

# MO Mentorship Participants

## Cape Girardeau County Public Health Center (MO)

### Background

**State:** Missouri

**LHD Population Size Served:** 75,674

**Number of Retail Food Establishments Inspected:** 411

**Retail Program Standards Met/Working On:** 2, 7, 8, Self-Assessment

**Enrolled in the Retail Program Standards:** 2011

**NACCHO Mentorship Program Cohort(s):** 3

Cape Girardeau County Public Health Center, established in 1986 as a mil tax supported agency, serves as the Local Public Health Agency and Authority for all 75,674 (2010 US Census Bureau) citizens residing in Cape Girardeau County. Cape Girardeau County, located 115 miles South of St. Louis, MO and 175 miles North of Memphis, TN is a First Class County with a jurisdictional service area of 579 square miles. The county is predominantly rural with the City of Cape Girardeau (37,941, 2010 US Census Bureau) being the largest municipality. The governmental seat is Jackson, MO (13,758), and there are seven villages and eight unincorporated towns, with thirty-one percent of the population considered rural. The chief county government is a three-member elected County Commission.

Cape Girardeau County Public Health Center promotes a healthier and safer community through: Assessment of health and environmental needs, Public policy, Community Education, Prevention, and Assurance. Cape Girardeau County Public Health Center is governed by a five member elected Board of Trustees and provides the core public health services of communicable disease surveillance and control, immunizations, health education, and environmental health services.

### Role in Mentorship Program

Cape Girardeau participated in the NACCHO Retail Program Standards Mentorship Program as a mentee in third cohort and was mentored by Alexandria Health Department (VA).

### Lessons Learned/Tips

Our local health department is currently seeking accreditation from the Missouri Institute for Community Health. One of the requirements for this included having training logs on all employees. The department decided to use the training log we developed for Standard 2 to track the required training for key personnel.

### Contact

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**Link:** <http://www.cgcohealthdept.com/Environmental/Environmental.aspx>

## **Cass County Health Department (MO)**

### **Background**

**State:** Missouri

**LHD Population Size Served:** 100,376

**Number of Retail Food Establishments Inspected:** 425

**Retail Program Standards Met/Working On:** 4, Self-Assessment

**Enrolled in the Retail Program Standards:** 2012

**NACCHO Mentorship Program Cohort(s):** 3

Cass County Health Department (CCHD) was established in 1938. CCHD's mission is to protect the health of the community, prevent illness and promote wellness throughout Cass County. CCHD is located 20 minutes south of Kansas City, MO and is included in the Kansas City Metropolitan Statistical area. The population of Cass County is 100,376 according to the U.S. Census Bureau 2012. Cass County is a diverse county with the northern area more suburban and the southern area more rural.

Cass County Health Department regulates all 425 food establishments in Cass County. These establishments include restaurants, schools, grocery stores, convenience stores, processors, temporary food events, mobile vendors and lodging. CCHD has local authority to conduct inspections through an ordinance passed by the three member commission of Cass County. CCHD does not have a board of health but is operated under the county government. The inspections are currently conducted by two full time inspectors.

### **Role in Mentorship Program**

Cass participated in the NACCHO Retail Program Standards Mentorship Program as a mentee in third cohort and was mentored by Gwinnett County Environmental Health Department (GA).

### **Lessons Learned/Tips**

Lessons learned during the program were to communicate early and often with your mentor. It was very helpful for us to have our mentor send all documents by e-mail for me to review and work on our plan before the in-person meeting with our mentor. That way I had a good draft of our quality assurance program that I could tweak with our mentor during the visit.

With our new quality assurance program being implemented with this standard; we hope to provide consistent and better inspections to the establishments we inspect and community that we serve. This will set a quality bar for all inspectors and make sure we are being consistent and citing the code fairly to all establishments.

## Contact

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## **Gasconade County Health Department (MO)**

### **Background**

**State:** Missouri

**LHD Population Size Served:** 14,706

**Number of Retail Food Establishments Inspected:** 120

**Retail Program Standards Met/Working On:** 2, 6

**Enrolled in the Retail Program Standards:** 2001, re-enrolled in 2019

**NACCHO Mentorship Program Cohort(s):** 6 and 9

**Version of Food Code:** Missouri Food Code for the Food Establishments of the State of Missouri (2013)

Gasconade County Health Department's mission statement is as follows: "to protect the public's health, to protect the environment in which we live, and to promote healthy lifestyles and behaviors. This is to be accomplished thru education, assessment, provision of services, and assuring compliance of state and local public health mandates for the community of Gasconade County."

Gasconade's retail food regulatory program inspects restaurants, convenience stores, school cafeterias, grocery stores, lodging establishments who provide meals other than breakfast, and mobile vendors. There is currently one staff member in the retail food regulatory program. The staff member inspects roughly 110 retail food establishments.

The Missouri Food Code has adopted the 2009 FDA Food Code. The agency's regulatory authority is derived from the Missouri Food Code.

### **Role in Mentorship Program**

In cohort 6, Gasconade County Health Department participated in the NACCHO Retail Program Standards Mentorship Program as a mentee in the sixth cohort. Kansas City mentored Gasconade on Standard 6.

In cohort 9, Gasconade was mentored by Harris County Public Health, TX on Standard 2.

### **Lessons Learned/Tips**

While developing the Compliance and Enforcement procedure, Gasconade realized that the procedure needed to be able to apply to the wide variety of retail food establishments that are located within the county. It is also important to allow for adaptations to the procedure down the road if need be.

With the new Compliance and Enforcement procedure as well as the electronic inspection software, they have been able to increase the number of violations

corrected on site. The facilities are appreciative of the opportunity to correct the violations while they are there and to avoid a re-inspection at a later date

Being able to track violations, Gasconade have been able to conduct tailored training to a facility within their jurisdiction. The operator was pleased to have a training that was violation specific and allowed the issues to be addressed with staff in progressive way. Based on the feedback, Gasconade is looking at offering community wide trainings for violations that are trending in specific parts of the county.

### **Contact**

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## **Jefferson County Health Department (MO)**

### **Background**

**State:** Missouri

**LHD Population Size Served:** 218,000

**Number of Retail Food Establishments Inspected:** over 900 plus over 300 temporary food stands

**Retail Program Standards Met/Currently Working On:** 2, 7, Self-Assessment, Improvement Plan, Verification Audit

**Enrolled in the Retail Program Standards:** 2002

Jefferson County Health Department (JCHD) was established by county voters in 1949 under RSMO Chapter 205 and has served the Public Health needs of the community ever since. JCHD is operated by a five member elected Board of Trustees. The department operates from two health centers, the main office in Hillsboro and a branch office in Arnold. Needs of the community are identified through surveys, focus-groups meetings and collaboration with community-based organizations and coalitions.

JCHD's mission is to focus resources and attention on significant health issues facing all residents of Jefferson County. JCHD will assess, plan and develop policies to identify and ensure delivery of needed health services. The department oversees: prevention and control of communicable disease and chronic diseases through community health assessment, health education, collaborative leadership, and public/private partnerships; public health emergency response; investigation and control of disease outbreaks; immunizations for children and adults; assurance of a safe, sanitary food supply by educating and training food handlers and inspecting food establishments; assurance of proper disposal of sewage by enforcing regulations; and assurance that childcare centers, schools and other institutions are safe, healthy environments by educating providers and inspecting sites. JCHD served over 75, 747 clients in 2011 and the environmental section made over 1700 contacts with food establishments from July 1, 2011 through June 30, 2012.

### **Overview of Mentorship Program Participation**

JCHD participated in the NACCHO Retail Program Standards Mentorship Program as a mentee in the second cohort (2012-2013). JCHD was mentored by Fairfax County Health Department (VA).

### **Mentorship Program Lessons Learned/Tips**

Overall, the project was a huge benefit for our department. It actually gave us additional funding to do projects that we needed to complete. Several of the FSIO staff became very involved in the Retail Program Standards who previously were

not interested. Our mentor gave us the confidence that we were moving in the right direction which is a great motivation. They also stated they gained insight on how we run our program. We feel that any agency interested in the Retail Program Standards should become involved with this program. The mentors are knowledgeable and can help agencies no matter the confidence level they have with the Retail Program Standards. It is beneficial to study all the Retail Program Standards, not just the ones currently being completed, because so many of them are intertwined together. This would help see the "big picture" of the purpose of the Retail Program Standards.

### **Project Contact**

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## Lincoln County Health Department, MO

### Background

State: MO

HD Population Size Served: 56,000

Number of Retail Food Establishments Inspected: 160

Retail Program Standards Met by Verification Audit/Working On: Self-Assessment, Standard 7

Year Enrolled in the Retail Program Standards: 2018

NACCHO Mentorship Program Cohort(s):

Version of Food Code: FDA 2009

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

### Mission and Brief Background:

The mission of Lincoln County Health Department (LCHD) is to strive to protect and promote a healthy and safe environment through community outreach, on-going assessment and policy development, education, and innovative solutions to identified health issues. The Lincoln County Office of Environmental Sanitation (OES), part of LCHD, is staffed by an Environmental Specialist and a Public Health Generalist who oversee the retail food regulatory program, onsite wastewater treatment system regulation, lodging inspections, and environmental child care inspections. The OES team is also aided by an Environmental Assistant.

### Role in Mentorship Program

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

### Accomplishments in the Mentorship Program

- What Standard(s) did you work on and what did you accomplish?
  - a. We worked on standard 7. We were able to start a food safety council with our establishment owners/managers, hold a handwashing class, obtain lots of additional information for the kitchens courtesy of Vineland Health Department.

### Lessons Learned/Tips

- Make sure you have a verification auditor before you date your self-assessment
- Changes take time. Try to not get overwhelmed.
- Attending an FDA Self-Assessment/Verification Workshop really helps clarify the self-assessment process.

### Contact

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## **Kansas City, Missouri Health Department (MO)**

### **Background**

**State:** Missouri

**LHD Population Size Served:** 467,000

**Number of Retail Food Establishments Inspected:** 3,226

**Retail Program Standards Met/Working On:** 1, 2, 3, 4, 5, 6, 7, 8, 9, Self-Assessment

**Enrolled in the Retail Program Standards:** 2001

**NACCHO Mentorship Program Cohort(s):** 4 and 6

The Kansas City, Missouri Health Department's Environmental Health mission is to "Prevent Illness, Protect Health and Promote Well-being." Their vision is to have healthy individuals and families in a healthy and safe community. The Environmental Health Services Division's mission is to promote a healthier community through environmental education and regulation.

### **Role in Mentorship Program**

Kansas City, Missouri Health Department's participated in the NACCHO Retail Program Standards Mentorship Program as a mentor in the fourth cohort and mentored Columbia/Boone County (MO) Department of Public Health and Human Services. In the sixth cohort, Kansas City mentored Gasconade County Health Department (MO).

### **Lessons Learned/Tips**

Getting started is sometimes the hardest part about working on the Retail Program Standards. However, once the first one is met, it gives you the confidence and motivation to start working on the next standard.

### **Contact**

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## **Platte County Health Department (MO)**

### **Background**

**State:** Missouri

**LHD Population Size Served:** 46,000

**Number of Retail Food Establishments Inspected:** 220

**Retail Program Standards Met/Currently Working On:** 2, 5, 6, 7, Self-Assessment

**Enrolled in the Retail Program Standards:** 2010

The Platte County Health Department's (PCHD) mission is to improve and protect the health of all citizens of the county. The Platte County Health Department (PCHD) is located in the Kansas City metropolitan statistical area and while the population of Platte County is approximately 89,000 according to the 2010 census approximately 46,000 of that population resides within the jurisdiction of the PCHD. There are 212 licensed and inspected retail food establishments located with the jurisdiction of Platte County. The fact that a portion of Kansas City is located within the boundaries of Platte County can pose unique challenges for the jurisdictions involved in regulation. The Kansas City metropolitan statistical area encompasses not only Platte County but 10 other counties and crosses a state line.

### **Overview of Mentorship Program Participation**

PCHD participated in the NACCHO Retail Program Standards Mentorship Program as a mentor in the first cohort (2012). PCHD mentored Cerro Gordo County Department of Public Health (IA) and Henry County Public Health (IA).

### **Mentorship Program Lessons Learned/Tips**

- Being a mentor for the NACCHO Retail Program Standards Mentorship Program helped improved my program because it forced me to organize all my practices, policies, procedures, and forms in one place. Having all my information organized better equipped my jurisdiction for an audit.

### **Project Contact**

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## **St. Charles County Department of Community Health and the Environment (MO)**

### **Background**

**State:** Missouri

**LHD Population Size Served:** 370,000

**Number of Retail Food Establishments Inspected:** over 1,300

**Retail Program Standards Met/Working On:** 1, 3, 7, and Verification Audits

**Enrolled in the Retail Program Standards:** 2007

**NACCHO Mentorship Program Cohort(s):** 3

Promoting healthy choices and lifestyles is a mission of the St. Charles County's Public Health Department in maintaining and improving the overall health of the community.

The Division of Environmental Health and Protection protects the public and businesses of St. Charles County Missouri through programs that promote healthy environmental conditions and reduce risks, including the inspection and licensing of food-service retailers and providers, daycare centers, aquatic and recreation facilities, body art facilities and more; mosquito control; and natural resource management.

The scope of the program includes issuance of permits and the inspection of over 1,300 food service establishments such as full service restaurants, fast food restaurants, public and private school cafeterias, hospital kitchens, child and adult care food service, hotel continental breakfast, jail food service, mobile food units, temporary food vendors and certain aspects of grocery and convenience stores.

The Food Safety Program uses a risk and performance-based inspection frequency in an effort to focus its resources on the food service establishments with complex food operations and a history of non-compliance with foodborne illness risk factors. Our regulatory authority is derived from our county ordinances passed by our elected 7 member County Councilman. They have adopted the 2009 FDA Food Code with some modifications primarily to licensing and permit fees.

### **Role in Mentorship Program**

St. Charles participated in the NACCHO Retail Program Standards Mentorship Program as a mentee in third cohort and was mentored by Fairfax County Health Department (VA).

### **Lessons Learned/Tips**

The Standards take a considerable amount of time to understand and implement. Many times, you must stop and create new policies and forms before you can begin to move forward again. Documentation, organization, and patience are critical to the completion of any standard.

## **Contact**

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## **St. Francois County Health Center (MO)**

### **Background**

**State:** Missouri

**LHD Population Size Served:** 65,577

**Number of Retail Food Establishments Inspected:** 331

**Retail Program Standards Met/Currently Working On:** 7, Self-Assessment/ 2, 3

**Enrolled in the Retail Program Standards:** 2011

On April 6, 1976 the county voters of St. Francois County approved a one-mill tax to fund the St. Francois County Health Center. Over the course of the past 36 years the health center staff has grown from four (4) staff members to 23 full time and 1 part time staff. The health center is governed by an elected five (5) member board of trustees.

Local health authority does not currently exist at the county level. Most services are conducted through contractual arrangements with the Missouri Department of Health and Senior Services (MO DHSS).

St. Francois County Health Center has served the needs of the community and the citizens for many years. Services offered over the years have changed to reflect the needs and growth of the county. The St. Francois County Health Center offers many different programs and services for the residents of St. Francois County. The Health Center averaged slightly more than 8,000 contacts per month in 2011 for a total of 97,187. The total number of environmental health contacts for 2011 was 5,765. The Health Center offers: child care consultation services; emergency planning services; environmental public health services; an infectious disease clinic; a maternal/child health program; medical reserve corps; nursing services that include child and adult immunizations; child blood lead screenings; CPR classes; communicable disease investigation and follow-up; TB testing, treatment and follow-up; disease surveillance; cholesterol and diabetes screening; influenza clinics for the public; hypertension screening; health education services; lab services; sexually transmitted disease testing, treatment and follow-up; HIV testing, counseling and care coordination; pregnancy testing, counseling and temporary Medicaid for pregnant women; Show Me Healthy Women and Wise Woman programs; recording and issuing certified copies of birth and death certificates; Women, Infants and Children (WIC) and breastfeeding peer counseling clinics are held daily.

### **Overview of Mentorship Program Participation**

St. Francois County Health Center participated in the NACCHO Retail Program Standards Mentorship Program as a mentee in the second cohort (2012-2013). St.

Francois County Health Center was mentored by Tulsa County-City Health Department (OK).

### **Mentorship Program Lessons Learned/Tips**

Through the NACCHO Mentorship Program, all the environmental health staff obtained the certified instructor and registered final examination proctor credentials for ServSafe Food Protection Manager Certification Training. Further, all the environmental health staff studied for and obtained the Certified Environmental Health Specialist (CEHS) certification through the Missouri Environmental Health Association (MEHA). These credentials have given the St. Francois County Health Center greater ability to offer a nationally accredited food safety curriculum to food industry personnel and any other interested persons. The CEHS certification has show an overall level of proficiency of the environmental health staff.

### **Project Contact**

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## **Saint Louis County (MO)**

### **Background**

**State:** Missouri

**LHD Population Size Served:** ~1,000,000

**Number of Retail Food Establishments Inspected:** ~4500

**Retail Program Standards Met/Currently Working On:** 1, 7, Self-Assessment, Verification Audit (standards 2, 5, 6 are in progress and close to meeting)

**Enrolled in the Retail Program Standards:** 2002

Saint Louis County, Missouri is large and diverse with approximately one million residents and over 500 square miles. The mission of the Saint Louis County Department of Health (DOH) is to promote optimal health for people who live, work or visit the county. This is accomplished by monitoring and assessing the public health status of the county, and developing programs and/or policies that prevent illness or injury. The DOH has been serving the citizens of Saint Louis County for over 100 years in its role as local health authority. The Director of Health oversees the daily operations of the DOH and is appointed by the County Executive.

In 2004, the Missouri Institute for Community Health accredited the DOH as a comprehensive local public health agency. This accreditation was renewed in 2009. In addition, the DOH is currently working towards national accreditation through the Public Health Accreditation Board (PHAB) by preparing the agency for the PHAB process.

### **Overview of Mentorship Program Participation**

Saint Louis County participated in the NACCHO Retail Program Standards Mentorship Program as a mentee in the first cohort (2012) and then as a mentor in the second cohort (2012-2013). Saint Louis County was mentored by Alexandria Health Department in Virginia. Saint Louis County mentored Lake County General Health District (OH).

### **Mentorship Program Lessons Learned/Tips**

Teamwork is a key component to meeting the standards. Without this, the task is overwhelming and seems unattainable. We are using workgroups internally to move forward with this goal. In addition, we collaborate quite often with other members of cohort 1 and 2 of the mentorship program on materials and methods they have used that have been successful. I think this is one of the reasons this mentorship program is so valuable. It allows local health departments to establish lasting relationships with other departments with whom they can have discussions pertaining to the standards and other aspects of their programs.

### **Project Contact**



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