

# WI Mentorship Participants

## North Shore Health Department (WI)

### Background

**State:** Wisconsin

**LHD Population Size Served:** 64,000

**Number of Retail Food Establishments Inspected:** 75 seasonal and 166 year round food service establishments

**Retail Program Standards Met/Working On:** 1 and Self-Assessment

**Enrolled in the Retail Program Standards:** 10/22/2015

**NACCHO Mentorship Program Cohort(s):** 5

The mission of the North Shore Health Department (NSHD) is to work in partnership with the communities we serve to assure, promote, and protect the health and safety of the people in the North Shore. The NSHD completed consolidation in 2011 to form its current organizational structure. The NSHD serves the seven communities of Bayside, Brown Deer, Fox Point, Glendale, River Hills, Shorewood, and Whitefish Bay. These communities are located in northern Milwaukee County with a total population of 64,000 people. The establishment of the North Environmental Health Consortium pre-dates the consolidation of the health department and was created to provide shared food safety, licensing, and environmental health services for two smaller health departments, serving six communities in the North Shore. Glendale was, and continues to be a municipality that maintains their own food safety and licensing program. The NSEHC is now a program of the health department providing food safety, licensing and inspection services, along with consultation on broader environmental health related issues for the NSHD.

The NSEHC operates as an agent for the State of Wisconsin for the Department of Health Services (DHS) and the Department of Agriculture, Trade, and Consumer Protection (DATCP) under the 2009 Food Code. The NSEHC conducts risk based assessments of retail operations to educate and implement processes that reduce foodborne illness risk factors. Also, the NSEHC investigates complaints, foodborne illness investigations and participates in the sampling program for DATCP.

The program consists of 1 FTE Sanitarian, a .4 FTE Administrative Assistant, and a 1 FTE Health Officer. Food establishments regulated include restaurants, schools and retail establishments ranging from license categories > \$1 million potentially hazardous to under \$25,000 non-potentially hazardous. The NSEHC provides services for 166 food establishments. The State of Wisconsin has adopted and is operating under the 2009 FDA Food Code. Additionally, the NSEHC also has regulatory authority to enforce local ordinances for each community.

### Role in Mentorship Program

The North Shore Health Department participated in the NACCHO Retail Program

Standards Mentorship Program as a mentee in the fifth cohort and was mentored by Vineland County Health Department (NJ).

### **Lessons Learned/Tips**

The North Shore Health Department is working toward accreditation and meeting the program standards helps the department achieve its goals. Since the North Shore Environmental Health Consortium recently joined the FDA Program Standards in 2015, working toward meeting Standard 1 was a natural first step for our program. The consortium is comprised of 6 different communities, each with their own local ordinance for environmental health. Creating a single ordinance which covers all participants in the consortium would be beneficial as we set goals to meet Standard 1 for the mentorship program. Creating the ordinance to cover the requirements of each legal counsel for each community proved to be difficult. Some communities had their own vision of how compliance and enforcement were to be achieved.

The State of Wisconsin also merged two agencies (The Department of Health Services, Division of Food Safety and Recreational Licensing and Department of Agriculture, Trade, And Consumer Protection) during this time, thus changing all administrative codes and state statutes. Fortunately, this was good timing for us as we were in mid-development of a new ordinance, but unfortunately it has absorbed more time than expected as we worked with legal counsels. Also, the 2009 Wisconsin Food Code inherently does not meet Standard 1 as it pertains to some food safety issues.

Although the North Shore Environmental Health Consortium will not be meeting Standard 1 within the time allotted, we have worked toward meeting Standard 2 because we have limited staff.

### **Contact**

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## **Outagamie County Public Health (WI)**

### **Background**

**State:** Wisconsin

**LHD Population Size Served:** 116,650

**Number of Retail Food Establishments Inspected:** 598

**Retail Program Standards Met/Working On:** 1, 2, 7, 9, and Self-Assessment

**Enrolled in the Retail Program Standards:** 2009

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

Outagamie County Public Health Division mission: Prevent disease and injury, promote wellness, and protect the health of the community. They have 3.6 FTE – Environmental Health Sanitarians, 1 FTE – Environmental Health Sanitarian Supervisor, 0.5 FTE – Clerical Staff.

Outagamie County is 644 square miles. Outagamie County Public Health Division conducts risk-based assessments of retail operations, educates active managerial control methods and strives to implement actions that reduce foodborne illness risk factors. Outagamie County licenses 598 food operations. These include restaurants, retail operations, schools and recreational & educational camps.

Outagamie County Public Health is an agent Local Health Department for Wisconsin Department of Health Services and Wisconsin Department of Agriculture, Trade and Consumer Protection. In addition, authority is obtained through the Outagamie County Code of Ordinances.

### **Role in Mentorship Program**

Outagamie County participated in the NACCHO Retail Program Standards Mentorship Program as a mentee in the fourth cohort. They were mentored by Vineland Health Department (NJ).

### **Lessons Learned/Tips**

Our participation in cohort 4 was extremely encouraging in providing the necessary motivation to continue efforts in advancing through the Standards. The in-person meeting at the end of the program brought together cohort 4 mentees and mentors along with FDA officials who all have a passion for program improvement and the Program Standards. It was an ideal venue for sharing ideas and to discuss lessons learned from a variety of agencies across the United States.

### **Contact**

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**Link:** <http://www.outagamie.org/index.aspx?page=385>

## **Trempealeau County Health Department, WI**

### **Background**

**State:** Wisconsin

**HD Population Size Served:** 29,442

**Number of Retail Food Establishments Inspected:** 302

**Retail Program Standards Met by Verification Audit/Working On:** 2 and 4

**Year Enrolled in the Retail Program Standards:** 2017

**NACCHO Mentorship Program Cohort(s):** 8 and 9

**Version of Food Code:** 2009

The mission of the Trempealeau County Health Department is to promote and improve the quality of life and health of all of the people in Trempealeau County through community assessment and surveillance, disaster planning and disease prevention and health promotion, in the areas of nursing, environmental health, and nutrition.

Trempealeau Co. was established as an Agent Status Program through DATCP in 2003 and license 235 facilities. We are a small environmental Staff of 2 inspectors.

### **Role in Mentorship Program**

Cohort 8: Trempealeau, WI was mentored by Gwinnett, Newton, and Rockdale County Health Departments on Standard 4.

Cohort 9: Trempealeau was mentored by RiverStone Health, MT on Standard 2.

### **Accomplishments in the Mentorship Program**

- Standard 4
  - Purchased new computers to better support inspection staff in the field
  - Created a policy/procedure for standard 4
  - Created inspection tool for Standard 4
  - Created Policy/Procedure for Enforcement actions
  - Created Policy/Procedure for On-Site Corrective Actions
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- Standard 2
  - Completed Self-Assessment and Verification Audit Form (2x – once prior to new staff, second time after new staff onboarded)
  - Created a policy/procedure for standard 2
  - Partially trained new staff member utilizing the new standard 2 policy/procedure

### **Lessons Learned/Tips**

- Creating the policy/procedures for the standard can be “easy,” it is the additional policies/procedures that cause completion to be difficult and time consuming
- Unexpected time devotion to updating policy and procedures
- Important thing to remember – no matter the size of the department we all have the same goal
- Unexpected staff changes provided difficulty to meeting program standard

- COVID-19 Pandemic – all training, standardization, and normal inspection activities ceased.

#### Contact

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#### Link to food safety program website:

[https://co.trempealeau.wi.us/departments/health\\_department/preparedness/food\\_safety\\_licensing.php#](https://co.trempealeau.wi.us/departments/health_department/preparedness/food_safety_licensing.php#)