64

Q9 Would it be valuable to your company if all regulatory authorities implemented an ongoing Quality Assurance program as outlined in the Retail Program Standard 4, as outlined below? Standard 4 (Quality Assurance Program) Program Management implements an on-going quality assurance program that evaluates inspection uniformity to ensure inspection quality, inspection frequency, and uniformity among the regulatory staff.

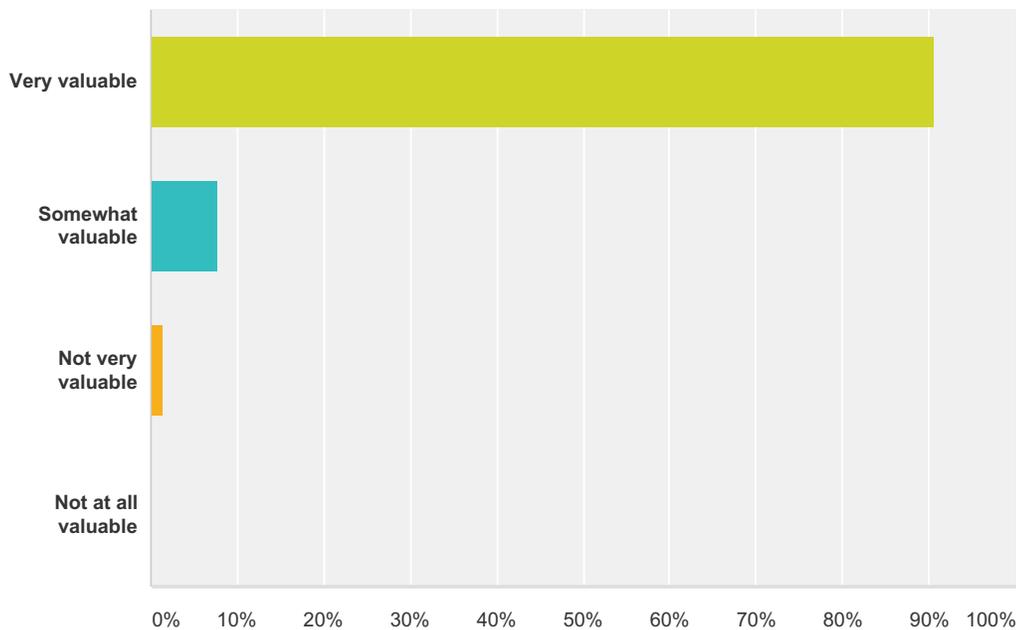
Answered: 64 Skipped: 15



Answer Choices	Responses	Count
Very valuable	73.44%	47
Somewhat valuable	23.44%	15
Not very valuable	0.00%	0
Not at all valuable	3.13%	2
Total		64

Q10 Would Industry find it beneficial if regulatory authorities invited industry to participate in food safety forums or to participate in food safety advisory boards to enhance food safety strategies or otherwise collaborate to improve food safety in the jurisdiction?

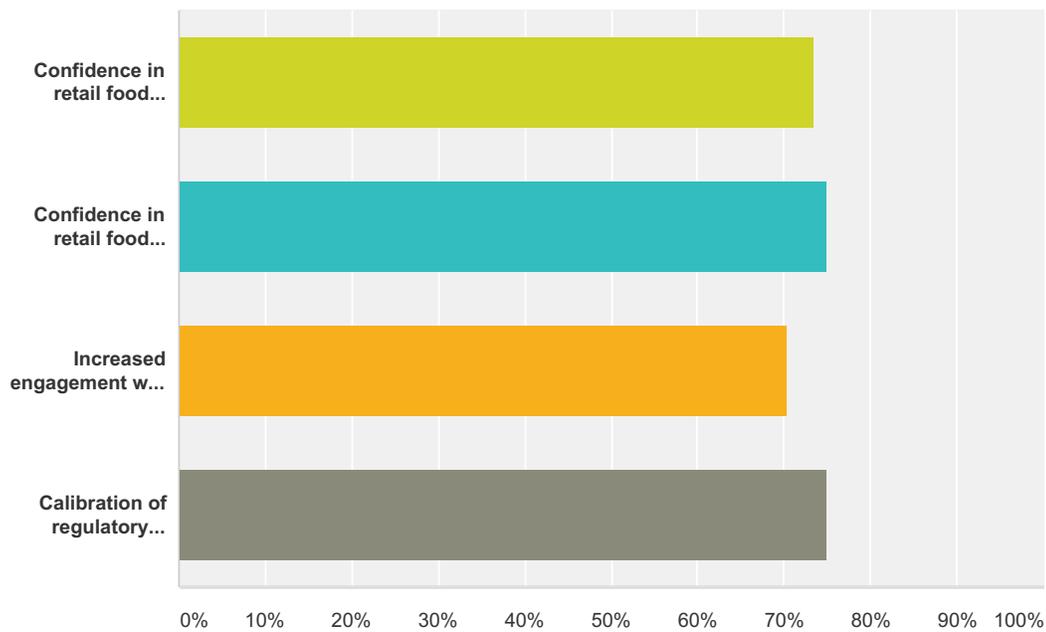
Answered: 64 Skipped: 15



Answer Choices	Responses
Very valuable	90.63% 58
Somewhat valuable	7.81% 5
Not very valuable	1.56% 1
Not at all valuable	0.00% 0
Total	64

Q11 What are the benefits to Industry when the regulatory authority invests in the Retail Program Standards by having trained regulatory staff (Standard 2), an ongoing Quality Assurance program (Standard 4) and Industry/Community outreach activities (Standard 7)? Please select all options that apply and add any additional benefits in the 'Other' box.

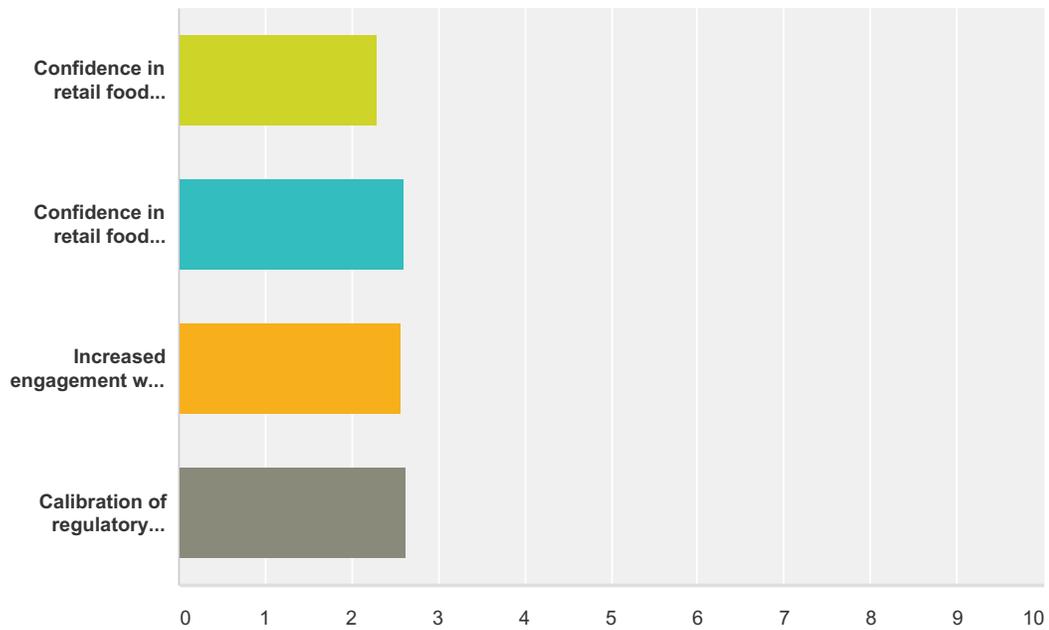
Answered: 64 Skipped: 15



Answer Choices	Responses
Confidence in retail food establishment assessment results by general public	73.44% 47
Confidence in retail food establishment assessment results by Industry	75.00% 48
Increased engagement with regulatory authority by Industry	70.31% 45
Calibration of regulatory staff across the State/Jurisdiction	75.00% 48
Total Respondents: 64	

Q12 Please rate your identified benefits to Industry for regulatory authorities to invest in the Retail Program Standards by having trained regulatory staff, an ongoing Quality Assurance program and Industry/Community outreach activities?

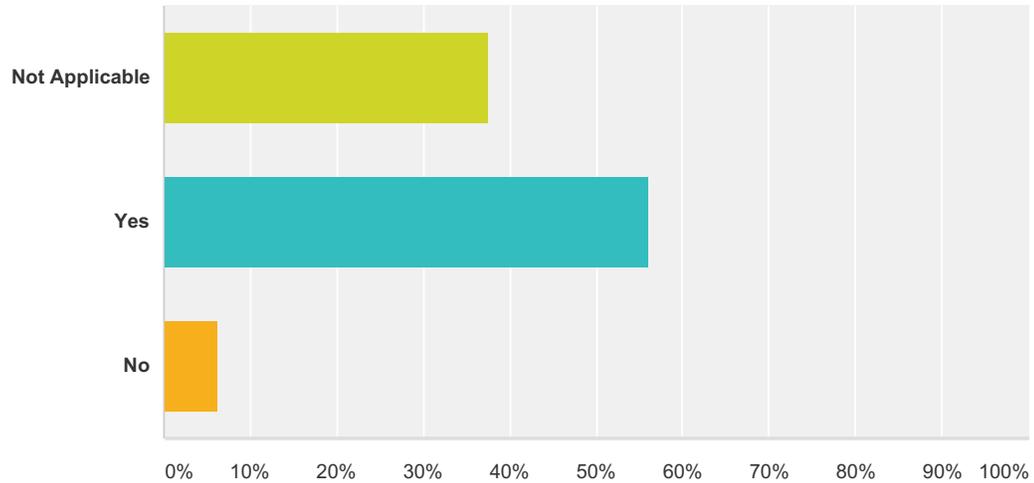
Answered: 64 Skipped: 15



	No Benefit	Some Benefit	Greatest Benefit	N/A	Total	Weighted Average
Confidence in retail food establishment assessment results by general public	6.35% 4	57.14% 36	36.51% 23	0.00% 0	63	2.30
Confidence in retail food establishment assessment results by Industry	3.23% 2	33.87% 21	62.90% 39	0.00% 0	62	2.60
Increased engagement with regulatory authority by Industry	3.23% 2	35.48% 22	59.68% 37	1.61% 1	62	2.57
Calibration of regulatory staff across the State/Jurisdiction	1.56% 1	32.81% 21	65.63% 42	0.00% 0	64	2.64

Q13 If you have multiple locations in different regulatory districts, can you identify benefits of working with a regulatory authority that is enrolled in the Retail Program Standards versus one that has is not enrolled in the Retail Program Standards?

Answered: 64 Skipped: 15



Answer Choices	Responses
Not Applicable	37.50% 24
Yes	56.25% 36
No	6.25% 4
Total	64