



2024 NEHA-FDA RFFM Mentorship Program Jurisdiction Profiles

Profile Template

Name of Health Department: **Adams County Health Department**

Background

- City and State: **Commerce City, Colorado**
- HD Population Size Served: **over half a million residents**
- Number of Retail Food Establishments Inspected: **1,936 facilities**
- Retail Program Standards Met by Verification Audit/Working On: **working on standard 2, standard 3, and, standard 1**
- Year Enrolled in the Retail Program Standards: **2023**
- Mentorship Program Cohort(s): **Cohort 3**
- Version of Food Code: **2022 FDA Food Code**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **No, but pursuing in the future**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Fairfax County Health Department, Virginia**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **Standard #2 and Standard # 3. Made significant progress in each of the above standards throughout the project year. Went from approximately 45-50% completed at the beginning of the grant period to 80% complete by the end of the project period.**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1: **working through the standards can be long and complex. Give yourself patience and grace!**
- Example 2: **remember that making baby steps with the standards is progress too!**
- Example 3: **reach out to your FDA retail food specialist for assistance! They are a great resource and can help you with identifying standards that you may be closer to achieving than you think.**

Contact

- Name: **Alexei Poggenklass**
- Email: **apoggenklass@adcogov.org**

- Phone number: (720) 552-8011

Link to food safety program website:

<https://adamscountyhealthdepartment.org/food-license-application>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



Profile Template

Name of Health Department: **Alamance County Health Department**

Background

- City and State: Burlington, NC
- HD Population Size Served: 184,000
- Number of Retail Food Establishments Inspected: 647
- Retail Program Standards Met by Verification Audit/Working On:
Meet 1, 7, 9
Working on 3, 4, 6, 8
- Year Enrolled in the Retail Program Standards: 2010
- Mentorship Program Cohort(s): 2023, 2024
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) North Carolina Local Health Department Accreditation Program- accredited in August 2007, reaccredited in August 2011, 2015, 2019 and working on reaccreditation in 2025

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? Lincoln County, Wisconsin

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? 7, 8, 9
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! We set up a monthly meeting time this year. It worked great to keep both of us on track
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? Time, was overcome by setting up the monthly calls.

Lessons Learned / Tips (Provide 2-3 examples)

- Be realistic and know limitations.
- Be flexible- things happen, sometimes have to rearrange schedules

Contact

- Name: Betsy Meeks
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- Phone number: (336) 570-6367

Link to food safety program website: <https://www.alamance-nc.com/environmentalhealth/>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department:

Background

- City and State: Alamosa, Colorado.
- HD Population Size Served: 16,550 People
- Number of Retail Food Establishments Inspected: 350
- Retail Program Standards Met by Verification Audit/Working On: Standards 1,2 and partly 7 Met this year.
- Year Enrolled in the Retail Program Standards: Yes
- Mentorship Program Cohort(s): Alisha Johnson
- Version of Food Code: 2024
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Pursuing Accreditation.

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Rejena Bolton

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Worked on and completed standards 1 and 2 also partially completed standard 7
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! Yes I learned that a CSIP is instrumental in forward progress with the standards. It keeps your Goals for forward progress aligned and mapped out. Keeps me Focused.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? My biggest hurdle was achieving and completing my CSIP. This was made possible with Alisha's Gap tool she shared with Rejena and I. We learned how to use it together and completed our CSIP's.

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1: Learned how do an SA / completed my SA
- Example 2: Learned how to do my VA / Rejena helped me get this completed.
- Example 3: Learned what a CSIP is and what it helps with / completed my CSIP

Contact

- Name: Gary Bruder
- Email: gbruder@alamosacounty.org
- Phone number: 719-587-5206 Ex-1278

Link to food safety program website: www.slvphp.com Go to Environmental Health and Click.

Photos:



Profile Template

Name of Health Department: **City of Amarillo Environmental Health Department**

Background

- City and State: Amarillo, Texas
- HD Population Size Served: 256,398
- Number of Retail Food Establishments Inspected: 2,097
- Retail Program Standards Met by Verification Audit/Working On: After our 4th self-assessment period in 2023, we have only met 1, standard 6 by verification audit.
- Year Enrolled in the Retail Program Standards: 18 years
- Mentorship Program Cohort(s): Yes, we are currently in the mentorship program in 2024.
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) No

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Blue Ridge Health Department

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
Our goals for this year was to partially meet Standard 2 & meet and audit Standard 4. We are well on our way to almost completing standard 2. Every food inspector has their own training binder, and 3 inspectors have completed the full standard 2 training program. We only have 2 evaluation inspections to complete and then we will be audited by Lubbock Environmental Health in November 2024.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
Yes! That it is best to get a head start on planning on how to meet the harder standards, such as standard 5 and standard 9.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? The only small hurdle we've had to accomplish, is to get seasoned inspectors out of their "bad habits" and ensuring every inspector is completely following the standard 2 protocol. Thankfully, it was a small learning curve and everyone has now fully embraced the new way to do inspections!!

Lessons Learned / Tips (Provide 2-3 examples)

- Definitely apply to be a mentee! We have learned so much from our mentor and it has helped us achieve our goals!
- Start working on the harder standards now! (Standard 5, 9)

Contact

- Name: Kaycee Sebastiani
- Email: kaycee.sebastiani@amarillo.gov
- Phone number: 806-673-0298

Link to food safety program website: [Food Establishments | City of Amarillo, TX](#) –this website is currently undergoing new changes...so it's not completely accurate and up to date.

Photos

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Site visit with Blue Ridge Health Department!!!! We all learned so much!

Profile Template

Name of Health Department: **Austin Public Health**

Background

- City and State: **Austin, Texas**
- HD Population Size Served: **1,326,436 (2,274,000) growth by 45,656 in last year, which represents 2.05% annual change.**
- Number of Retail Food Establishments Inspected: **14,644**
- Retail Program Standards Met by Verification Audit/Working On: **We currently meet Standards 1, 3, and 7. We are actively working all nine Standards.**
- Year Enrolled in the Retail Program Standards: **December 1, 2006**
- Mentorship Program Cohort(s): **Lincoln-Lancaster County Health Department**
- Version of Food Code: **2017 with supplement**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation? **Austin Public Health was awarded national accreditation through the Public Health Accreditation Board on May 17, 2016, and was reaccredited on August 21, 2023.**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Lincoln-Lancaster County Health Department**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **We're actively working to achieve Standards 2, 4, 5, 6, 8, and 9. We completed Standards 1 and 3 in 2023 and are currently maintaining these Standards.**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! **Seeing each of the Standard SPOCs continue to grow in confidence and beginning to run with their respective assigned Standard is so encouraging. We successfully met Standard 7 this summer. We anticipate meeting Standard 4 by December 31, 2024. Significant strides were made in Standards 2, 6, and 9 this year.**
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **Some of the criteria/elements were hard to decipher, which made it difficult to articulate questions to obtain clear answers. Our mentor has proven to be invaluable to us. They were knowledgeable, responsive, and eager to help. We met with them on-site to review the entire standard assessment process. This allowed us to better understand of what is needed for each criterion/element. We left our meetings feeling more equipped to achieve compliance with the Standards.**

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1: **Instead of immediately delving into any specific Standards, it is more beneficial and a better use of time to first hold the on-site meeting with the mentor. Walk through the assessment tool with them to understand the expectations of each criterion/element. The mentor's presence at the on-site meeting provided encouragement and reassurance to us as we worked towards conformity to the Standards.**
- Example 2: **If possible, attend the Self-Assessment / Verification Audit (SAVA) workshop prior to completing the Comprehensive Strategic Improvement Plan (CSIP). We gained the knowledge and understanding of completing the self-assessment and CSIP through this workshop. Our staff members that attended the workshop sessions stated that they now realized and fully understood the benefits of achieving the Retail Program Standards.**

Contact

- Name: **Todd Mers**
- Email: todd.mers@austintexas.gov
- Phone number: (512) 978-0358.

Link to food safety program website: <https://www.austintexas.gov/department/environmental-health-services>

Photos



FY2024Mentor-Mentee Visit: Pictured above (left to right) is Mary Murietta, Senior Environmental Health Specialist - LLCHD, Dwight Chavez, Senior Environmental Health Officer - APH, Arlene Johnson, Supervisor - APH, Khanh Le, Supervisor - APH, Justin Daniels, Supervisor - LLCHD

Profile Template

Name of Health Department: **Barry-Eaton District Health Department**

Background

- City and State: **Charlotte & Hastings, Michigan**
- HD Population Size Served: **171,598**
- Number of Retail Food Establishments Inspected: **631**
- Retail Program Standards Met by Verification Audit/Working On: **Standards 2 & 7**
- Year Enrolled in the Retail Program Standards: **2023**
- Mentorship Program Cohort(s): **Cohort 3**
- Version of Food Code: **2009**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **Y & Yes, we have achieved accreditation**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **GNR Public Health**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?

This year we worked on Standards 2 and 7. For standard 2 we created a new training policy/procedure to align more with the FDA standardization process and we also created a standard operating procedure to make the training process more organized and easier for staff to understand.

For standard 7, we sent out a customer satisfaction survey to get feedback on our inspection process, staff communication, our website and to gauge interest in participation in a Food Safety Advisory Committee.

We also had the goal of partially meeting standard 3. Our work on this standard involved updating our inspection software system so that our inspectors need to manually check IN, OUT, NA and NO on the inspection form.

- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!

We made so many improvements to our training program while working on Standard 2. We've always had a good process for training new employees, however, our previous written training policy/procedure was not very detailed. Now we have a comprehensive standard operating procedure that will make

training new employees much easier and less confusing for our trainers and new employees in the future.

- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?

When we began our work on Standard 2 we didn't realize our current "fully trained" staff would need to go through the FDA standardization process. Before updating our training policy/procedure we had an adequate training process but we did not follow the FDA procedures as closely as we thought. Needing to do eight standardization inspections with already "trained" staff caused some stress among our standardized trainers due to already high workloads. To make these standardization inspections more manageable our staff had to spread the inspections out over several months so they did not fall behind in their regular work.

Also, while working on Standard 7 we had a difficult time getting feedback from our food establishments. In March we sent out a survey asking our food establishments for feedback on our inspection process, website and if they would be interested in participating in a Food Advisory Committee. For the first three months we received no responses but once our inspectors began discussing the survey with them during their routine inspections we started to slowly make some progress.

Lessons Learned / Tips (Provide 2-3 examples)

- **Do a complete, thorough self-assessment before deciding on which standard to try to meet. Some of the standards seem easier to achieve than they really are.**
- **Try working on meeting just one standard at a time so you're not under too much pressure to get things done in time and it's not as overwhelming.**

Contact

- **Name: Jodi Pessell**
- **Email: JPessell@bedhd.org**
- **Phone number: 269-798-4149**

- **Name: Amy Sharrow**
- **Email: ASharrow@bedhd.org**
- **Phone number: 517-541-2639**

Link to food safety program website: <https://barryeatonhealth.org/>

Photos

Profile Template

Name of Health Department: **Beaverhead County Environmental Health**

Background

- City and State: Dillon, Montana
- HD Population Size Served: 9,500 permanent residents and lots of tourists!
- Number of Retail Food Establishments Inspected: 155-160(food est.)
- Retail Program Standards Met by Verification Audit/Working On: St.#2 & Part of St. #9
- Year Enrolled in the Retail Program Standards: 2022 (in December)
- Mentorship Program Cohort(s): Jenna Fisher RS (State of MT), Brad Tufto RS (FDA) Tom Wagenknecht RS (Beaverhead County)
- Version of Food Code: 2013 (MT leg supposed to pass 2022 version in 2025)
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) -Not Sure?

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? DeBrena Hilton, RS -Tulsa OK Health Dept.

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Standard 2 and Part of Standard 9.
Accomplished so far: Standard 2, 25 of 25 required inspections, 6 more online courses to complete of the required curriculum.
Accomplished all the requirements for the starting of Standard 9 and have sent those into NEHA and that's been approved.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! - I feel that the breakthroughs have come from mostly going out on the joint inspections. I was able to learn so much from the cohorts that accompanied me on the joint inspections. And learned more on what to do when there's violations.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? The main hurdle is finding time for the online courses because I am the sanitarian that handles licensed establishments for our entire county. I also inspect the schools, pools, spas, hotel, Airbnb's, Body Art, Trailer Courts and RV Parks.

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1: Don't be in a hurry to just fill out the inspection forms during and inspection, first be a consultant and fill the forms out at the end.
- Example 2: Ask questions about food preparation processes in your food establishments during inspections to gauge how much the staff actually knows about food handling.

- Example 3: Just mark off your calendar to reserve time to complete the online courses there's always something to do "in the field"!

Contact

- Name: Joyce Ann Pollastro
- Email: jpollastro@beaverheadcountymt.gov
- Phone number: 406-922-1336 cell

Link to food safety program website:

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

<https://beaverheadcountymt.gov/environmental-health-sanitarians/>

Profile Template

Name of Health Department: **Beverly Health Department**

Background

- City and State: **Beverly, MA**
- HD Population Size Served: **43,000**
- Number of Retail Food Establishments Inspected: **800**
- Retail Program Standards Met by Verification Audit/Working On: **2**
- Year Enrolled in the Retail Program Standards: **2023**
- Mentorship Program Cohort(s): **2024**
- Version of Food Code: **2013**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **Y – Actively working towards it, but have not officially applied.**

Role in Mentorship Program

- Mentee or Mentor? - **Mentee**
- Who were you paired with? – **Fairfax County Health Department, VA**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - a. **Standards 1, 3 and 5**
 - i. **Standard 1 – audited**
 - ii. **Standard 3 – audited**
 - iii. **Standard 5 – almost all documents in place to have it audited before the end of the year**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - a. **Yes, we were able to have standards 1 and 3 audited. We audited standard 3 during the mentorship site visit. Our mentors were crucial in getting us ready to audit Standard 5 which we hope to accomplish before the end of the year. If Beverly received the Track 2 grant next year, we would love to work with Fairfax again!**
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - a. **There were no major hurdles. However, we are a small department and we do not just handle retail food safety. We handle an array of public health issues. Funding is essential for a department like ours in order to hire consultants to draft essential documents for our standards.**

Lessons Learned / Tips (Provide 2-3 examples)

- **It was very beneficial to have our site visit mid-way/ towards the end of the mentorship program. You definitely need all that time to get together with your mentors and review your policies and procedures with them before getting them audited.**
- **At times, the emails from FDA Retail Grants and also NACCHO got a bit overwhelming and confusing. What I think would work best for this program going forward it to have NEHA/FDA and NACCHO partner on communication techniques and send all important information to the mentors for those in the program. One channel of communication would definitely streamline communication and objective requirements.**

Contact

- Name: Laura DelleChiaie
- Email:ldellechiaie@beverlyma.gov
- Phone number: (978)-810-5585 (work cell), (978)-605-2490 (direct landline)

Link to food safety program website: <https://www.beverlyma.gov/885/Health-Department>

Photos

Beverly being audited for Standard 3!



Fairfax Site Visit August 21-23, 2024!



Profile Template

Name of Health Department:	Blue Ridge Health District
Background	
<ul style="list-style-type: none"> City and State: 	<ul style="list-style-type: none"> Charlottesville VA
<ul style="list-style-type: none"> HD Population Size Served: 	<ul style="list-style-type: none"> 266,164
<ul style="list-style-type: none"> Number of Retail Food Establishments Inspected: 	<ul style="list-style-type: none"> 973
<ul style="list-style-type: none"> Retail Program Standards Met by Verification Audit/Working On: 	<ul style="list-style-type: none"> Met by Audit 2, 5 Working on 3, 4, 6, 7, 8, 9
<ul style="list-style-type: none"> Year Enrolled in the Retail Program Standards: 	<ul style="list-style-type: none"> 2013
<ul style="list-style-type: none"> Mentorship Program Cohort(s): 	<ul style="list-style-type: none"> Amarillo, Tx Orange County, NC St Claire, Il
<ul style="list-style-type: none"> Version of Food Code: 	<ul style="list-style-type: none"> 2017
<ul style="list-style-type: none"> Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) 	<ul style="list-style-type: none"> Not at this time
Role in Mentorship Program	
<ul style="list-style-type: none"> Mentee or Mentor? 	<ul style="list-style-type: none"> Mentor
<ul style="list-style-type: none"> Who were you paired with? 	<ul style="list-style-type: none"> Amarillo, Tx Orange County, NC St Claire, Il
Accomplishments in the Mentorship Program	
<ul style="list-style-type: none"> What Standard(s) did you work on and what did you accomplish? 	<ul style="list-style-type: none"> Standard 4 – Created a solid foundation for our Quality Program. Standard 7 – Developed a survey. Standard 8 – Complete resources assessment
<ul style="list-style-type: none"> Did you have any breakthroughs working on the Retail Program 	<ul style="list-style-type: none"> This was my first year participating in the mentorship program, and I truly regret not joining in previous years. The experience was incredibly rewarding. I gained so much insight during our sharing sessions, and it was

<p>Standards this year? Please share them with us!</p>	<p>invaluable to have a group where we could openly discuss challenges and learn how others had faced similar situations."</p>
<ul style="list-style-type: none"> • Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? 	<ul style="list-style-type: none"> • Yes, we encountered challenges throughout the project year, with one of the biggest hurdles being the need to shift ingrained habits. To address this, we emphasized open communication, supported by data-driven insights, and broke the process into manageable steps. Regular check-ins were key to tracking progress, fostering trust, and ensuring alignment across the team. This collaborative approach is steadily overcoming resistance to change in processes that had become deeply institutionalized. An example of this was the timelessness of entering inspection data in the database. This had never been a priority leading to data entry errors and inconsistencies. We identified this as a concern and focused on training. We've also recognized that meaningful change takes time, requiring consistent reinforcement of desired actions, trust in the team to follow standardized procedures, and verification through data and ongoing follow-up and training.
<p>Lessons Learned / Tips (Provide 2-3 examples)</p>	
<ul style="list-style-type: none"> • Data-Driven Decision Making: 	<ul style="list-style-type: none"> • Using data to back up decisions and demonstrate the need for change proved to be effective in gaining team buy-in. Facts and evidence helped build trust and reduced resistance. It took several reporting periods and months of efforts working with staff who are technology adverse. • We provided data demonstrating that the team was not adequately staffed to meet the expected inspection frequency. The data illustrated that the number of facilities serviced has doubled in the past 10 years, while the FTE allocation has only increased by 0.5 FTE., We continue to advocate for addition EHS.
<ul style="list-style-type: none"> • Think outside the box be creative to engage the team in the Quality Initiative 	<p>We created two Fairytale Videos for our internal quality training. Along with a Quality coloring book to engage the team in our efforts to focus on the 20 elements of the Quality Program.</p>

	<ul style="list-style-type: none"> • The Quest for Safe Food • The Tale of the 20 Quality Elements
Contact	
<ul style="list-style-type: none"> • Name: 	<ul style="list-style-type: none"> • Victoria Tourville
<ul style="list-style-type: none"> • Email: 	<ul style="list-style-type: none"> • Victoria.tourville@vdh.virginia.gov
<ul style="list-style-type: none"> • Phone number: 	<ul style="list-style-type: none"> • 540-308-3078
Link to food safety program website: www.xyz.org	https://www.vdh.virginia.gov/blue-ridge/food-program/
Photos	
<ul style="list-style-type: none"> • Please share a photo or two with us from this cohort or from your retail food program! 	<ul style="list-style-type: none"> • This picture is from our Mentorship Site Visit • June 14th





Profile Template

Name of Health Department:

Background

- City and State: Boulder Colorado
- HD Population Size Served: 330,000
- Number of Retail Food Establishments Inspected: 1,807
- Retail Program Standards Met by Verification Audit/Working On:
Met: 1, 2,3, 4, 5, 6, 7, and 9 Working on: 8
- Year Enrolled in the Retail Program Standards: 2008
- NACCHO Mentorship Program Cohort(s): This is our third cohort
- Version of Food Code: 2022
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) N

Role in Mentorship Program

- Mentee or Mentor?: Mentor
- Who were you paired with?
 1. Deschutes County, Oregon
 2. Yakima County Washington

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - Deschutes standards 2,5,9
 - Yakima standards 2, 3, 6, and 7. We also did some work on 8 and 9
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - Yakima was able to create a great presentation for their board to lay out the need for additional staff resources and hopefully they will get them.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - No issues. We had great relationships and didn't encounter any problems

Lessons Learned / Tips (Provide 2-3 examples)

- Plan early especially for site visits
- Take pictures
- Have fun and enjoy the new and old relationships

Contact

- Name: Lane Drager
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- Phone number: 303 441-1178

Link to food safety program website: [Food Safety Program - Boulder County](#)

Cabell-Huntington Health Department

Jurisdiction Profile 2024

Name of Health Department: **Cabell-Huntington Health Department**

Background

- City and State: **Huntington, West Virginia**
- HD Population Size Served: **Cabell County and City of Huntington ~ 100,000 people**
- Number of Retail Food Establishments Inspected: **559**
- Retail Program Standards Met by Verification Audit/Working On: **2 complete/7 working on**
- Year Enrolled in the Retail Program Standards: **2024**
- Mentorship Program Cohort(s): **2024**
- Version of Food Code: **2013**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **Yes, We are working on reaccreditation this year. We are still accredited but are working to be reaccredited.**

Role in Mentorship Program

- Mentee or Mentor? **We are a Mentee for the mentorship program for 2024**
- Who were you paired with? **We were paired with Jefferson County to mentor us for the program.**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? For this year alone, **We have been working on standards 1, 3, 7, and even 2. We have accomplished standard 1 and are getting close to completing both standard 3 and 7.**
- Did you have any breakthroughs working on the Retail Program Standards this year? **We discovered areas in which we were able to drastically improve our program and efficiency which was amazing. Standard 3 showed us multiple types of policies that we performed but did not have in approved writing format. We also found that all the standardization process has helped us better organize the program to aid efficiency. Please share them with us!**
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **A hurdle that we have come across while pursuing this Grant has been getting the food council decided and set up. This was a group and method that we have not worked with much and we found it difficult to list and locate the proper individuals for the group. We also had trouble getting the paperwork and scheduling set up properly. We are working on improving that but that was a big hurdle that we encountered during this year.**

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1: **Record keeping:** We learned better ways of maintaining records and observations for our equipment and inspections. We were given information about developing lists and charts for keeping track of equipment and organizing trainings and inspections for the food program moving forward.
- Example 2: **Training methods and techniques:** We have been fortunate enough to obtain information about trainings for sanitarians and the techniques that they utilize. We are in the process of developing and utilizing a standardized procedure for training sanitarians to observe, document, and record inspection findings in addition to cataloging and maintaining their equipment in detail. This information and training will be instrumental in pushing this program further in the future. We are also developing a chart and calculations for determining the exact amount of time required for each sanitarian to perform their specific sections of the program to the minute for future programs and activities.
- Example 3: **Communication and teamwork:** Through the retail food grant so far, we have learned different avenues and methods for developing our teamwork and communication with the public, other Health Departments, and fellow employees. We have learned about the food council meetings and how to develop a list of members from various facets of retail food.

Contact

- Name: **Rodney Melton---Director of Environmental Services**
Adam McDermott-----Registered Sanitarian
- Email: Rodney.melton@chhdwv.gov
Adam.mcdermott@chhdwv.gov
- Phone number: **304-523-6483 ext. 265**
304-523-6483 ext. 269

Link to food safety program website: www.xyz.org

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



Profile Template

Name of Health Department: **Cass County Health Department**

Background

- City and State: Harrisonville, MO
- HD Population Size Served: 110,000 (2023)
- Number of Retail Food Establishments Inspected: ~400
- Retail Program Standards Met by Verification Audit/Working On: None
- Year Enrolled in the Retail Program Standards: 2024
- Mentorship Program Cohort(s): Greene County Health Department - North Greene, Illinois
- Version of Food Code: Cass County Ordinance and Missouri Food Code 2013
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?: No

Role in Mentorship Program

- Mentee or Mentor?: Mentee
- Who were you paired with?: Greene County Health Department: North Greene

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?: Currently working with CSIP for all standards. Plan to do a Verification Audit of Standard 7 by the end of 2024
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!: Plan to do a Verification Audit of Standard 7 by the end of 2024
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?: Staff turnovers in Cass County between June and July 2024. We finished the recruitment process on August 26, 2024, and are now fully staffed in the Environmental division.

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1—The in-person SAVA workshop was helpful. Also, doing FD8030 (Self-Assessment and Verification Audit Series) simultaneously with CSIP documentation was helpful.
- Example 2—It is always recommended that you contact your mentor and FDA retail food specialist. In-person meetings with the mentor and Retail Food Specialist were helpful.

Contact

- Name: [Debadutta Goswami](#)
- Email: debg@casscounty.com

- Phone number: [816-730-8127](tel:816-730-8127)

Link to food safety program website: <https://www.casscounty.com/2401/Environmental-Health>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



(In-person meeting with FDA Retail Food Specialist in Cass County Health Department on March 27, 2024)

Profile Template

Name of Health Department: **Central Virginia Health District**

Background

- City and State: Lynchburg, Virginia
- HD Population Size Served: 264,590
- Number of Retail Food Establishments Inspected: 920
- Retail Program Standards Met by Verification Audit/Working On:
Met: Standards 1, 2, 3 & 5
Actively working on: Standards 6, 7, & 8
Waiting verification on Standard 4
- Year Enrolled in the Retail Program Standards: 2017
- Mentorship Program Cohort(s): 2017-2018, 2020-2021, 2022, 2023, 2024
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) No

Role in Mentorship Program

Mentor for:

- Rappahannock-Rapidan Health District, Virginia
- Southside Health District, Virginia
- Three Rivers Health District, Virginia

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - Standard 4—submitted self-assessment for verification audit
 - Standard 6—training for staff on enforcement policy and documenting corrective actions
 - Standard 7—distributed customer survey to permitted food facilities
 - Standard 8—refined data for use in the new method for calculating staffing
- Did you have any breakthroughs working on the Retail Program Standards this year? After several years working on the Standards, we made a concerted effort to include the maintenance requirements into our work schedule for the food program. So we made real progress toward incorporating the standards into our day-to-day work.
- One of our mentees discovered that they had not made as much prior progress toward meeting one of the standards. This resulted in a need to adjust expectations of what could be accomplished during the grant cycle.

Lessons Learned / Tips (Provide 2-3 examples)

- Keep expectations of what can be accomplished realistic.

- Your retail food specialist is a good resource for helping to interpret the standards. Ask for help rather than floundering about when you have a question.
- Remember that passing a verification audit isn't the end of the work on that standard. Plan ahead for maintaining conformance—that can be a significant amount of work.

Contact

- Name: Jim Bowles
- Email: jim.bowles@vdh.virginia.gov
- Phone number: 434-477-5956

Link to food safety program website: [Food Protection - Central Virginia](#)

Name of Health Department: Chatham Health District

Background

State: CT

HD Population Size Served: 70,000

Number of Retail Food Establishments Inspected: 290

Retail Program Standards Met by Verification Audit/Working On: 3,5,7/6,9

Year Enrolled in the Retail Program Standards: 2013

NACCHO Mentorship Program Cohort(s): 7,8,9,10, 1, 2, and 3

Version of Food Code: FDA Food Code 2022

Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?)No

Role in Mentorship Program

- Mentor
- Paired with Lynnfield, MA, Oxford, MA, Springfield, MA, Grundy, IL, and West Hartford Bloomfield, CT

Accomplishments in the Mentorship Program

- Oxford, MA was able to meet Standard 3, work on 4 and maintain 1, 5, and 7.
- Springfield will meet 3 and 7 by the end of the year.
- Lynnfield has partially met 3, 5 and 9.
- Grundy has completed an SA9, CSIP and hopes to meet standard 7 by the end of the cohort.
- West Hartford Bloomfield worked on Standard 1 and 9.

Lessons Learned/Tips (Provide 2-3 examples)

- Always schedule time in your calendar to work on the Standards
- Focus on one thing at a time
- Do not recreate the wheel, check Food Shield or ask a neighboring health district

Contact

- Name:Jaime Ellis
- Email:Jaime.ellis@chathamhealth.org
- Phone number:860-365-0884

Link to food safety program website:

<https://www.chathamhealth.org/environmental-health>

EH Division Profile

Name of Health Department: **City of Allen Environmental Health**

Background

- City and State: Allen, TX
- HD Population Size Served: 113,750
- Number of Retail Food Establishments Inspected:
- Retail Program Standards Met by Verification Audit/Working On:
- Year Enrolled in the Retail Program Standards: 2006, Began RPS work in 2021
- Mentorship Program Cohort(s): Cohort 1 (Mentee), Cohort 3 (Mentor)
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) N/A

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? Mohave County, Arizona

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - Conduct initial Self-Assessment and develop a CSIP
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? N/A

Lessons Learned / Tips (Provide 2-3 examples)

- Communicate with mentee/mentor early and often.
- Have an agenda or list of discussion items for your calls and check-ins. It helps keep you on track and makes for productive use of time.
- Be adaptable and prepared. Anticipate the unexpected.

Contact

- Name: Geoff Heinicke
- Email: gheinicke@cityofallen.org
- Phone number: 214.509.4147

Link to food safety program website: <https://www.cityofallen.org/1920/Food-Safety>

Profile Template

Name of Health Department: **City of Allentown Bureau of Health**

Background

- City and State: Allentown, PA
- HD Population Size Served: 125,094
- Number of Retail Food Establishments Inspected: 1,000
- Retail Program Standards Met by Verification Audit/Working On: 1,2,3,7,8,9
- Year Enrolled in the Retail Program Standards: 2023
- Mentorship Program Cohort(s): 3
- Version of Food Code: 2022
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) N

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Vineland, NJ

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Worked on standards 1, 2, 3, 7, 8 and 9. add comment to field

Standard 1 – Allentown has identified the sections of the local ordinance that need revising and the additional in-house policies that are required. The variance policy has been drafted and needs to be finalized. The drafting of the ordinance revisions will start next week.

Standard 2 – Recent staff changes have allowed for the implementation of a training program that meets standard 2 requirements. All Environmental Health Specialists have less than a year in their position. Four of them have completed the pre coursework, field training hours and the post course work. The most recent hire completed the pre coursework and is working on obtaining field training hours. Once finished, she will complete the post coursework.

Standard 3 – Allentown had four of the six requirements needed to meet standard 3 already established. These include an inspection form that identifies risk factors and documents compliance using IN, OUT, NA, N/O, a risk assignment policy, inspection frequencies based on risk category and a policy of corrective actions, long-term risk factor control and follow-up activities. The variance policy has been drafted and needs to be finalized. A written policy for verification and validation of HACCP plans is being developed.

Standard 7- A food advisory committee was formed and met for the first time on June 11, 2024, and will continue to meet on a quarterly basis. Allentown is also bringing back the classroom-based person-in-charge trainings that will take place bi-monthly starting in July. Allentown also has a website with a link to educational materials for food employees.

Standard 8 – Required equipment has been purchased and will continue to be purchased as needed. The staffing calculation needs to be redone now that we are fully staffed with the new Workflow Coordinator position and the upgrade of the Community Health Specialist position to a Environmental Health Technician.

Standard 9- Allentown has been working with Tyler to develop inspection reports and system reports in EnerGov. Once this project is completed, reports will be generated to demonstrate the most common violations. These inspections and reports will be the launch of Allentown's risk factor study

- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!

See above.

- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?

The challenge of finding time to work on the standards has been the only one experienced. Allentown has a very new inspector staff, so training has been a top priority. Despite having difficulty at times making time work on the standards, Allentown is still on target to meet all grant deliverables this year.

Lessons Learned / Tips (Provide 2-3 examples)

- Setting time aside to work on the standards is crucial.
- Share your goals and the workload with a grant team.
- Don't reinvent the wheel

Contact

- Name: Stevie Wolst
- Email: stevie.wolst@allentownpa.gov
- Phone number: 610-437-7599

Link to food safety program website: <https://www.allentownpa.gov/en-us/Government/Departments/Community-Economic-Development/Health-Bureau/Environmental-Field-Services/Food-Protection-Services>

Profile Template

Name of Health Department: **Newton Health and Human Services**

Background

- City and State: Newton, Ma
- HD Population Size Served: 87381 as of 2022
- Number of Retail Food Establishments Inspected: 375
- Retail Program Standards Met by Verification Audit/Working On: S1,3,5, (7)
- Year Enrolled in the Retail Program Standards: 2006
- Mentorship Program Cohort(s): 3
- Version of Food Code: 2013
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) N

Role in Mentorship Program

- Mentee or Mentor? Mentors.
- Who were you paired with? Brookline, MA and Belmont, MA

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?

We Worked on all standard 1, the first part of standard 2, all standard 3, all but one small section of standard 4, all standard 5, half of standard 6, all standard 7, most of standard 8, and none of standard 9. Through working on the standards, we have been able to accomplish several things. At baseline, we were able to organize our documentation and enhance the current documentation that we do have. This has also given us leeway in understanding what are more important issues our department would like to address or enhance our understanding of – like food borne illnesses and those procedures, or continue to address, such as workforce training opportunities.

- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!

We achieved the full requirements with standard 1, 3, and 5, and plan to have these standards audited by a neighboring health department within the next few months. With that being said, we did not meet the full requirements of standard 2 – but this standard helped us the most internally. All the inspectors in our department have been here for 2 years or less, and we all needed training. Pushing everyone along to complete the pre-req courses helped us get a great baseline understanding of some important topics.

- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?

Yes, we were struggling with standard 7. As a health department, our reputation is very important to us, and it can be difficult to interact with the public on certain topics or educate the public on topics that are very controversial. We were hesitant to come up with ideas on best ways to educate and interact with the community in a positive and low risk way, that would benefit both the department and the community. We ultimately decided to target our largest focus/concern – our restaurants. We coordinated a pest control webinar and sent out a survey to restaurants to educate on pressing issues such as rodents with the use of the webinar, and to gain insight into the greatest struggles that restaurants face to better understand how to help food establishments succeed in Newton.

Lessons Learned / **Tips** (Provide 2-3 examples)

- Example 1: Schedule regular meetings with those who will be involved in working on the program to discuss progress.
- Example 2: Categorize your work: start by going through what standards (or parts of standards) you know you are going to meet, then partially meet, then not meet.
- Example 3: Familiarize yourself with the Program as best as you can before starting the actual work for it.

Contact

- Name: Shin Yi Lao
- Email: Slao@newtonma.gov
- Phone number: 617-796-1420

Link to food safety program website: <https://www.newtonma.gov/health>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!





Profile Template

Name of Health Department: **Vineland Health Department**

Background

- City and State: Vineland, NJ
- HD Population Size Served: 60,000
- Number of Retail Food Establishments Inspected: about 465 and 65 temporary event vendors
- Retail Program Standards Met by Verification Audit/Working On:
 - Currently meet and audited #3 and #7
 - Working on standards 2, 4, 5, and 9
 - In 2012, we met all 9 standards
- Year Enrolled in the Retail Program Standards: 2002
- Mentorship Program Cohort(s): 8 years total
- Version of Food Code: 2001 (partial adopted by State) plus local ordinances
- Pursuing Accreditation: Yes, in progress

Role in Mentorship Program

- Mentor
- Paired with City of Allentown Bureau of Health, PA; Huron County Public Health, OH; Jones County Health Department, NC; Morris County Division of Public Health, NJ; Pamlico County Environmental Health, NC

Accomplishments in the Mentorship Program

- What Standard(s) did you work on this year? Standards 2, 4, 5, 9 and continuing with STD 7
- Did you have any breakthroughs working on the Retail Program Standards this year? We were able to standardize 2 staff members this year and hire an additional employee

Lessons Learned / Tips (Provide 2-3 examples)

- In-person meeting are very beneficial than virtual meetings. We are able to physically show mentees materials and equipment that can help there retail food program.
- Monthly one-on-one meetings are very valuable where you can personalize your attention on what your mentee needs.

Contact

- Name: Carolyn Fisher, Asst. Chief REHS
- Email: cfisher@vinelandcity.org
- Phone number: 856-794-4131

Link to food safety program website: health.vinelandcity.org

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department: **Commonwealth Healthcare Corporation/Environmental Health Disease Prevention**

Background

- City and State: **Saipan, Northern Mariana Islands**
- HD Population Size Served: **47,000**
- Number of Retail Food Establishments Inspected: **1338**
- Retail Program Standards Met by Verification Audit/Working On: **Standard 7 Met by Verification Audit, Still Working on 1 & 2**
- Year Enrolled in the Retail Program Standards: **2003**
- Mentorship Program Cohort(s): **3**
- Version of Food Code: **2022**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **No**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Reno, Northern Nevada Public Health/Environmental Health Services**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **Standard 1, 2, & 7. For standard 1 we have initiated the process for adoption of the 2022 Food Code by reference. Waiting to be published in the Commonwealth Registrar for comments. For Standard 2, we completed monthly calls and presentations with our mentor who also provided templates for training guides, SOPs and polices to help us put together a training plan. We completed a site visit from September 16-19 which included on the field risk-based inspection training to be standardized with supervisors. For standard 7, we put together a file of all previous activities that could support meeting requirements of the standard through verification audit for standard 7.**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! **We are almost there in getting our food code into regulation, success in getting staff up to date with Retail Standard training, and verification audit for standard 7.**
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **None**

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1 **Cultivate a robust relationship with your mentors and the team they lead. It'll greatly enhance communication and goal achievement.**

- Example 2 **Create practical aspirations. Remember to factor in your staffing, resources, and competing priorities as you strive for even slight enhancements.**
- Example 3 **Valuing and respecting differences is essential. What may be effective in one jurisdiction may not be feasible in another. Evaluate the resources at hand, make any necessary adjustments to the goals and objectives, and maintain a determined mindset.**

Contact

- Name: **John M. Tagabuel/ Aileen Benavente-Pangelinan/ Daniel Jack**
- Email: john.tagabuel@chcc.health / aileen.benavente@chcc.health / daniel.jack@chcc.health
- Phone number: (670) 236-2022/23/27/28

Link to food safety program website: www.chcc.health

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



Profile Template

Name of Health Department: **Craven County**

Background

- City and State: **New Bern, NC**
- HD Population Size Served:
- Number of Retail Food Establishments Inspected: **398**
- Retail Program Standards Met by Verification Audit/Working On: **Met and/ or verified: Standards 1,3,4,6,7,8. Working on Standards 2,5,9**
- Year Enrolled in the Retail Program Standards: **2008**
- Mentorship Program Cohort(s):
 - **Island County, WA**
 - **Skagit County Public Health, WA**
 - **Milton Health District, MA**
 - **North Andover Health District, MA**
 - **Pickaway County Public Health, OH**
- Version of Food Code: **2017**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?): **N**

Role in Mentorship Program

- Mentee or Mentor? **Mentor**
- Who were you paired with?
 - **Island County, WA**
 - **Skagit County Public Health, WA**
 - **Milton Health District, MA**
 - **North Andover Health District, MA**
 - **Pickaway County Public Health, OH**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **Met and/ or verified: Standards 1,3,4,6,7,8. Working on Standards 2,5,9**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! **No**
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **None**

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1
- Example 2

- Example 3

Contact

- Name: **Margareta Slagle**
- Email: **margareta.slagle@cravencountync.gov**
- Phone number: **(252) 636-4936**

Link to food safety program website:

[Environmental Health | Craven County \(cravencountync.gov\)](https://www.cravencountync.gov/Environmental-Health)

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department: **DeKalb Public Health**

Background

- City and State: **Decatur, Georgia**
- HD Population Size Served: **~778,880**
- Number of Retail Food Establishments Inspected: **~2,300**
- Retail Program Standards Met by Verification Audit/Working On: **Met – 1, 3 & 7; Waiting on audit for 5; Working on – 4, 6 & 9**
- Year Enrolled in the Retail Program Standards: **2013**
- Mentorship Program Cohort(s): **11**
- Version of Food Code: **2013**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **No**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **GA DPH District 3:4 / East Metro District (Gwinnett, Newton, Rockdale)**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - a. **This year we worked on Standards 4, 6 & 9. We've made progress on Standards 4 & 6 and are getting ready to plan out Standard 9.**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - a. **We are making good use of Food Shield this year! We plan to use it to assist with Standard 9.**
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - a. **Time is always a barrier. We are trying to work smarter and use the resources available to us from our mentors and food shield to assist in meeting the standards.**

Lessons Learned / Tips (Provide 2-3 examples)

- **Meeting the standards can feel very overwhelming at first glance. Having a mentor, who has already paved the way, to assist and learn from made it much more achievable.**
- **Having a mentor with multiple mentees was also beneficial, as it provided the opportunity to share ideas and experiences with people from several different states.**

- **Having a mentor who uses the same food code was a great advantage since they were already familiar with our regulations.**

Contact

- Name: **Marcus Johns**
- Email: marcus.johns@dph.ga.gov
- Phone number: **404-508-7914**

Link to food safety program website:

<https://dekalbpublichealth.com/>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department: **Deschutes County Environmental Health**

Background

- City and State: Bend, Oregon
- HD Population Size Served: 198,000
- Number of Retail Food Establishments Inspected: 1600
- Retail Program Standards Met by Verification Audit/Working On: 6
- Year Enrolled in the Retail Program Standards: 2006
- Mentorship Program Cohort(s): 2023 and 2024
- Version of Food Code: 2009
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Yes, achieved accreditation

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Boulder County, Colorado

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - a. Standard 2: Established a training program for retail food inspection staff with plan to meet Standard 2 in the future
 - b. Standard 3: Met Standard. Need to complete Verification Audit
 - c. Standard 4: Established a program to meet Standard 4 in the future, began field assessments of staff
 - d. Standard 5: Began meeting monthly with Communicable Disease staff to write policies and procedures aligned with Standard 5
 - e. Standard 7: Met in 2021.
 - f. Standard 9: Completed Initial Risk Factor Study in 2024.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - a. Establishing a training program for Standard 4 and a procedure for meeting Standard 4 was very helpful and important. Even though we are not meeting Standard 2 or Standard 4 this year, we have a plan that will incrementally meet the requirements and will allow us to make continual progress toward these goals.
 - b. We were able to complete the Initial Risk Factor Study with the help of an MPH Intern who completed a 200 hour project with us.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - a. We did not experience any significant hurdles during the project year.

Lessons Learned / Tips (Provide 2-3 examples)

- Regular, monthly meetings with your Mentor County are an essential part of the Mentorship Program! Start the meetings as soon as you are matched with your Mentor County. They help keep you moving forward on your goals and keep you accountable to make time to work on the Standards.
- Get everyone on your team involved in the Standards at some level. This keeps staff engaged and helps them to understand why processes might be changing. The Standards also offer opportunities for professional growth and leadership development. Our Mentor County demonstrated to us how implementing the Standards really can raise everyone up.
- Try to attend the Virtual Self-Assessment and Verification Audit Workshop. This is a huge time commitment but it is extremely helpful and is time well spent. It is run by the FDA Retail Food Program staff and they do an amazing job of making the virtual workshop fun, interactive and personalized to your program. The information we learned in this workshop helped our Mentorship relationship because we had a better grasp of what each of the Standards encompasses, and we could ask better questions about how the Standard could be implemented or how to begin to make progress on a particular area.

Contact

- Name: Adrea Albin
- Email: adrea.albin@deschutes.org
- Phone number: 541-309-0675

Link to food safety program website: [Safe Food | Deschutes County Oregon](#)

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



EH Team July 2024



Spork 02



TTX STEC

Profile Template

Name of Health Department: **Fairfax County Health Department**

Background

- City and State: Fairfax, Virginia
- HD Population Size Served: over 1.2 million people
- Number of Retail Food Establishments Inspected: 4,100
- Retail Program Standards Met by Verification Audit/Working On: We've met 1, 3, 5, 7, and 8. We are working on 2, 4, 6, and 9.
- Year Enrolled in the Retail Program Standards: 2003
- Mentorship Program Cohort(s): Cohort 3
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation? Yes. FCHD received national accreditation from the Accreditation Committee at the Public Health Accreditation Board (PHAB).

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? Five (5) mentees: Adams County Health Department, CO; Beverly Health Department, MA; Franklin County Public Health, OH; Henrico Health District, VA; and Indiana State Health Department, IN

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? FCHD worked/working on Standards, 2, 3, 4, 5, 6, 7, 8, and 9 this year. Met Standards 3, 5, 7, and 8 this year.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! We met Standard 8 for the first time.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? In order to meet certain Standards, 5 years of data is needed. However, we were told during our Site Visit by an FDA representative that for Standard 7, 1 year worth of data was acceptable for a newly enrolled LHJ.

Lessons Learned / Tips (Provide 2-3 examples)

- Keep communication open with your FDA representative. They can provide continuing guidance and clarifications on Standards and how to meet them.
- Utilize retailgrants@neha.org email for all questions and concerns. They did an excellent job of quickly answering questions or forwarded to the person who could answer the questions.
- Keep communication open with your mentees. Regular meetings and trainings helped to foster mentee's development and increase their knowledge towards completing their goals.

Contact

- Name: Pieter Sheehan
- Email: Pieter.Sheehan@fairfaxcounty.gov
- Phone number: 703.246.8470

Link to food safety program website: [Environmental Health | Health \(fairfaxcounty.gov\)](#)

Photos





Profile Template

Name of Health Department: **Franklin County Public Health**

Background

- City and State: Franklin County, Ohio
- HD Population Size Served: 415,000 (Columbus has their own HD).
- Number of Retail Food Establishments Inspected: 3,000
- Retail Program Standards Met by Verification Audit/Working On: Standard 3 met/audited.
- Year Enrolled in the Retail Program Standards: 2021.
- Mentorship Program Cohort(s): 2024.
- Version of Food Code: 2019
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?)

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Fairfax County Health Department.

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - a. Standard 2, collecting employee certificates from training. Working on having one staff member standardized still from our mentor site.
 - b. We got Standard 3 audited at our mentor site visit and we accomplished it.
 - c. Standard 5, nearly met internally now with 27/28 sections completed.
 - d. Standard 6, made some edits to our policy and went over with our inspectors.
 - e. Standard 7, gathered outreach documentation we completed this year.
 - f. Standard 8, created an equipment inventory spreadsheet that is updated monthly. Working on assessing staffing levels still.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? Contract issues with getting our mentor to come to our office to standardize one staff member for Standard 2 work.

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1: Do not take on too much.
- Example 2: Make realistic goals for workplan.
- Example 3: Get all your staff involved in the Standards.

Contact

- Name: Karin Kasper

- Email: karinkasper@franklincountyohio.gov
- Phone number: 614-653-2235

Link to food safety program website: <https://myfcph.org/environmental-health/food-safety/>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!





Profile Template

Name of Health Department: **GNR Public Health**

Background

- City and State: Lawrenceville, GA
- HD Population Size Served: 1,000,000+
- Number of Retail Food Establishments Inspected: 3,300
- Retail Program Standards Met by Verification Audit/Working On: All 9
- Year Enrolled in the Retail Program Standards: 2007
- Mentorship Program Cohort(s): 2013-Present
- Version of Food Code: 2013
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Y and Yes

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? Dekalb County HD, GA, Barry-Eaton HD., MI, Virginia Dept of Health, VA

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? 3, 4, and 9. Hope to re-meet all of these Standards by the end of 2024.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! No
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? No

Lessons Learned / Tips (Provide 2-3 examples)

- Be real with your mentees on what they can realistically can obtain during the mentorship grant.
- Keep encouraging the mentees that the Standards are obtainable and they can meet them with persistence.

Contact

- Name: Jason Reagan
- Email: Jason.reagan@gnrhealth.com
- Phone number: 404-545-5940

Link to food safety program website: www.gnrpublichealth.com

Photos – No photos taken

Profile Template

Name of Health Department: **Hardin County Health Services**

Background

- City and State: **Kountze, Texas**
- HD Population Size Served: **59,800**
- Number of Retail Food Establishments Inspected: **334**
- Retail Program Standards Met by Verification Audit/Working On: **1,3,5,7 met / 2,6 in progress**
- Year Enrolled in the Retail Program Standards: **2019**
- Mentorship Program Cohort(s): **(2019-2024) 5th Cohort**
- Version of Food Code: **2015**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **Y - CP-FS**

Role in Mentorship Program

- Mentee or Mentor? **Mentor**
- Who were you paired with? **Alamosa, CO, Delta, CO & SW District, ID**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - a. Standards worked on: 1, 2, 3, 6, 7
 - b. Hardin County – we hope to do the VA for 2 and 6 by 12/31/24
 - c. Alamosa – SAVA on 1 & 2, SA on 7
 - d. Delta – SAVA on 1 and SA on 2 & 3
 - e. SW District – SAVA on 2 & 3
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - a. During the site visit to Texas, the Mentees were able to have panel discussions with multiple counties and jurisdictions, in person, to field questions pertaining to issues and situations they encounter on a frequent basis.
 - b. They were able to take back forms, documents and shared knowledge from seasoned Sanitarians and Inspectors.
 - c. Site visits are a crucial part of this program. We did site visits at the Mentee's jurisdiction and they came to ours.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - a. Staying on track with the Mentorship Program and creating a time-management system that worked for us.
 - b. Delta had a leader change in their program. We are currently working through this and we feel confident that their program will continue to be successful.
 - c. ReJena's husband has some health issues that will require some time away from the program. Janet is taking those responsibilities as needed and we plan to finish the year without any hiccups.

Lessons Learned / Tips (Provide 2-3 examples)

- Visiting their sites, meeting employees, and learning how they run their programs has given us an insight to help them accomplish their goals.
- Being a first time Mentor and having a second person be a part of all the planning and execution of the program was a “win-win” for us. The “two heads are better than one” mentality really made this an easier transition to go from Mentee to Mentor.
- We were introduced to how other states operate their programs and how to adapt our program to help their needs and programs succeed.

Contact

- Name: ReJena Bolton
- Email: rejena.bolton@co.hardin.tx.us
- Phone number: 409-617-4343
- Janet Hunter
- Email: janet.hunter@co.hardin.tx.us
- Phone number: 409-249-7712

Link to food safety program website:

<http://www.co.hardin.tx.us/Hardin.County.Healthdepartment>

Photos







Profile Template

Name of Health Department: **Huron County Public Health**

Background

- City and State: Norwalk, Ohio
- HD Population Size Served: 56,600
- Number of Retail Food Establishments Inspected: 410
- Retail Program Standards Met by Verification Audit/Working On: Standard 7 12/22/2022
- Year Enrolled in the Retail Program Standards: 2021
- Mentorship Program Cohort(s): 2022, 2023, 2024
- Version of Food Code: 2013 with 2015 supplements.
- Pursuing Accreditation: PHAB Accredited in 2015 and reaccredited in 2024

Role in Mentorship Program

- Mentee
- Who were you paired with: Vineland City Health Department

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Currently working on Standard 2, 3, 4, and 9. In Standard 9 we have 50% of our Risk Factor Study inspections completed and data entered. We continue to maintain Standard 7.
- Did you have any breakthroughs working on the Retail Program Standards this year? We found that the Risk Factor Study isn't as overwhelming as it appears. We decided to collect data from all our Risk Level 3 and 4 facilities resulting in approximately 252 inspections. We combined our routine inspection with the data collection inspection and suggest entering the findings into the database the same day.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? No

Lessons Learned / Tips (Provide 2-3 examples)

- Don't be afraid to reach out with questions beyond your assigned mentor. Contact other enrolled jurisdictions in your state and in the cohort for help.
- Use Food Shield for examples and don't forget to upload documents to Food Shield for other jurisdictions.

Contact

- Name: Matt Schwab, REHS
- Email:mschwab@huroncohealth.com
- Phone number: 567-244-3223

Link to food safety program website: [Food Program | Huron County Public Health | Huron County, Ohio \(huroncohealth.com\)](https://www.huroncohealth.com/food-program)

Photos

Profile Template

Indiana Department of Health: Retail Food Program

Background

- **City and State:** Indianapolis, Indiana
- **HD Population Size Served:** 6,785,528 million residents (We help to support 95 local health departments and all residents residing within the Hoosier State)
- **Number of Retail Food Establishments Inspected:** 526
- **Retail Program Standards Met by Verification Audit/Working On:** Standards 5 & 7
- **Year Enrolled in the Retail Program Standards:** 2024
- **Mentorship Program Cohort(s):** LHDs from Massachusetts, Virginia, Ohio & Colorado.
- **Version of Food Code:** FDA 2001 (in process of adopting the 2022 FDA Model Code)
- **Pursuing Accreditation (Y/N?)** No

Role in Mentorship Program

- **Mentee or Mentor?** Mentee
- **Who were you paired with?** Fairfax County Health Department (Fairfax, Virginia)

Accomplishments in the Mentorship Program

- **What Standard(s) did you work on and what did you accomplish?** 5(Sent off for Verification by the Virginia Dept. of Health) & 7 (Met)
- **Did you have any breakthroughs working on the Retail Program Standards this year?** Being enrolled in the Retail Program Standards as a new program manager has helped me understand the inner workings of our Retail Program and the opportunities we have in need of correction and how we can grow our program while striving for continued success.
- **Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?** Paperwork retention was the biggest challenge this year. I am new to roll and all of our documents helpful to satisfy the Standards requirements as well as running a successful program were deleted from our server. We are starting from scratch, but having the standards as a blueprint is extremely helpful. We can go line by line to ensure our programs success.

Lessons Learned / Tips (Provide 2-3 examples)

- Importance of information retention and file organization (ie: agenda's, Policies, procedures, etc)
- How helpful the Voluntary Retail Standards can be while undergoing a program re-set.

Contact

- **Name:** Mariah Allen

- **Email:** mariallen@health.in.gov
- **Phone number:** 317-233-8476

Link to food safety program website: <https://www.in.gov/health/food-protection/home/>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



- Photo includes: Retail, Produce, Rapid Response, Manufactured Foods, Data Analytics, and Legal Teams.

Mentor Profile

Jefferson County (WV) Health Department

Background

- Kearneysville, WV
- 58,000
- 400 retail food establishments
- We have met Standards 1, 2, 3, 5, 7, & 8
- We are actively working on Standards 4 & 9
- Year Enrolled in the Retail Program Standards: 2019
- Mentorship Program Cohort(s): 1, 2, & 3
- Version of Food Code: 2013
- Pursuing Accreditation (Y/N?) NO

Role in Mentorship Program

- Mentor
- Our mentees were:
 - Cabell Co.- Huntington, WV
 - Clay Co., WV
 - Kanawha Co.- Charleston, WV
 - Mercer Co., WV
 - Monroe Co., WV
 - Boone Co., WV (unfunded mentee)
 - Putnam Co., WV (unfunded mentee)
 - Braxton Co., WV (unfunded mentee)

Accomplishments in the Mentorship Program:

- We completed a new SA9 and CSIP at the end of our first 5-year cycle.
- We met Standards 2, 5, & 8 this year.
- We started a Risk Factor Study and are close to meeting Standard 9.
- We began QA field audits and file reviews and are close to meeting Standard 4.

Breakthroughs

- The WV Retail Program Stands Collaborative has been a huge success.

Significant Hurdles

- Staff turnover – We lost our EH Program Manager and our Standardization officer this year. We will also lose our EH Consultant at the end of this year. These were the three members of our staff (out of 6) that had the most experience with the Program Standards.

Lessons Learned / Tips

- Stick with it! Despite more than 100% staff turnover since January 2022, we continued to work on the Program Standards as time and manpower allowed.

- Collaborate! It was easier to meet the standards by working with other jurisdictions.
- Grant funding allowed us to hire a consultant who wrote all our policies for us.

Contact

- Bob Custard
- Robert.W.Custard@wv.gov
- (571) 221-7086

Food safety program website: <https://www.jchdvw.org/food-safety-resources>

Profile Template

Name of Health Department: **Kentucky Department for Public Health**

Background

- City and State: Frankfort, Kentucky
- HD Population Size Served:
- Number of Retail Food Establishments Inspected: 0. Our 4 state staff train new hired inspectors for local health departments.
- Retail Program Standards Met by Verification Audit/Working On: Standards 1, 2, 7, 8. Working on 5.
- Year Enrolled in the Retail Program Standards: 2016
- NACCHO Mentorship Program Cohort(s): 3
- Version of Food Code: 2016
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation? We have achieved

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? Louisville Metro Department of Public Health and Wellness

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Met standards 1 & 7. Completed verification audit for standard 7 during our site visit. Currently planning on working through Standard 2 for next year.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! Please see above.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? N/A

Lessons Learned / Tips (Provide 2-3 examples)

- Meet monthly on a consistent schedule. It helps with timing and overall mentoring impact.
- Utilize Food Shield when you feel stuck on a potential document or policy that you are creating.
- Do not fear to reach out to programs outside of your mentor. Everyone is willing to help you reach your goals.

Contact

- Name: Dan Anderson
- Email: Dan.anderson@ky.gov
- Phone number: 502-330-2623

Link to food safety program website: [Retail Food - Cabinet for Health and Family Services \(ky.gov\)](https://www.ky.gov/retail-food)

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Lincoln County Health Department

Background

- City and State: Merrill, WI
- HD Population Size Served: 27,687 total population in the county.
- Number of Retail Food Establishments Inspected: 253 total
 - Retail food serving meals – 120
 - Retail food serving meals mobile – 11
 - Retail food serving meals mobile base – 1
 - Retail food serving meals transient - 30
 - Retail food not serving meals – 84
 - Retail food not serving meals mobile – 7
- Retail Program Standards Met by Verification Audit/Working On:
 - Standard 2
 - Standard 7
 - Standard 8
 - Standard 9
- Year Enrolled in the Retail Program Standards: 2023
- Mentorship Program Cohort(s): 3
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?): Just submitted for our first reaccreditation with PHAB this year.

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Betsy Meeks, Alamance County Health Department, NC

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - Maintained Standard 2
 - Meet and Audited Standards 7 and 8
 - Begin working on Standard 9 by completing the initial risk factor study and analyzing our data.
- Did you have any breakthroughs working on the Retail Program Standards this year?
 - For Standard 7 we chose to have a booth at our local county fair. The purpose of the booth was to provide food safety information as well as have food industry personnel and consumers fill out a survey to gauge food safety perception within the county. Many worth-while conversations were had, and it felt like we sparked a genuine interest to learn more in our county residents.

- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - The biggest hurdle was the mentor/mentee visit. Our mentor was at the airport and her flight got delayed and was unable to get here. We have rescheduled mentor/mentee visit for late September/early October when apple season and the fall colors are at their best. At that time, we hope to finish up the projects we have been working on and complete the verification audits for standards 7 and 8.

Lessons Learned / Tips (Provide 2-3 examples)

- There is always more we can do to continue to improve our program.
- Adequate, trained staffing is crucial.

Contact

- Name: Michael Mandli
- Email: Michael.mandli@co.lincoln.wi.us
- Phone number: 715-539-1379

Link to food safety program website: <https://www.co.lincoln.wi.us/health/page/licenses-inspections-0>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department: **Lincoln-Lancaster County Health Department**

Background

- City and State: Lincoln, Nebraska
- HD Population Size Served: 325,000
- Number of Retail Food Establishments Inspected: Approximately 1400
- Retail Program Standards Met by Verification Audit/Working On: 2,3,4,5,7,9, Working on coming back into compliance with Standard #1 with tentative state food code updates.
- Year Enrolled in the Retail Program Standards: 2001
- Mentorship Program Cohort(s): 2022, 2023, & 2024
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Yes, Yes

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? Austin Public Health Department, Thurston County Health Department

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? APH had Standard 7 verified and is continuing to work towards meeting Standard 4. Thurston County Health Department completed a full self-assessment of their program and developed a CSIP. They continue to work on updating policies and procedures.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! APH met Standard 7 for the first time.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? Time and staff turnover. We persevered regardless and new staff were brought up to speed.

Lessons Learned / Tips (Provide 2-3 examples)

- Don't conduct verification audits on all 9 standards in 1 year – Take small pieces at a time.
- Social outings outside the workplace during site visits help develop stronger relationships with peers.
- Be flexible within your site visit agendas.

Contact

- Name: Justin Daniel / Mary Murrieta
- Email: jdaniel@lincoln.ne.gov / mmurrieta@lincoln.ne.gov
- Phone number: 402-441-8033 / 402-441-8028

Link to food safety program website:

<https://www.lincoln.ne.gov/City/Departments/Health-Department/Environmental/Food-Safety/Food-Est-Inspection-Viewer>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!





Profile Template

Name of Health Department: **Los Angeles County Department of Public Health, Environmental Health Division**

Background

- City and State: Los Angeles, California
- HD Population Size Served: Over 9 million
- Number of Retail Food Establishments Inspected: Approximately 41,700
- Retail Program Standards Met by Verification Audit/Working On: Met Standard 7 / Working on Standard 2
- Year Enrolled in the Retail Program Standards: 2022
- Mentorship Program Cohort(s): Cohort 3
- Version of Food Code: California Retail Food Code 2024
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) No

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Pima County Health Department, Arizona

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - We worked on Standard 2 this year. We learned a lot from our mentor and how they are making progress in meeting Standard 2. Our accomplishments this year include having 50+ food inspection team members complete some of the FDA “pre” courses, comparing our current training program to the CFP training manual and identifying the gaps, selecting six team members to become future training standards – they completed the FDA “pre” and “post” courses and attended a Pre-Standardization Conference held by the California Department of California.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - This was our first year having team members involved in making progress towards meeting Standard 2. We provided a presentation to our 300+ food inspectors about the Retail Program Standards and our upcoming goals. The team was excited to hear the information and be a part of this period of growth and improvement.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - We did not experience any hurdles this project year. Pima County was a pleasure to work with. Their experience in the Mentorship Program helped guide us in our first year as a mentee.

Lessons Learned / Tips (Provide 2-3 examples)

- Set realistic goals - When first getting familiar with the program standards, they can feel overwhelming. It is important to understand that success is not based on how quickly you can meet all the standards, it's about making improvements to your food regulatory program – big or small – as you work your way through them. It's not a race, it's a journey.
- Learn from others – Learn from those that have already met the standards or are making great progress in meeting them. FoodSHIELD is a valuable resource which allows food regulatory programs throughout the country to communicate and share the amazing work they have done.

Contact

- Name: Melanie Gurrola / Lyle Griffiths
- Email: mgurrola@ph.lacounty.gov / lgriffiths@ph.lacounty.gov
- Phone number: (626) 430-5170

Link to food safety program website: <http://publichealth.lacounty.gov/eh/business/food-businesses.htm>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Here is a picture of our Workforce Development Program which oversees training for Los Angeles County's 300+ food inspection team members. We are leading the effort in trying to meet Standard #2!





DEPARTMENT OF PUBLIC HEALTH AND WELLNESS
LOUISVILLE, KENTUCKY

CONNIE MENDEL, MPH, R.S.
CHIEF HEALTH STRATEGIST

CRAIG GREENBERG
MAYOR

INDER P. SINGAL, MD, MBA
EXECUTIVE DIRECTOR

Profile Template

Name of Health Department: Louisville Metro Public Health and Wellness

Background

- Louisville, Kentucky
- Population Size Served: 622,981
- Retail Food Establishments Inspected: 4,568
- Retail Program standards Met by Verification Audit: Standard 7, Industry and Community Relations.
Working on Standard 1, Regulatory Foundation – currently being audited and Standard 2 Trained Regulatory Staff.
- Year Enrolled in the Retail Program Standards: 9/25/2012
- Mentorship Program Cohorts: Kelly Monahan, Alexander DeMunbrun
- Version of the Food Code: 2013
- Pursuing Accreditation (Y/N): Yes, accredited 8/17/2016, Reaccredited 8/18/2022

Role in Mentorship Program

- Mentee
- Paired with Kentucky Cabinet for Health and Family Services – Food Safety Branch

Accomplishments in the Mentorship Program

- Louisville Metro Public Health and Wellness met Standard 7 Industry and Community Relations.
- Collaborating with our Mentor we discovered that we also met Standard 1 Regulatory Foundation. Operating under the same regulation, our Mentor, had met Standard 1 and was able to give us direction to quickly evaluate our program.
- The grant lead accepted another position. Our Mentor was invaluable helping to fill any knowledge or process gaps.



WWW.LOUISVILLEKY.GOV

400 E. GRAY STREET LOUISVILLE, KENTUCKY 40202-1704 502.574.6530 FAX: 502.574.6588



DEPARTMENT OF PUBLIC HEALTH AND WELLNESS
LOUISVILLE, KENTUCKY

Lessons Learned / Tips (Provide 2-3 examples)

- We found that due to the size of our Food Safety Program an automated tracking system that allows inspectors to track their training and CEU's and send reminders is a necessity to maintain compliance with Standard 2 Trained Regulatory Staff. We are currently working with our Training Coordinator to build this functionality into Workday our new finance and HR platform.
- Obtaining an intern through the National Environmental Public Health Internship Program was instrumental in assisting us in completing our program assessment for Standard 1 Regulatory Authority. This program gave us capacity to complete this assessment.
- There is a network of health jurisdictions working on the retail standards and their knowledge, expertise, and willingness to offer support to other jurisdictions is invaluable to this program. It gives jurisdictions the knowledge and confidence to work toward compliance with the standards.

Contact

Kelly Monahan, Executive Administrator
Louisville Metro Public Health and well
Kelly.Monahan@louisvilleky.gov
502-574-8066

<https://louisvilleky.gov/government/health-wellness/welcome-food-safety-program>



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Profile

Name of Health Department: **HHSA/ Mariposa County Environmental Health (EH)**

Background

- City and State: [Mariposa, California](#)
- HD Population Size Served: [16,785](#)
- Number of Retail Food Establishments Inspected: [180+](#)
- Retail Program Standards Met by Verification Audit/Working On: [None at this time](#)
- Year Enrolled in the Retail Program Standards: [2024](#)
- Mentorship Program Cohort(s): [Celeste Burnett-Wood, Carolyn Coder](#)
- Version of Food Code: [Cal Code 2024](#)
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) [Yes, still in progress](#)

Role in Mentorship Program

- Mentee or Mentor? [Mentee](#)
- Who were you paired with? [Greene County \(Ron Sprong, Liz Stemm, Molly Peters\)](#)

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? [Focused on completing Self-Assessments of all nine standards. Have completed self-assessments for 8 of the 9 standards and will be completing self-assessment of standard 9 this week.](#)
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
[We realized that we have a lot of work to do! We also realized that there a lot of other counties that are good contacts and have gained knowledge of other resources and tools that we can utilize.](#)
- Did you experience any significant hurdles during the project year? [Yes, overcomplicating what our focus should be during our first year.](#)
How did you and your mentor/mentee overcome them? [They helped to reel us back in to help keep our focus on the basics of self-assessment and documenting all the resources that led us to why we said Yes or No to meeting the standards during our self-assessments.](#)

Lessons Learned / Tips (Provide 2-3 examples)

- Tip 1: If in your first year of standardization, stay focused on your deliverables and do not overcomplicate the self-assessments.
- Tip 2: Reach out to other counties, people that are in the standardization process and your peers to gain more knowledge of other food programs and your current food program.

- Lesson: As a team we are still building our Food Program to become more effective and efficient at educating our community and food facilities. Our community is not as aware of what our Environmental Health Unit does to protect the Health & Safety of our consumers. I have realized that we have a challenge to overcome here, but our team continues to strive every day to inform the people of our community, so they understand what we do and why we do it.

Contact

- Name: [Celeste Burnett-Wood](#)
- Email: cbwood@mariposacounty.org
- Phone number: 209-966-2220

Link to food safety program website: [Food Facilities | Mariposa County, CA - Official Website](#)

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



Meet Mariposa County Environmental Health Unit

Carolyn (REHS Manager) in green on far left and Celeste (EHS I Trainee) in grey in front on the right. We did lose Kerri in front on the left to another county but gained two part time inspectors and have another trainee joining our team next month!



Special Event Food Vendor Inspections- Butterfly Festival in Mariposa
Carolyn Coder, REHS & Celeste Burnett-Wood, EHS I

Profile Template

Name of Health Department: **Marshall County Health Department**

Background

- City and State: **Moundsville, WV**
- HD Population Size Served: **30,000**
- Number of Retail Food Establishments Inspected: **227**
- Retail Program Standards Met by Verification Audit/Working On: **Met Standards 1 & 7, working on 2 and 3.**
- Year Enrolled in the Retail Program Standards: **2024**
- Mentorship Program Cohort(s): **Cohort 3 of the NEHA/NACCHO Retail Program Standards Mentorship Program**
- Version of Food Code: **2013**
- Pursuing Accreditation: **Y**
 - If Y, have you achieved accreditation? **No**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Jefferson County, WV**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **We worked on meeting Standard 3 and managed to write and implement policies to adopt risk-based inspections. We adopted Health Space and are now conducting risk-based inspections on iPads.**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! **Only our adoption of risk-based inspections so far.**
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **It has been difficult to transition from paper to digital inspection format, as well as implement a new style of risk-based inspections. Inputting our establishments' information into the digital platform has been time consuming, but we coped with it by splitting the workload, trying to set up as much as we could prior to permit renewal, and then inputting permit information one application at a time. We are still in the process of figuring things out as far as risk-based inspections are concerned, so still overcoming these obstacles.**

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1: **Take it slow. Trying to tackle too many changes at once can be overwhelming, so it's best to plan things out strategically and be patient with your progress.**

- Example 2: **Risk-based inspections will change your perspective. Your focus will naturally shift towards dynamic processes in the kitchen rather than the static factors like equipment.**

Contact

- Name: **Lydia Takemoto**
- Email: **Lydia.N.Takemoto@wv.gov**
- Phone number: **(304) 845-7840**

Link to food safety program website:

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department: **Maryland Department of Health (MDH)**

Background

- **City and State:** Baltimore, MD
- **HD Population Size Served:** MDH serves approximately 6.2 million Maryland residents
- **Number of Retail Food Establishments Inspected:** Although MDH delegates authority for the licensing and inspection of retail food service facilities to the local health departments, MDH's Office of Food Protection's Center for Facility and Process Review conducts approximately 420 plan reviews for prototypical retail food service facilities and works closely with the local health department during the pre-opening inspections.
- **Retail Program Standards Met by Verification Audit/Working On:** MDH's goal was to work on Standard 1 to adopt the Food Code, and this is still our long term plan. During our mentor site visit we realized that we were closer to meeting Standard 2 than we thought and we are currently working on getting documentation together to meet Standard 2. We will then ask KDA to audit us for Standard 2 and hopefully meet Standard 2.
- **Year Enrolled in the Retail Program Standards:** Initial enrollment was 2002, re-enrolled in 2022
- **Mentorship Program Cohort(s):**
- **Version of Food Code:** 2022
- **Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?):** N

Role in Mentorship Program

- **Mentee or Mentor?** Mentee
- **Who were you paired with?** Kansas Department of Agriculture

Accomplishments in the Mentorship Program

- **What Standard(s) did you work on and what did you accomplish?** Our focus was Standard 1, to adopt the Food Code. Despite previously reported stats, Maryland has not adopted the Food Code. During our onsite mentor/mentee visit we realized we were closer to meeting Standard 2 and are currently working on collecting documentation for verification.
- **Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!** During our onsite mentor/mentee visit we realized we were closer to meeting Standard 2 and are currently working on collecting documentation for verification.
- **Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?** Our biggest challenge was the retirement of the Center Chief who was one of the Program Leads. The other challenge is working through the legal process in MD that will enable us to adopt the Food Code.

Lessons Learned / Tips (Provide 2-3 examples)

- **Example 1**
Going for the low hanging fruit is a real thing, we were closer to meeting another standard than we initially thought and are expecting to be able to meet that standard
- **Example 2**
The in-person site visit was extremely beneficial in many ways. The value of face to face interactions, in-person, was superior even to the virtual meetings.
- **Example 3**
Our mentor had another mentee and this amplified our positive experience with our mentor. We learned from the other mentee as well.

Contact

- **Name:** Patricia Vauls
- **Email:** patricia.vauls@maryland.gov
- **Phone number:** 443-690-3072

Link to food safety program website: [Maryland Department of Health Office of Food Protection - Facility and Process Review](https://health.maryland.gov/phpa/OEHFP/OFPCS/Pages/plan-review.aspx)
(<https://health.maryland.gov/phpa/OEHFP/OFPCS/Pages/plan-review.aspx>)

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



Pictured left to right: Sherry Williams, Patricia Vauls, and Diedre Moltere - Maryland Department of Health, Office of Food Protection

Profile Template

Name of Health Department: **Mecklenburg County Public Health**

Background

- City and State: Charlotte, NC
- HD Population Size Served: 1.145 million
- Number of Retail Food Establishments Inspected:
- Retail Program Standards Met by Verification Audit/Working On:
Meet: 1, 2, 3, 7, 9 – Working on: 4, 5, 6
- Year Enrolled in the Retail Program Standards: 2010
- Mentorship Program Cohort(s): 1, 2, 3
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Y, Y

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? Town of Sudbury, MA, and Jackson County, MO

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **While we worked with our mentees towards compliance with their self-assessment and CSIP, we worked towards reviewing our CSIP for annual updates, standard 4, standard 6, and standard 9.**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **Since becoming a mentor, we have only worked with mentees who had already completed their self-assessment and CSIP. This year we were paired with mentees who were newer to the standards. We quickly realized that our approach would be different and adjusted to make sure we provided both our mentees with what they needed.**

Lessons Learned / Tips (Provide 2-3 examples)

- **Create (or borrow) presentations on all 9 standards.** One of the things we have been working on is to have a mini presentation on all 9 standards and CSIP/SAVA Tool to ensure we discuss all components of the retail program standards. These presentations include SA and VA requirements, our progress on that standard, our mentees' progress, and some time for questions.
- **Make it a well-rounded site visit experience.** I have enjoyed planning our site visit experience with our mentees. We make sure to focus on the RPS but also bring in interesting topics that they are interested in and always do something fun within Charlotte.

Contact

- Name: Wendy Bell, MPH, REHS
- Email: wendy.bell@mecklenburgcountync.gov
- Phone number: (980)257-3999

Link to food safety program website: <https://eh.mecknc.gov/food>

Photos



Profile Template

Name of Health Department: **Mercer County Health Department**

Background

- City and State: Aledo, IL 61231
- HD Population Size Served: 15,600 approximately
- Number of Retail Food Establishments Inspected: 88
- Retail Program Standards Met by Verification Audit/Working On: Working on Standard 1
- Year Enrolled in the Retail Program Standards: 2024
- Mentorship Program Cohort(s): Annie Rose, JS Wing, Melissa Lombardi, Brian Shirome
- Version of Food Code: 2022
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) No

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Traci Stevens, Richmond County Health Department

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Standards 1 & 2, Completed requirements for 1 via State adoption, although an 18-year employee of MCHD, decided to take the coursework as a new hire, to fulfill standard 2, waiting on Standardization.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! No breakthroughs, but renewed excitement to improve the current food program and leave the program in a good place upon retirement in a few years.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1 Importance of Policies and SOP's
- Example 2 Excited to conduct a risk study in the county to better focus education and resources.
- Example 3 Grateful for a wonderful mentor and FDA specialist willing to answer all my questions.

Contact

- Name: Kyle Joy Lloyd
- Email: Kyle.lloyd@mchdept.org
- Phone number: 309-582-3759

Link to food safety program website: www.xyz.org

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department: **Milton Health Department**

Background

- City and State:
 - Milton, Massachusetts
- HD Population Size Served:
 - Town population: 28,586
- Number of Retail Food Establishments Inspected:
 - 90
- Retail Program Standards Met by Verification Audit/Working On:
 - Met: Standard 1
 - Working on: Standard 5/7
- Year Enrolled in the Retail Program Standards:
 - 2023
- Mentorship Program Cohort(s):
 - Cohort 3
- Version of Food Code:
 - 2018 Merged food code
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?
 - No

Role in Mentorship Program

- Mentee or Mentor?
 - a. Mentee
- Who were you paired with?
 - a. Craven County North Carolina

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - a. We worked on standard 5 and Standard 7. We are finishing up standard 5 and all the subcategories.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - a. Our site visit was very helpful in developing our food safety knowledge.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - a. We were still learning the ropes of the grant this cycle, so we had to work through all the logistics of the grant work. Additionally, we are starting from ground 0 for most standard operating procedures surrounding food safety so creating procedures was quick time consuming.

Lessons Learned / Tips (Provide 2-3 examples)

- We learned a lot from our site visit with a staff member from NC and how food safety programs differ between states and departments.
- Additionally, on our site visit we learned about different violations to look for in retail food establishment inspections that were not previously on our radar.
- We learned about many sites and resources for food safety that we did not know about before.

Contact

- Name: Emily Conners
- Email: econners@townofmilton.org
- Phone number: 781-697-4023

Link to food safety program website:

- <https://www.townofmilton.org/232/Health-Department>

Profile Template

Name of Health Department: **Mohave County Department of Public Health**

Background

- City and State: **Mohave County, Arizona**
- HD Population Size Served: **pop ~221,000 (13,311sq/mi...and separated by the Grand Canyon)**
- Number of Retail Food Establishments Inspected: **~1,794 permitted (55% receive 2+ annual inspections)**
- Retail Program Standards Met by Verification Audit/Working On: **Verification Audit of STD 3; working on STDs 1, 2, and 5 (and unofficially STD 7)**
- Year Enrolled in the Retail Program Standards: **2007**
- Mentorship Program Cohort(s): **2024 Track 1 Development Base**
- Version of Food Code: **2009**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **PHAB Accredited**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Geoff Heinicke; City of Allen, Texas**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **Self-Assessment of all nine (9) standards; Verification audit of STD 3; Development of CSIP (still in progress)**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! **The major breakthrough is completing the SA-VA process and developing the CSIP. The last work that had been done in Mohave County toward the Retail Program Standards was in 2017; though, a self-assessment was attempted in early 2022.**
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **The major hurdle is bandwidth and competing priorities for staff to participate in the SA/VA process. This was overcome through creating a monthly workgroup to physically come together and work through (self-assessment) one or two Standards.**

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1 **Be Flexible! Allow enough flexibility—in processes, goals— so you are able to pivot when necessary without derailing your progress.**
- Example 2 **Be Broad! Create processes and goals that allow others to step in, in and where needed, without altering the course of the overall desired outcome.**

- Example 3 Involve 'external' stakeholders. Invite other department/agency/organizational voices into the conversation; for example, the accreditation specialist when creating your CSIP.

Contact

- Name: Tara Stanec
- Email: StaneT@mohave.gov
- Phone number: 928.757.0901, x5835

Link to food safety program website:

<https://www.mohave.gov/ContentPage.aspx?id=127&cid=1336&page=1&rid=2069>

Photos







Profile Template

Name of Health Department: **Monongalia County Health Department**

Background

- City and State: Morgantown, WV
- HD Population Size Served: 108,458
- Number of Retail Food Establishments Inspected:
- Retail Program Standards Met by Verification Audit/Working On: Met Standards 1,3 and 7; working on Standard 4
- Year Enrolled in the Retail Program Standards: 2019
- Mentorship Program Cohort(s): Cohort 3
- Version of Food Code: 2013 FDA Food Code
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Y, No

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? WV Counties: Lewis, Marion, Marshall, Randolph-Elkins, Grafton-Taylor and Upshur-Buckhannon

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Worked on Standard 4
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! This was our first year as a Mentor. We had the opportunity to collaborate with a co-Mentor and work with fantastic Mentees in a state collaborative. They were able to meet 3 standards!
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? No. The Mentees were troopers. We had a great group of participants who worked hard to complete their Self-Assessments, CSIPS and meet 3 standards their first year out of the gate!
- **Lessons Learned / Tips (Provide 2-3 examples)**
- Example 1- Provide a framework for your Mentees but it's okay if you have too pivot.
- Example 2- Celebrate the wins!
- Example 3

Contact

- Name: Jennifer Costolo-Michael
- Email: Jennifer.A.CostoloMichael@wv.gov
- Phone number: 304-598-5131

Link to food safety program website: www.monchd.org

Photos









Profile Template

Name of Health Department: **Monroe County Health Department**

Background

- City and State: Union, West Virginia
- HD Population Size Served: 12,442
- Number of Retail Food Establishments Inspected: 67
- Retail Program Standards Met by Verification Audit/Working On: yes
- Year Enrolled in the Retail Program Standards: 1
- Mentorship Program Cohort(s): Jefferson & Monongalia County HD
- Version of Food Code:2013
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **N**

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Bob Custard Jefferson Co. HD

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Standard 1 and working on completing standard 7
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
Understanding the safety with the retail program.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? We are working on Standard 8 and realizing MCHD doesn't have enough staffing

Lessons Learned / Tips (Provide 2-3 examples)

- How to properly do an inspection and what to really look for.
- How to categorize by risk base.

Contact

- Name: Aaron Withrow
- Email: awithrow@MonroeHealthCenter.com
- Phone number: 304-772-3064 Ext. 151

Link to food safety program website:

Photos



Profile Template

Name of Health Department: **New Hanover County Health & Human Services**

Background

- City and State: Wilmington NC
- HD Population Size Served: 234,921
- Number of Retail Food Establishments Inspected: 1,146
- Retail Program Standards Met by Verification Audit/Working On: working on meeting standard one will send of to audit later this year
- Year Enrolled in the Retail Program Standards: 12 years
- Mentorship Program Cohort(s): one
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Yes, and yes

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Richmond County, NC

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? We have been working on standard one and should have it completed for audit later this year. We have started working on standard 7 and having some classes for industry. We have developed some templates for HACCP.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! It was helpful to learn that it is possible to meet all standards and to see we were close on some with our current practices.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? Spending down the money in a quick period. Due to our health department budgets starting in July we were not able to start spending the money until then and will need to complete it by November and then be reimbursed. Being reimbursed gives my anxiety.

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1 – connect with your mentor don't be afraid to ask silly questions
- Example 2 – use foodshield to find other examples of something you may be working on
- Example 3 – jump in and just try to figure it out. There are many different versions and templates to choose from.

Contact

- Name: Melissa Lombardi

- Email: mlombardi@nhcgov.com
- Phone number: 910-798-6665

Link to food safety program website: <https://www.nhcgov.com/488/Environmental-Health>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department:

Background

- City and State: North Andover, MA
- HD Population Size Served: 30,000
- Number of Retail Food Establishments Inspected: 170
- Retail Program Standards Met by Verification Audit/Working On: Standard 1; Standard 3
- Year Enrolled in the Retail Program Standards: 2024
- Mentorship Program Cohort(s):
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) No

Role in Mentorship Program

- Mentee
 - a. Paired with Craven County Health department

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - a. We completed a SA9 and CSIP
 - b. We met and audited Standard 1
 - c. We are in the process of meeting Standard 3. We have completed all the policies & procedures and are working on re-training staff for implementation
 - i. We plan to have this standard met and audited by December 2025
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - a. It is challenging to retain engagement from department leadership. To many folks working on the standards seems like a lot of paper work and it has been difficult to illustrate the benefit of the program. Once standards are met, it will be easier to demonstrate the benefit as inspections become more uniform and are performed to a higher standard.

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1: Leveraging partnerships with communities who have already completed the retail standards is critical to your success. There's no use reinventing the wheel when others have done it successfully.
- Example 2: Work with consultants who have experience with the FDA standards. They are able to pull from their experience to help you establish effective policies and procedures.

Contact

- Name: Annette Garcia
- Email: agarcia@northandoverma.gov
- Phone number: 978-688-9540

Link to food safety program website: <https://www.northandoverma.gov/307/Food-Safety>

Profile Template

Name of Health Department: **Commonwealth Healthcare Corporation/Environmental Health Disease Prevention**

Background

- City and State: **Saipan, Northern Mariana Islands**
- HD Population Size Served: **47,000**
- Number of Retail Food Establishments Inspected: **1338**
- Retail Program Standards Met by Verification Audit/Working On: **Standard 7 Met by Verification Audit, Still Working on 1 & 2**
- Year Enrolled in the Retail Program Standards: **2003**
- Mentorship Program Cohort(s): **3**
- Version of Food Code: **2022**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation? **No**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Reno, Northern Nevada Public Health/Environmental Health Services**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **Standard 1, 2, & 7. For standard 1 we have initiated the process for adoption of the 2022 Food Code by reference. Waiting to be published in the Commonwealth Registrar for comments. For Standard 2, we completed monthly calls and presentations with our mentor who also provided templates for training guides, SOPs and polices to help us put together a training plan. We completed a site visit from September 16-19 which included on the field risk-based inspection training to be standardized with supervisors. For standard 7, we put together a file of all previous activities that could support meeting requirements of the standard through verification audit for standard 7.**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! **We are almost there in getting our food code into regulation, success in getting staff up to date with Retail Standard training, and verification audit for standard 7.**
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **None**

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1 **Cultivate a robust relationship with your mentors and the team they lead. It'll greatly enhance communication and goal achievement.**

- Example 2 **Create practical aspirations. Remember to factor in your staffing, resources, and competing priorities as you strive for even slight enhancements.**
- Example 3 **Valuing and respecting differences is essential. What may be effective in one jurisdiction may not be feasible in another. Evaluate the resources at hand, make any necessary adjustments to the goals and objectives, and maintain a determined mindset.**

Contact

- Name: **John M. Tagabuel/ Aileen Benavente-Pangelinan/ Daniel Jack**
- Email: john.tagabuel@chcc.health / aileen.benavente@chcc.health / daniel.jack@chcc.health
- Phone number: (670) 236-2022/23/27/28

Link to food safety program website: www.chcc.health

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



Profile Template

Name of Health Department: **Orange County Environmental Health and Code Compliance**

Background

- City and State: Orange, Texas
- HD Population Size Served: 86,000
- Number of Retail Food Establishments Inspected: 506
- Retail Program Standards Met by Verification Audit/Working On: 2,3,5,7 working on 1
- Year Enrolled in the Retail Program Standards: 2018
- Mentorship Program Cohort(s): 2
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) N

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Kansas Department of Agriculture

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? We worked on Standard 2 and we completed our self-assessment/audit for Standards 3,5,7
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?

Lessons Learned / Tips (Provide 2-3 examples)

- We learned that we were closer to completing all the requirements for Standard 2
- Making short term goals and timelines helped in completing our goals and objectives
-

Contact

- Name: James Scales
- Email: jscases@co.orange.tx.us
- Phone number: 409745-9748

Link to food safety program website:

Photos



Profile Template

Name of Health Department: **Orange County Health Department**

Background

- City and State: Hillsborough, North Carolina
- HD Population Size Served: Approximately 150,000
- Number of Retail Food Establishments Inspected:
- Retail Program Standards Met by Verification Audit/Working On: Standard 1 – Met
Standard 9 – To be Audited
- Year Enrolled in the Retail Program Standards: 6
- Mentorship Program Cohort(s):
 - Blue Ridge Health District, VA
 - St. Clair. IL
 - Amarillo, TX
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Y – NC has their own accreditation standards.

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Blue Ridge Health District, VA

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? We worked on our 2nd self assessment, CSIP, Standard 1, Standard 9, and an internal Mobile Food Unit Equity Project.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! The mentorship program was very helpful so that we could see that everyone faces similar challenges. Working through these and having the ability to go to a SAVA course outside of NC was amazing. Standard 9 was quite the undertaking with inspection data but we are excited to see where this will continue to help our program grow over the next 10 years.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? The biggest hurdle was finding time to achieve all of these goals but our mentor helped to keep us engaged and provide support. The site visit was definitely the most rewarding part, BRHD was hospitable and create a great atmosphere for growth and learning with each other.

Lessons Learned / Tips (Provide 2-3 examples)

- Don't be afraid to talk to your mentor and cohort.
- The SA VA Course is super helpful and not just in the beginning.

- Ask people in your state that have already met standards for support.

Contact

- Name: Alexandria Rimmer
- Email: arimmer@orangecountync.gov
- Phone number: 919-245-2403

Link to food safety program website: <https://www.orangecountync.gov/671/Food-Safety-for-Retail-Food-Service-Esta>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile

Name of Health Department: **Oxford Board of Health**

Background

- City and State: **Oxford, MA**
- HD Population Size Served: **13,000**
- Number of Retail Food Establishments Inspected: **92**
- Retail Program Standards Met by Verification Audit/Working On: **1, 3, 4, 5, 7**
- Year Enrolled in the Retail Program Standards: **2**
- Mentorship Program Cohort(s): **Cohort 2 and Cohort 3**
- Version of Food Code: **2013**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **No**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Chatham Health District**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **This year we worked on meeting Standard 3 and worked towards Standard 4. We also worked to maintain Standard 1, 5, and 7.**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **A big hurdle is staff out on leave and staff turnover. This is where it is helpful to have multiple staff on board with the Standards and also having a contractor help guide things along so the progress continues to move forward.**

Lessons Learned / Tips (Provide 2-3 examples)

- **Never be afraid to ask questions and seek advice from other jurisdictions.**
- **You will most likely be surprised that you are already meeting parts of a Standard, the policies and procedures just need to be put in writing.**
- **Once you meet a Standard it is still work to maintain it so plan that time in when preparing for what will be completed the following year.**

Contact

- Name: **Rike Sterrett**
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- Phone number: **508-987-6045 ext 5**

Link to food safety program website: www.oxfordma.us/191/Board-of-Health

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department: **Pickaway County Public Health**

Background

- City and State: **Circleville, OH**
- HD Population Size Served: **58,539**
- Number of Retail Food Establishments Inspected:
- Retail Program Standards Met by Verification Audit/Working On: **Working on 4, 7 and 9**
- Year Enrolled in the Retail Program Standards: **1**
- Mentorship Program Cohort(s): **Cohort 3**
- Version of Food Code: **Ohio Uniform Food Safety Code**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **Already achieved**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Craven County North Carolina**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **Self-audit for all standards, have not went through verification audit for any standards yet**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **We had a staff member go on leave, so had to re-allocate standards work while being short staffed.**

Lessons Learned / Tips (Provide 2-3 examples)

- Schedule time each week specifically for programs work
- Attend SA-VA workshop
- Your mentor is there to help you-utilize them!

Contact

- Name: **Hannah Montgomery**
- Email: **hmontgomery@pchd.org**
- Phone number: **740-477-9667 ext. 371**

Link to food safety program website:

<https://pickawaycountypublichealth.org/environmental-health/food-safety/>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department: **Pima County Health Department**

Background

- City and State: Tucson, AZ
- HD Population Size Served: 1,068,848
- Number of Retail Food Establishments Inspected: 5,145
- Retail Program Standards Met by Verification Audit: 1, 3, 4, 5, 7
- Working On: 2, 6, 8, 9
- Year Enrolled in the Retail Program Standards: 2005
- Mentorship Program Cohort(s): 2024
- Version of Food Code: 2013
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Accredited

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? Navajo County, AZ; Larimer County, CO; LA County, CA

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - a. **Navajo County:** 1, 2, 3, 4, 8, 9. Provided mentee feedback on all standards based on our program policies as it relates to each of the previously listed standards. Completed verification audits for Standards 1, 3, and 8 during onsite visit. Demonstrated our record keeping system for standard 2 documentation using the various SharePoint, Teams, and Excel features available to us. Help mentee during onsite visit on how to setup their recording keeping in Teams and how to turn on automated features. Provided feedback on intervention strategies for standard 9 as our team is already in that stage. Discussed on standard 4 and 5 policies and procedures to get them an idea and easier head start to develop theirs. Shared various resources that we've developed on each of the standards they need assistance with via FoodSHIELD.
 - b. **LA County:** 2. Demonstrated our record keeping system for standard 2 documentation using the various SharePoint, Teams, and Excel features available to us. Mentee completed comparison of the CFP manual with theirs to identify gaps and update their as needed. Our onsite visit is scheduled for late September where we plan to provide feedback and assist them improve their new hire training process and documentation/record keeping for standard 2. Mentee has outlined plans on how to standardize their staff. Shared all our policies and new hire training plan for standard 2 via FoodSHIELD.
 - c. **Larimer County:** 2, 4, and 7. Shadowed our joint field training and uniform program assessment inspection process during onsite visit. Demonstrated our record keeping system for standard 2 documentation using the various

SharePoint, Teams, and Excel features available to us. Additionally, demonstrated our new hire training process. Mentees are working with their leadership to develop a plan on how to implement various components they learned from our program onto theirs for standard 2 and 4 that best meets their needs. We both brainstormed ideas on how to improve and build strong relationships with industry to promote a culture of food safety and create partnerships that are meaningful and will make a lasting impact on food safety including workshops, community forums around AMC. Shared various resources that we've developed on each of the standards they need assistance with via FoodSHIELD.

- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - a. Navajo County is a very small county in Arizona comprised of two team members that have done the majority of the work entailing the retail program standards in addition to being routine field staff. They have greatly advanced in all the standards in the span of 1 year meanwhile leveraging all other tasks/responsibilities.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - a. We discovered that LA county has internal policies that imposes travel restrictions to certain states in the US including Arizona. We were able to adjust and schedule for us to visit them. Another item on the bigger scope of things is that we've emphasized to our mentees that adjusting their workplans is completely acceptable as priorities shift and that celebrating every small milestone is important. Progress should be measured against their own standards, not compared to more advanced programs, as growth takes time.

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1 - Not overloading yourself or your team with too many changes at once, which can lead to overwhelm and reduced effectiveness. Even though the changes may be good, it's worthwhile to break down goals, prioritize, and plan and implement in stages.
- Example 2 – Larimer County did a great job on inviting a field staff member as a participant in their mentee group to obtain her input and gauge field staff's readiness and capacity when it comes to implementing various changes and/or initiatives as frontline workers are the ones executing them.
- Example 3 – The journey of continual improvement can be lengthy and challenging, so it's crucial to foster encouragement and motivation to sustain momentum.

Contact

- Name: Cesia Estrada
- Email: cesia.estrada@pima.gov
- Phone number: 520-724-7908

Link to food safety program website: <https://www.pima.gov/2024/Consumer-Health-and-Food-Safety>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Profile Template

Name of Health Department:

Background

- City and State: Elkins, WV
- HD Population Size Served: 27,932
- Number of Retail Food Establishments Inspected: 247
- Retail Program Standards Met by Verification Audit/Working On: Standards 1, 3, & 7
- Year Enrolled in the Retail Program Standards: 2023
- Mentorship Program Cohort(s): Cohort 3 of the NEHA/NACCHO Retail Program Standards Mentorship Program
- Version of Food Code: 2013
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) No

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Monongalia County Health Department

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Standards 1, 3, & 7
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! We realized we are understaffed.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? No

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1
- Example 2
- Example 3

Contact

- Name: Samantha Beaudoin
- Email: Samantha.r.beaudoin@wv.gov
- Phone number: 304-636-0396

Link to food safety program website: <https://www.randolphhealthwv.net/>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Name of Health Department: **Rappahannock Rapidan Health District**

Background

- City and State: Virginia (Madison, Orange, Fauquier, Rappahannock, and Culpeper Counties)
- HD Population Size Served: ~182,960 (five counties)
- Number of Retail Food Establishments Inspected: 535
- Retail Program Standards Met by Verification Audit/Working On:
 - Met: 1, 2, 4, 7, 9
 - Working on 2024: 3 and 5
- Year Enrolled in the Retail Program Standards: 2016
- Mentorship Program Cohort(s): 6, 7, 9, 10
- Version of Food Code: 2022
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?: No

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Central VA Health District

Accomplishments in the Mentorship Program

- Goal is to work on Standards 3 and 5. Planning to submit Standard 3 for audit at our Face-to-Face meeting (mid-September) and work on Standard 5 after that.
- Used funds to ensure that all staff have adequate equipment and training
- Trained a brand-new team of food EHS that required standardization. This was accomplished with low staff numbers while maintaining a heavy workload.

Lessons Learned / Tips (Provide 2-3 examples)

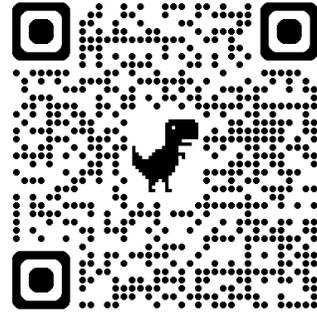
- Prioritize training staff
- Make a long-term plan and set goals, focus on one standard at a time, and adjust as needed. Ensure that all team members have the same goals.
- Reach out to others for help and guidance.

Contact

- Name: Vy Truong (EH Manager)
- Email: vy.truong@vdh.virginia.gov
- Phone number: 540-738-4006

Link to food safety program website:

<https://www.vdh.virginia.gov/rappahannock-rapidan/>



Profile Template

Name of Health Department: **Henrico County Health District**

Background

- City and State: [Henrico, VA](#)
- HD Population Size Served: [334,000](#)
- Number of Retail Food Establishments Inspected: [1200](#)
- Retail Program Standards Met by Verification Audit/Working On: [Previously met standard 2 \(need to re-verify next year\). We worked on and audited \(and met!\) Standard 1 this cohort.](#)
- Year Enrolled in the Retail Program Standards: [2018](#)
- Mentorship Program Cohort(s): [2020, 2024](#)
- Version of Food Code: [2017](#)
- Pursuing Accreditation (Y/N?) [No.](#)

Role in Mentorship Program

- Mentee or Mentor? [Mentee](#)
- Who were you paired with? [Fairfax County](#)

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? [We worked on and successfully audited and verified Standard. We also worked on the full SA9 and CSIP.](#)
- Did you have any breakthroughs working on the Retail Program Standards this year? [Attending the SA/VA Workshop in person \(in Grand Rapids\) was very valuable. We learned so much and networking with other food safety professionals was great. While at the workshop we learned about the CSIP generating tool which has been an amazing tool to help us develop our CSIP.](#)
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? [Our team suffered significant turnover and staffing shortages this year. At one point we were down 5 out of 9 positions on the food team. As a result, our food supervisor and standardization officer were busy hiring and training new staff and covering vacant caseloads taking time away from other duties like standards work. We were able to overcome this by scheduling dedicated time to prioritize and work on the Standards.](#)

Lessons Learned / Tips (Provide 2-3 examples)

- [The Clearinghouse Document is a great resource!](#)
- [The CSIP Generating Tool is amazing!](#)
- [Attend the SA/VA Workshop *in person!* In person networking with other jurisdictions with the same goals is just as important as the lessons taught by the amazing FDA instructors.](#)

Contact

- Name: [Cindy McKelvy, Environmental Health Manager, Sr.](#)
- Email: cindy.mckelvy@vdh.virginia.gov
- Phone number: (804) 501-7167

Link to food safety program website: <https://henrico.gov/health/environmental-health/>

Photos

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Profile Template

Name of Health Department: **Richmond County Health Department**

Background

- City and State: Rockingham NC
- HD Population Size Served: 46,946
- Number of Retail Food Establishments Inspected: 175
- Retail Program Standards Met by Verification Audit/Working On:
Met by Verification Audit: 1,2,3,4,5,6,7,8,9
- Year Enrolled in the Retail Program Standards: 2013
- Mentorship Program Cohort(s):
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation? Yes, Richmond County has achieved accreditation.

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? Calhoun County Health Department, IL, Mercer County Health Department, IL, New Hanover County Health and Human Services, NC, and South Central Public Health District, ID

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Richmond County Mentored jurisdictions on completing a Self-Assessment and CSIP.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!

Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? Coordinating schedules across multiple jurisdictions with different time zones initially presented a challenge. However, by utilizing the When is Good software, each jurisdiction could select preferred time slots, facilitating the identification of a suitable meeting time that accommodated all jurisdictions.

Lessons Learned / Tips (Provide 2-3 examples)

- Being Flexible: The mentor should demonstrate flexibility when working with mentees. In Richmond County, we employed a combination of meeting formats, incorporating virtual and telephone sessions. As not all mentees were available simultaneously each month, we were accommodating and adjusted our schedule to accommodate multiple meeting dates.
- Time management: All jurisdictions must be flexible in managing time for Mentorship and Program Standards. In addition to daily required work, allocating at least two hours per

week for non-mandatory tasks is advisable. This approach will facilitate the expansion and enhancement of your program.

Personal Growth: In the mentor-mentee relationship, mentors can gain valuable insights from their mentees. This reflects the reciprocal nature of the relationship, where both parties stand to benefit from the exchange of knowledge and experience. Mentees provide fresh perspectives, new ideas, and up-to-date information that can be incredibly valuable to mentors, while the mentees benefit from the guidance, wisdom, and experience that the mentors bring to the table. This dynamic exchange fosters a mutually beneficial partnership that can lead to personal and professional growth for both individuals involved.

- **Contact**
- Name: Holly Haire/Traci Stevens
- Email: holly.haire@richmondnc.com/traci.stevens@richmondnc.com
- Phone number: 910-997-8320

Link to food safety program website:

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



Profile Template

Name of Health Department: **Southern Nevada Health District (SNHD)**

Background

- City and State: Las Vegas, NV
- HD Population Size Served: 2.4 million
- Number of Retail Food Establishments Inspected: 24,000
- Retail Program Standards Met by Verification Audit/Working On: meet 1,2,5,7 and working on 3,4, and 9
- Year Enrolled in the Retail Program Standards: 2012
- Mentorship Program Cohort(s): 10
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Y, met

Role in Mentorship Program

- Mentee or Mentor? Mentor
- Who were you paired with? Pennsylvania Department of Agriculture (PDA), American Samoa Department of Health (ASDOH), Wellesley Health Department (WHD)

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?

This year we assisted our mentees as they worked on their individual goals. We helped PDA in completing the file review for Standard 6, for which they identified conformance with; we also assisted WHD with their continuing efforts to conform with standards 2, 3, and 7; and we worked with ASDOH to conform with components of standards 2, 3, and 7.

- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!

We were able to identify an FDA standard to assist WHD in the standardization process. WHD had previously been unsuccessful in finding someone in their region to standardize their staff and we are very excited to help bridge that gap. During our site visit with WHD, we were able to introduce their staff to the standardization process by completing both a demonstration and mock standardization field inspection and conduct classroom-based training on the FDA standardization report and marking instructions.

We traveled to visit food establishments in the ASDOH jurisdiction to demonstrate conducting risk-based inspections, utilizing their new inspection form, and assist creating a standardized training program to support their efforts in conformance with the standards.

- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?

Due to scheduling conflicts and staffing changes, we were unable to have all our mentees present at one site visit. Instead, individual site visits were required with each mentee, including one reverse site visit with ASDOH. This was a significantly higher time and resource investment than what was initially planned but it did allow us to tailor the site visits to each mentees' individual needs including providing tailored training and field activities.

Lessons Learned / Tips (Provide 2-3 examples)

- Ask for input from your mentees as to what they would find most beneficial from a site visit. This may include field trips, inspection demonstrations, assistance with specific self-assessment work of a standard, or classroom training.
- Help keep your mentees on track by continually referring to their workplan and timeframes for completion at your routine check-ins. It is easy to get behind on those specific tasks as other responsibilities may take precedence, but it is critical to ensure we keep our mentees accountable to their goals so that they can be successful in the grant program.

Contact

- Name: Michelle Guzman
- Email: guzmanm@snhd.org
- Phone number: 702-759-0593

Link to food safety program website: www.snhd.info

Photos



Profile Template

Name of Health Department: **Southwest District Health**

Background

- City and State: Caldwell, ID
- HD Population Size Served: 326,956
- Number of Retail Food Establishments Inspected: 1400
- Retail Program Standards Met by Verification Audit/Working On: 3
- Year Enrolled in the Retail Program Standards: 3
- Mentorship Program Cohort(s): 2024, 2023, 2022
- Version of Food Code: 2013
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) Yes, but no

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Hardin County, TX

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - a. We worked heavily on Standards 2 and 3. This year was our most productive year since our first cohort in 2022. We have been able to dedicate employee time to working on the Standards and improving our program. Our plans and SOPs have been written down and implemented with great success. We have had multiple employees go through our training regimen and have been able to take feedback and improve our methods. For Standard 3 we have written a full HACCP policy (draft) and used our inspection software to implement it.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - a. Like the answer above, this cohort has been our most productive yet. Our biggest breakthrough was extending the project to other team members. I was able to send one employee to SAVA and have gotten them and another working directly on a standard. We now have actual draft SOPs for Standards 2 and 3 and are very near to meeting them!
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - a. The biggest hurdle remains staff time. We have really overcome this as our mentor had another employee with her training on the Standards to ensure more than just 1 person is aware. We implemented that this year and has really helped us move forward with the Standards.

Lessons Learned / Tips (Provide 2-3 examples)

- Educate more than just yourself on the Standards. Get more employees involved in the Standards
- It's a marathon and not a race! Finally realizing this has relieved some of the stress.
- Use your CSIP! You can track even small accomplishments with this, and it is fully customizable to include milestones you want to reach.

Contact

- Name: Jeff Buckingham
- Email: jeff.buckingham@swdh.id.gov
- Phone number: 208-455-5366

Link to food safety program website: <https://swdh.id.gov/> and <https://swdh3.hedgerowsoftware.com/#/home>

Photos

- I failed to take pictures 😞 but Hardin County should have some!

Profile Template

Name of Health Department: **City of Springfield, Massachusetts**

Background

- City and State: **Springfield, MA**
- HD Population Size Served: **155,000**
- Number of Retail Food Establishments Inspected: **1200**
- Retail Program Standards Met by Verification Audit/Working On: **Met Standard 1, Working on Standards 3 and 7**
- Year Enrolled in the Retail Program Standards: **2022**
- Mentorship Program Cohort(s): **Chatham Health District, CT**
- Version of Food Code: **2013**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **No**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Chatham Health District, CT**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **We met Standard 1 and have been working on Standards 3 and 7. We have also made significant progress on Standard 2.**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! **Our biggest breakthrough was learning to lean on our mentors and fellow local health departments more frequently. It can be hard to ask for help or ask the same question 5 times, but getting clarification is the ultimate goal.**
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **Our biggest hurdle this year was dealing with changes within our department. We have many new staff members and there is not much time left to work on the standards. We overcame by asking for help when needed rather than trying to do everything on our own.**

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1: **Reach out to other local health departments in your state for clarification/guidance. So much of the work has already been done.**
- Example 2: **Never be afraid to ask the same question 2, 3, 4 times until it fully clicks!**
- Example 3: **Think about your program in order of what would be most helpful first. Start with the standard that makes the most sense for YOU and YOUR department.**

Contact

- Name: **Samantha Chartier**
- Email: **SChartier@SpringfieldCityHall.com**
- Phone number: **(413) 750-2080**

Profile Template

Name of Health Department: St. Clair County Health Department

Background

- City and State: Belleville, IL
- HD Population Size Served: 257,400
- Number of Retail Food Establishments Inspected: 1200
- Retail Program Standards Met by Verification Audit/Working On: Working on 1, 2, 3, & 7
- Year Enrolled in the Retail Program Standards: 2013
- Mentorship Program Cohort(s): 3 Virginia Department of Health, City of Amarillo Tx, Orange County North Carolina
- Version of Food Code: 2017 FDA Food Code
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation? Y- In progress

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Victoria Tourville, Virginia Department of Health

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Standards 1 & 2
- Did you have any breakthroughs working on the Retail Program Standards this year? Yes Please share them with us! Having a Standardized Officer- working on standardizing staff
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? Time

Lessons Learned / Tips (Provide 2-3 examples)

- Example 1- Better record keeping ideas for Standard 2- Training
- Example 2- Developing more thorough policies
- Example 3- Using RedCap for gathering information from vendors for temporary events

Contact

- Name: Betty Croissant
- Email: betty.croissant@co.st-clair.il.us
- Phone number: 618-825-4463

Link to food safety program website: <https://scchealthdept.com/>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!



Profile Template

Name of Health Department: **Sudbury Health Department**

Background

- City and State: Sudbury, MA
- HD Population Size Served: 18,000
- Number of Retail Food Establishments Inspected: 92
- Retail Program Standards Met by Verification Audit/Working On: SAVA/CSIP
- Year Enrolled in the Retail Program Standards: 2023
- Mentorship Program Cohort(s): Mecklenburg County Health Department; Jackson County Health Department
- Version of Food Code: 2013
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) N

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Mecklenburg County Health Department

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
SAVA/CSIP
- Did you have any breakthroughs working on the Retail Program Standards this year?
Please share them with us!
This is Sudbury Health Department's first year with the grant, we have learned so much from our mentor and fellow mentee. Information sharing was extremely helpful in terms of gathering SOPs and policies that strengthened our local food safety program.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? N/A, we had a great team.

Lessons Learned / Tips (Provide 2-3 examples)

- Learned about county health departments and how standard 2 works well for formalizing trainings and documenting where folks at.
- Information shared on mobile food permitting processes, seasonal vs annual, and how to keep track of them operating across jurisdictions.
- During our mentor face-to-face meeting, our mentor brought us in on a quarterly food safety meeting that other North Carolina county health departments were a part of. It was very interesting seeing how another state is working towards the standard, specifically standard 1 for the jurisdictions.

Contact

- Name: Vivian Zeng

- Email: ZengV@sudbury.ma.us
- Phone number: 978-440-5479

Link to food safety program website:

<https://sudbury.ma.us/health/>

Photos

- Mecklenburg county health department has a great group photo of us.

Profile Template

Name of Health Department: **Thurston County Public Health and Social Services Dept.**

Background

- City and State: Olympia, WA
- HD Population Size Served: 294,793
- Number of Retail Food Establishments Inspected: 1397 Annually Permitted FE
- Retail Program Standards Met by Verification Audit/Working On: Working on 2 & 3
- Year Enrolled in the Retail Program Standards: 8/20/2014
- Mentorship Program Cohort(s): 3
- Version of Food Code: 2017
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?)

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Lincoln-Lancaster County Health Department

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - a. Working on standards 2 & 3 and completed SA9 and CSIP
 - i. Developed enforcement policy as part of Standard 3 work. Organizing Training documents for Standard 2.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! No significant breakthroughs. Just working on standards, a little at a time.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - a. Primary hurdle was identifying that most of the existing food inspection and enforcement policies had not been updated recently. Met in person to discuss policies that had success and some that did not, differences in code may have to determine different types of outcomes.
 - b. Assigning staff to manage standards progress and expectations.

Lessons Learned / Tips (Provide 2-3 examples)

- Have a centralized location on shared drive for all work toward standards since multiple people are working on these at the same time.
- Ensure all staff take the SA/VA self-paced course before working on standards to gain a better understanding of the overall process (at a minimum).
- Ensure all staff maintain their own copies of certificates for FDA coursework along with submitting them to be stored in a shared drive for easy access during audits.

Contact

- Name: Jesse Smith
- Email: jesse.smith@co.thurston.wa.us
- Phone number: 360-867-2627

Link to food safety program website: <https://www.thurstoncountywa.gov/food-safety>

Photos

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Profile Template

Name of Health Department: **Tulsa Health Department**

Background

- City and State: **Tulsa, Oklahoma**
- HD Population Size Served: **~677,358**
- Number of Retail Food Establishments Inspected: **~5,062**
- Retail Program Standards Met by Verification Audit/Working On:
 - Met by Verification Audits: Standards 3, 5, 7, 9
 - Working on: Standards 2, 6, 8, and 9
- Year Enrolled in the Retail Program Standards: **2002**
- Mentorship Program Cohort(s):
 - **Rebekah Patton, Adam Austin, Uzoma Anyanwu, Karla Hutton, Tanya Harris, Felix Ngouan**
- Version of Food Code: **2017**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?
 - **Yes, Tulsa Health Department is accredited.**

Role in Mentorship Program

- Mentee or Mentor? **Mentor**
- Who were you paired with? **Beaverhead County- Montana, and Mobile County Health Department**
- Department **Accomplishments in the Mentorship Program**
- What Standard(s) did you work on and what did you accomplish?
 - a. Beaverhead County Standard Progress:
 - i. STD 2 – Completed Program Standard #2 APPENDIX B-1: FEMA – Incident Command System and National Incident Management System Coursework ; joint inspections and online training modules underway.
 - ii. STD 9 - Updated retail food establishment listing to include facility types
 - iii. STD 9 - New fillable form created for collecting inspection data with linked spreadsheet for exporting data
 - b. Mobile County Health Department Progress: standards have been reviewed, templates, and policies/procedures shared. An onsite meeting is planned in Mobile the week of September 17th.
 - i. STD 3 – working on policy and procedures and undergoing discovery process with hopes to integrate an electronic inspection system.
 - ii. STD 5 – ACCESS used as manual data collection, drafting SOP for foodborne illness and food emergency complaints.
 - iii. STD 7 – working to obtain documentation to demonstrate that Industry and Consumer Interaction activities occur.

- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - a. STD 2 – ongoing work implementing Tulsa Health Department – University Training Plan that allows Food Service Program inspectors to electronically store and track progress Appendix B-1 curriculum courses and standardization.
 - i. The online training portal augments THD’s electronic inspection report system repository for verifying 25 independent inspections.
 - ii. All training certifications can be uploaded and stored for auditing purposes.
 - iii. Standardizations and re-standardizations back on track during 2023-24 Fiscal Year.
 - iv. Maintaining work for Self-assessment/Verification Audit requirement coming up in 2025.
 - b. STD 3 – verification audit confirmed on March 6, 2024.
 - c. STD 6 – Step 1 completed: Compliance criteria policy reviewed and updated
 - d. STD 8 – Workloads and areas reconfigured in July 2024. Despite employee shortages and turnover, TEAMwork efforts helped Program achieve State mandate of meeting 97% of all establishments having at least one inspection conducted during the year.
 - e. STD 9 – Risk Factor Profile and Active Managerial Consultations used as an intervention strategy to target establishment specific non-compliance risk factors.

- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? Nothing major to note.

Lessons Learned / Tips (Provide 2-3 examples)

- Schedule Meeting Times early on and be prepared to discuss progress since last meeting.
- Designate focused time for standard work projects.

Contact

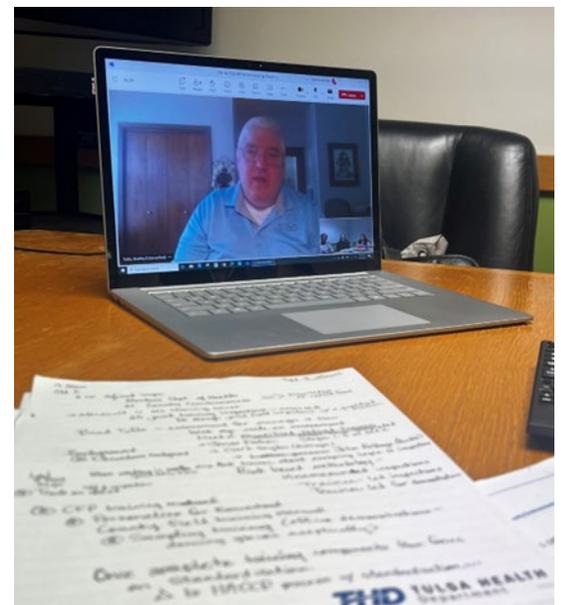
- Name: DeBrena Hilton
- Email: dhilton@tulsa-health.org
- Phone number: 918-595-4302

Link to food safety program website: <https://www.tulsa-health.org/>

Photo:

- Beaverhead County at THD:

Brad Tufto, Retail Specialist, pictured on virtual call with us during visit.



Profile Template

Name of Health Department: **Vineland Health Department**

Background

- City and State: Vineland, NJ
- HD Population Size Served: 60,000
- Number of Retail Food Establishments Inspected: about 465 and 65 temporary event vendors
- Retail Program Standards Met by Verification Audit/Working On:
 - Currently meet and audited #3 and #7
 - Working on standards 2, 4, 5, and 9
 - In 2012, we met all 9 standards
- Year Enrolled in the Retail Program Standards: 2002
- Mentorship Program Cohort(s): 8 years total
- Version of Food Code: 2001 (partial adopted by State) plus local ordinances
- Pursuing Accreditation: Yes, in progress

Role in Mentorship Program

- Mentor
- Paired with City of Allentown Bureau of Health, PA; Huron County Public Health, OH; Jones County Health Department, NC; Morris County Division of Public Health, NJ; Pamlico County Environmental Health, NC

Accomplishments in the Mentorship Program

- What Standard(s) did you work on this year? Standards 2, 4, 5, 9 and continuing with STD 7
- Did you have any breakthroughs working on the Retail Program Standards this year? We were able to standardize 2 staff members this year and hire an additional employee

Lessons Learned / Tips (Provide 2-3 examples)

- In-person meeting are very beneficial than virtual meetings. We are able to physically show mentees materials and equipment that can help there retail food program.
- Monthly one-on-one meetings are very valuable where you can personalize your attention on what your mentee needs.

Contact

- Name: Carolyn Fisher, Asst. Chief REHS
- Email: cfisher@vinelandcity.org
- Phone number: 856-794-4131

Link to food safety program website: health.vinelandcity.org

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

NEHA -FDA RFFM Grant Program – Mentorship Profile



Background

- Location: **Commonwealth of Virginia**
- HD Population Size Served: **8,715,698** (as of Aug 2023)
- Number of Retail Food Establishments Inspected: **32,000 +**
- Retail Program Standards Met by Verification Audit/Working On: **Completed Verification Audit of Standards 1 & 7 this year; and working on the remaining Standards.**
- Year Enrolled in the Retail Program Standards: **2003**
- Mentorship Program Cohort(s): **Cohort 3**
- Version of Food Code: **2017, 2022 adoption in-progress**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?): **Yes, Yes**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Gwinnett, Newton, Rockdale Public Health (GNR)**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?

Jan – Mar 2024

Completed Program Self-Assessment Forms for Standard 1 and submitted to our Mentors for Verification Audit on 03/31/2024

Reviewed Standard 2 and determined that we were not ready for Verification Audit and will be coming back to this in November 2024

Started gathering documentation for our Program Self-Assessment for Standard 7.

Established and connected with external network of local health departments and state health departments that received verification audit for Standard 4 to determine how to proceed with statewide quality assurance program (QAP). Determined and contacted all internal stakeholders that worked on standard 4 (completed a self-assessment) and/or received a verification audit for standard 4. Drafted and reviewed the VDH QAP draft policy

with stakeholders. Held stakeholder calls every two weeks and office hours two to three times a week. Began drafting the QAP Annex and Field and File Review audit form.

Apr - June 2024

Completed Program Self-Assessment Forms for Standard 7 and submitted to our Mentors for Verification Audit on 04/17/2024

Held several meetings to start to identify documentation for Standard 5 and organized those documents into individual folders. Also met with our sister agency the Virginia Department of Agriculture and Consumer Services Food Safety Division to coordinate our documentation for Standard 5 since we shared some resources such as our state lab and epidemiology staff for Foodborne Outbreak Response.

Completed the QAP draft Annex and Field and File Review Audit form for Standard 4.

Reviewed with stakeholders through calls every two weeks and office hours two to three times a week. Began drafting marking instructions for the audit form. Identified QAP pilot teams.

Our office was invited to the Blue Ridge Health District to present at their Mentorship Site Visit meeting with their mentees. We participated in both days of their meeting and provided an overview of Virginia's Mentorship participation over the years and an update on what our office was working on this year.

Jul – Sept 2024

Three members of our Food Safety Team attended the 2024 NEHA Annual Educational Conference in Pittsburgh, PA in July and we had one staff attend the FDA Self-Assessment Verification Audit Pre-Conference Workshop. The workshop was extremely helpful in understanding the self-assessment and verification audit processes and networking with others working on the Retail Program Standards. It was also helpful to review and walkthrough some of the Retail Program Standards Clearinghouse workbook to have as references when applying the Standards locally.

After completing some follow up questions with our Mentors we received verification audit for Standard 7 in late July and submitted our paperwork to our FDA Retail Specialist.

In early August two members of our Food Safety Team attended our In-Person Meeting with our Mentors in Lawrenceville, GA. We enjoyed our visit that included reviews of Standards 1,

2, 3, 4, 5, and 7. We also went on a tour of PREP Kitchens in Atlanta, GA and we attended a Gwinnett Stripers minor league baseball game at a networking event while in Georgia.

We continued to work with our Mentors on follow up information and documents they requested for our Standard 1 verification audit and in late August we received verification audit for Standard 1 and submitted our paperwork to our FDA Retail Specialist.

Completed Standard 4 audit form marking instructions. Began piloting the QAP with 7 local health districts (2 of which have 10 or more inspectors). Pilot runs from July to October.

- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!

We re-committed ourselves to reengagement in the RPS for the Commonwealth of Virginia and in doing so will benefit each of our 35 Health Districts as they individually pursue the RPS as local health districts.

- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?

Standard 4 challenges include concerns of how VDH Office of Environmental Health Services will meet verification audit due to our structural organization, how to interpret and provide guidance for each of the 20 program elements, and how our 35 local health departments will be able to implement the QAP due to staffing resources once the policy is implemented state-wide.

Standard 2 challenges include developing a policy and procedures for each local Health District to follow for VDH Office of Environmental Health Services to gather the documentation necessary to determine compliance with Standard 2 for all Food Safety Staff working in the program.

Lessons Learned / Tips (Provide 2-3 examples)

- It has been a challenging and rewarding process to work through the Retail Program Standards from a Statewide perspective. By working through the Standards in our office we are committed to making sure that each of our local health districts (35) in Virginia can also use what we document and implement to also assist them in conformance to the Retail Program Standards.
- FoodShield is an excellent resource to share resources and to communicate with teams that do not have access to VDH Teams/Sharepoint (we have three local health districts that are independent from the State health department and we are unable to share via Sharepoint).
- Standard 4 Tip: Provide a supplement/Annex to the written Quality Assurance Program (QAP) policy where you can provide information to support the written document. In our Annex, we included helpful information such as:

- a. introduction to the QAP with the resources needed, documents needed, three main criteria for the quality assurance program, and the five steps for conducting a statistical measure of program effectiveness
 - b. Risk--based inspection methodology
 - c. Intervention Strategies
 - d. Reference section
 - e. Appendices that include a FAQ section and FDA Food Code Annex 5 and 6.
- Standard 4 Lessons Learned: distinguishing the difference between standardization and a quality assurance audit.
 - Standard 4 Tip: create marking instruction and guidance on how to evaluate each of the 20 program elements

Contact

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- Email: **Whitney.Wright@vdh.virginia.gov**
- Phone number: **804-441-1666**

Link to food safety program website: <https://www.vdh.virginia.gov/environmental-health/food-safety-in-virginia/>

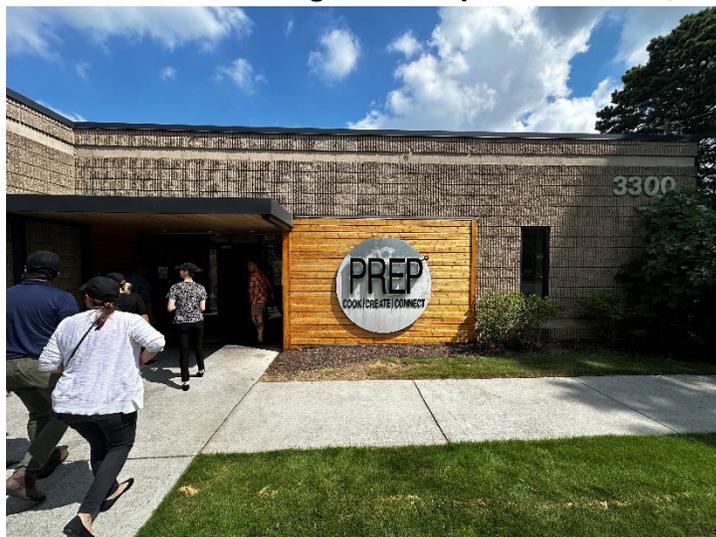
Photos

- Please share a photo or two with us from this cohort or from your retail food program!

VDH OEHS staff attended the Blue Ridge Health District Mentorship 2 day site visit with their mentees to present on what our office was working on during Cohort 3 and to provide an overview of our Food Safety Program for the Commonwealth of Virginia:



VDH OEHS staff attend a Site Visit with their Mentor GRN Public Health and their other Mentees August 14-16 2024 in Lawrenceville, Georgia. Here are some photos from a field trip we took to PREP the country's largest provider of dedicated commercial kitchens and shared co-working kitchen space in Atlanta, GA. <https://www.prepkitchens.com/#>





VDH OEHS staff attended the Fairfax County Health Department In-Person Mentorship meeting with their mentees to present on what our office was working on during Cohort 3 and to provide an overview of our Food Safety Program for the Commonwealth of Virginia. In addition, VDH OEHS staff assisted with verification audits that were needed by Fairfax County Health Department mentees.



Profile Template

Name of Health Department: **Wellesley MA Health Department**

Background

- City and State: Wellesley, MA
- HD Population Size Served: 29,365
- Number of Retail Food Establishments Inspected: 200
- Retail Program Standards Met by Verification Audit/Working On: Standard 1 officially met. Working on Standards 2, 3, and 7.
- Year Enrolled in the Retail Program Standards: 2023
- Mentorship Program Cohort(s): American Samoa, Pennsylvania Department of Agriculture
- Version of Food Code: 2013
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) No

Role in Mentorship Program

- Mentee or Mentor? Mentee
- Who were you paired with? Southern Nevada Health District

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? Currently, we are working on fully completing Standards 2 and 7 with a partial completion of Standard 3. Our accomplishments include:
 - a. Categorizing all food establishments into risk categories 1-4, educating operators on these risk categories and performing inspections within the timeframes required under these risk categories.
 - b. Developed and maintained written training records and documenting all completed field trainings, Standard 2 pre-requisite trainings curriculum and continued education for all individual staff members.
 - c. Mandated training requirements have been added to all new hires as a top priority.
 - d. Added food specific educational topics to our monthly community newsletter.
 - e. Currently have a graduate level PH intern conducting her practicum with our department working alongside staff on materials for standard 7. In addition to meeting the online portions of standard 2's training requirements.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!

As previously mentioned, our department was able to divide all food establishments into risk categories 1-4. We were then able to start inspecting all food establishments by risk category which has allowed us to develop and maintain routine food inspections. This past year we entered a contract for an electronic inspection software program and are in the process of transitioning to electronic permitting and reporting. While working on

standard 7, we had thought provoking conversations around a host of food related areas from waste reduction & reusable takeout containers to innovated rodent control measures & a proper handwashing campaign.

- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?

Our department internally had two employees leave throughout the year. This resulted in being understaffed, stressed and adding to the remaining staffs workload.

Our department also had a very difficult time finding a standardizer to help us complete Standard 2. We were unable to find someone in our region who could perform and help us with this process. Recently with the help of our mentor, connected with someone from out of state and will be working with them to complete this process.

Lessons Learned / Tips (Provide 2-3 examples)

- Working with the Southern Nevada Health District allowed us to continue to identify gaps our town had around retail food practices/regulations. Which provided us with a solid foundation for future standards as well as a greater understanding of how to approach the standards we are currently working towards.
- Visting and training alongside the SNHD allowed us to see firsthand how their operation has grown and developed around the standards. And how beneficial this program can be for training, goal setting and educational development of new and seasoned staff.

Contact

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- Phone number: 781-489-4408

Profile Template

Name of Health Department: **West Hartford-Bloomfield Health District**

Background

- City and State: Bloomfield, CT
- HD Population Size Served: ~ 86,000
- Number of Retail Food Establishments Inspected: 488
- Retail Program Standards Met by Verification Audit/Working On: 3 (met), 1 & 9 (working on)
- Year Enrolled in the Retail Program Standards: 2006
- Mentorship Program Cohort(s): 3
- Version of Food Code: 2022
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?)

Role in Mentorship Program

- Mentee or Mentor? mentee
- Who were you paired with? Chatham Health District

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
 - Standards 1 & 9.
 - Standard 1 we compared our newly adopted 2022 FDA Food Code to the current FDA Food Code and found it to be identical. We focused mainly on Chapter 8 to make sure that our compliance and enforcement procedures were just as strict, if not more, than the FDA Code.
 - Standard 9 – we completed most of our inspections for our risk factor study and entered them into the database. However, database problems plagued us and set us back significantly.
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us!
 - We did not have any major breakthroughs except that we started training another employee on the Standards which was extremely helpful.
- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them?
 - We had significant problems with the risk factor database. Some inspections weren't able to be viewed by the inspector that entered them, and some did not show as being entered at all. We encountered so many errors that we decided to create our own excel spreadsheet. Our mentor also had to help us through our establishment lists and the substitute list as there were some errors.

Lessons Learned / Tips (Provide 2-3 examples)

- One person should not be doing all of the work. It is important to have a second employee knowledgeable in the Standards for when the lead person is unavailable.
- Take advantage of other employee's strong points. Some people may be better at certain tasks, i.e., working with numbers. It is important to see the value in other people's expertise.
- Lean on your mentor for support. Do not hesitate to contact your mentor when you do not understand something. Also ask your mentor for advice on what they did to accomplish the standards you are working on. They often have great ideas to share.

Contact

- Name: Nicole Gibeau
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Link to food safety program website: <https://www.westhartfordct.gov/town-departments/health-district>

Photos

- Please share a photo or two with us from this cohort or from your retail food program!

Photo attached.

Profile Template

Name of Health Department: **Yolo County Environmental Health (YCEH)**

Background

- City and State: **Woodland, California**
- HD Population Size Served: **222,115 (as of 2022)**
- Number of Retail Food Establishments Inspected: **1,343 facilities not including Temporary Food Facilities (TFFs)**
- Retail Program Standards Met by Verification Audit/Working On: **Working on Standards 2, 3 and 5. Met Standard 7 in 2023**
- Year Enrolled in the Retail Program Standards: **2021**
- Mentorship Program Cohort(s): **we were a mentee in 2023 with City of Vineland and are paired with Northern Nevada Health District (NNHD) this year (2024)**
- Version of Food Code: **N/A – we operate under the California Retail Food Code which has sections of the Model Food Code**
- Pursuing Accreditation (Y/N?) If Y, have you achieved accreditation?) **No – we are separate from Health and Human Services which is accredited.**

Role in Mentorship Program

- Mentee or Mentor? **Mentee**
- Who were you paired with? **Northern Nevada Health District (NNHD), Reno, NV**

Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish? **We are working mainly on meeting Standard 3 but have also spent time working on Standards 2 and 5. We have taken the pre and post curriculum as listed in Appendix B-1 from the FDA for Standard 2 and are working on developing a training plan for our new food inspection staff hires. We also attended a pre-standardization training put on by the California Department of Public Health (CDPH) and will be scheduling our standardization training early next year to become a Trainer. We have also written and implemented several policies and procedures for Standard 3 and hope to receive a verification audit this fall. We began tracking all food facility complaints and recalls in an Excel document as of May this year. While most complaints are entered into our database management system, we lack the ability to run reports or track complaints well. This Excel sheet allows for better tracking of complaints.**
- Did you have any breakthroughs working on the Retail Program Standards this year? Please share them with us! **Definitely. I realized for Program Standards to be sustainable in my jurisdiction, I need to explain the Program Standards in a way that makes sense and gets buy-in from staff. My initial worry was that if I had total transparency about the Program Standards to my staff, they would balk at the**

amount of work that this entails. I felt that I had explained the Program Standards enough to prepare two of my staff to attend our site visit with our mentor Northern Nevada Health District (NNHD) in May. However, I realized mid-meeting with NNHD staff and my staff when we were reviewing our jurisdiction's progress with meeting different Program Standard criteria that I hadn't explained Program Standards enough and my staff were thoroughly confused. Fortunately, they were brave to interrupt the meeting with NNHD and ask for clarification.

We have since remedied this with adapting a NNHD introductory presentation about the Program Standards and have this as part of our employee onboarding process. Additionally, since our site visit with NNHD I have given this presentation to the rest of our team. This has increased buy-in of the Program Standards across our team. To me, this was a breakthrough about how to weave Program Standards into your jurisdiction's values, mission, and daily practice. To me, this increases the likelihood that a jurisdiction will keep up with the Program Standards once key staff involved in the Program Standards leaves the organization or promotes out of the regulatory retail food program.

- Did you experience any significant hurdles during the project year? How did you and your mentor/mentee overcome them? **Yes, we experienced two significant hurdles. The first, and ongoing issue we have with making progress in the Standards is staffing. We have been chronically short-staffed and much of the staff we have has less than 5 years of experience in the profession. Because their focus is becoming registered and completing their main work tasks (e.g., conducting inspections and investigations), I can't really task them with additional work such as writing policies and procedures or program development to meet Standard criteria.**

Our second challenge with meeting Program Standards, particularly this year, is that we are also going through a database transition. This entails a significant amount of work meeting with the development team and testing out the new system. The time we would be devoting to working on the Program Standards has shifted to working on the database transition. I have tried to use this a positive experience by revising or creating new workflows, policies and procedures that are aligned with Program Standards for how our new database system will function and how we approach our work.

Lessons Learned / Tips (Provide 2-3 examples)

- Use a database transition to align your regulatory food program with Program Standard criteria. For example, our routine inspection report previously had risk factor interventions listed, but we they were not clearly identified as factors that contribute to foodborne illness. In our effort to improve and refine our workflows and processes to prepare for this dababase transition, we have also considered Program Standard criteria to ensure we are capturing better metrics and communicate our work to industry and the public.

- We have been stuck trying to complete all the Program Standard 3 criteria because we need to write a long-term corrective action policy and procedure. Revising how we obtain compliance and conduct enforcement is challenging because I must revise about 6 different existing policies and procedures. All the other work for Program Standard 3 is complete, however. Our mentor NNHD advised us to just turn in what we have so far to begin an audit. I love this flexible approach because they can begin auditing us without having all the documentation needed. Once we have the remaining policy and procedures written or revised, we can submit this to them to finish the verification audit.
- It is important to explain the underlying reasons why we are embarking on Program Standards to our teams. I decided to include two staff with me for our site visit this year. In the past, I was the only one to attend the site visit. During the site visit with NNHD, their staff were reviewing our progress and we kept jumping back and forth between the different Program Standard criteria. At one point, one of my staff interrupted and asked us to clarify what we were talking about. We all had a good chuckle, but it was a great reminder that when you bring in other staff to working on the Program Standards, you really need to explain what it is and why you are doing it. This not only removes the mystery behind it but also (hopefully) increases the buy-in about why you are working on the Program Standards.

Contact

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- Phone number: **(530) 666-8605**

Link to food safety program website:

[Environmental Health Division | Yolo County](#)

Photos

- Please share a photo or two with us from this cohort or from your retail food program!