Samuel J. Crumbine Excellence in Food Protection Award

Maricopa County Environmental Services Department

Environmental Health Division
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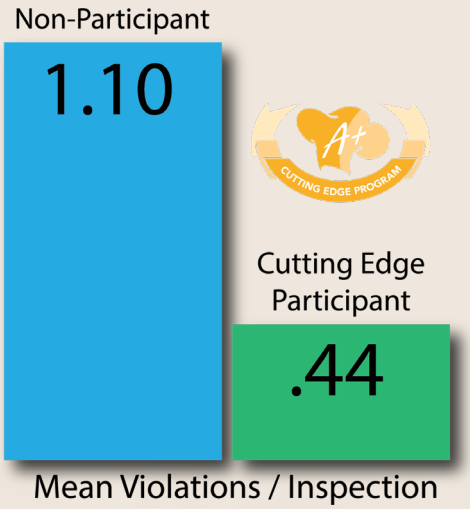
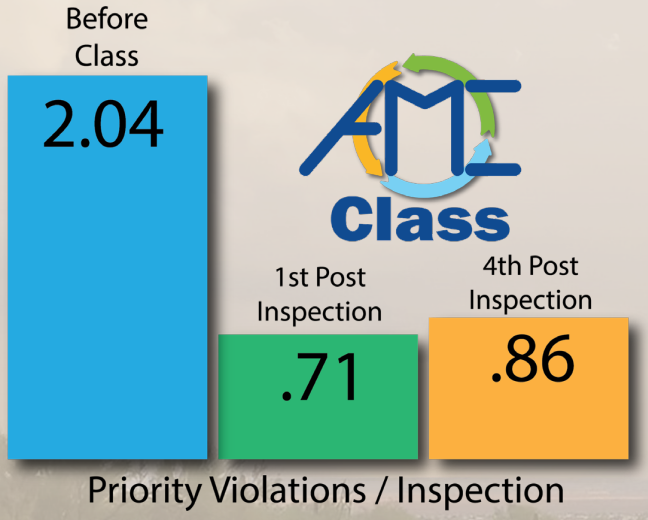
Executive Summary

The Environmental Health Division of the Maricopa County Environmental Services Department (MCESD) has been overseeing the regulation of food establishments in the Valley of the Sun for over 60 years. Maricopa County, which includes the greater Phoenix area, is the fourth most populous county in the nation with over four million residents. With a booming tourist industry and phenomenal wintertime weather, the Valley welcomes more than 22 million visitors every year. According to the Arizona Restaurant Association, Arizona's restaurant industry generated $12 billion in revenue and employed almost 300,000 people. With Maricopa County being home to 61% of Arizona's population, a significant portion of those numbers factor into planning at MCESD.

As a Crumbine Award recipient in 2001, the Maricopa County Environmental Health Division has not rested on its laurels – even with significant changes to the management team and the elected Board of Supervisors. In addition to continuing successful programs for computer-based inspections, public access to inspection data and risk based inspections, MCESD is now focused on incorporating, promoting, and assessing Active Managerial Control (AMC) throughout the food inspection program. MCESD recognizes true food safety starts with a knowledgeable industry management population supplemented with the food safety expertise of local regulators, especially for independent operators who lack corporate food safety resources.



To address these issues, MCESD has developed several programs related to Active Managerial Control. The Cutting Edge program promotes AMC through management's review of policies, training of food workers and verification of policy compliance. An AMC class was developed to bridge the gap between the knowledge gained through certified food service protection manager training and application of this knowledge during operation. Currently, the department has received an FDA grant to develop an AMC toolbox to provide video training on priority violations. The future plan includes inspection report violation links to the applicable video(s). So far, the AMC initiative has been successful in reducing enforcement actions by 41%.



MCESD also values the U.S. Food & Drug Administration (FDA) Voluntary National Retail Food Regulatory Program Standards. Maricopa County has been enrolled in the program since August 2001 and currently meets Retail Program Standards 1, 3, 4, 7, and 9 as work continues on the others. Although the department significantly meets the other standards, some are more difficult to meet completely when factoring in fiscal and resource challenges.

MCESD has also continued to emphasize industry communication as a key to fostering relationships. Regular meetings with industry associations and public forums for discussing process improvement are a few ways to improve transparency and communication with stakeholders and citizens.

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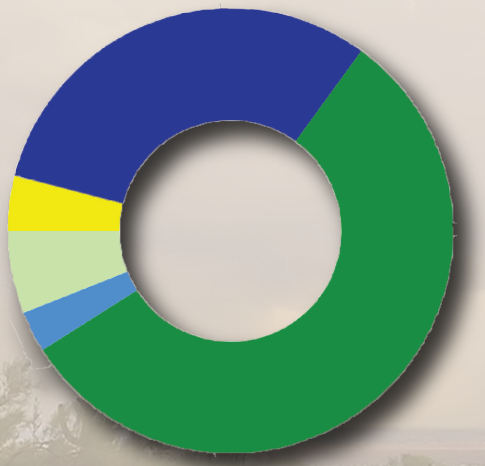
Part I: Program Basics - Demographics

Maricopa County, located just southwest of central Arizona in the Sonoran Desert, was established in 1871. Named after the Maricopa Indians, it is the most populous county in Arizona and the fourth most populous in the nation. As the 15th largest county, it covers approximately 9,200 square miles (about the size of New Hampshire) and is comprised of twenty-three cities with Phoenix, Scottsdale, Mesa, Glendale, Chandler and Tempe at its core. According to the 2016 census, over four million people lived in Maricopa County, which accounts for 61% of Arizona's population. The population has increased 11.2% since 2010, more than double the 4.7% average for the United States in the same time period. Many of the fastest growing cities in the United States can be found in Maricopa County.

It is estimated that 22 million people visit the greater Phoenix area annually. With a combination of first class athletic infrastructure and daytime winter temperatures in the 60s and 70s, the county is an attractive location for large sporting events. The county is home to franchises in the four major professional sports leagues with the Arizona Diamondbacks (MLB), Arizona Cardinals (NFL), Phoenix Suns (NBA), and Arizona Coyotes (NHL). It is home to Cactus League Spring Training, which includes fifteen Major League Baseball teams that play at ten different stadiums and draw about two million fans per year. Other yearly events include the Waste Management Phoenix Open, two NASCAR races and two NCAA college football bowl games (Fiesta Bowl and Cactus Bowl). Other large sporting events that have attracted out-of-state visitors include the Super Bowl (XXX in 1996, XLII in 2008 and XLIX in 2015), NCAA College Football Playoff National Championship (2016) and NCAA Men's Basketball Final Four (2017). The county also includes large universities like Arizona State University and Grand Canyon University and regularly attracts new smaller colleges and universities.

About half the population of the County is Caucasian with Hispanic as the largest minority. Maricopa County is uniquely diverse, as 26.5% of the population speak a language other than English at home, compared to 21.0% nationally.



White (56%) Hispanic (31%) African Amer. (6%) Asian (4%) Native Amer. (3%)

Due to the large population fluctuations, large land area, and a vast array of special events, the county has an abundant and diverse work load. As of the fiscal year 2017, Maricopa County had 26,634 food permits – each requiring two to four inspections per year. Another 3,214 plan review applications were processed during fiscal year 2017, a 10% increase from 2015. Permits are issued with varying classes and inspection frequencies depending on the risk associated with the menu variety and food preparation methods. Of the major permit types, there are 13,045 eating and drinking (E&D), 2,813 retail food, 877 school food service, and 383 food production permits. Over the last six years, Maricopa County conducted 530,906 totals inspections, including 404,906 comprehensive food establishment inspections, 22,342 Special Event inspections, and 19,487 Mobile Food inspections.

Part I: Program Basics - Resources

The Environmental Health Division of the Maricopa County Environmental Services Department operates on the principle of full cost recovery – mostly through permit fees paid by the regulated community. Environmental Health had $13.9 million of revenue for the 2017 fiscal year. Fees for the different permit classes are listed in the table below.

MCESD allows non-profit organizations to apply for permit fee waivers. The Maricopa County Board of Health approves the application of the non-profit organizations and then the Maricopa County Board of Supervisors reimburses the department from general tax dollars, so the additional costs are not passed along to paying permit holders. The department was reimbursed for about $430,000 in permit fees for non-profit organizations in fiscal years 2012 through 2017.

Permit Class	Permit Fee Range
Class 1	$60 - $220
Class 2	$120 - $1020
Class 3	$100 - $650
Class 4	$465 - $1540
Class 5	$590 - $1030

MCESD has been awarded several grants over the last few years. The largest grant, a five year cooperative agreement with the FDA, provides $70,000 per year to develop educational strategies for reducing the occurrence of foodborne illness. The funds have been used to conduct a risk factor survey (Standard 9 of the FDA Food Program Standards) and develop an AMC toolbox consisting of training videos, templates of policies/logs, and visual material (stickers, guidance documents). Interns were hired to assist with the development of the toolbox.

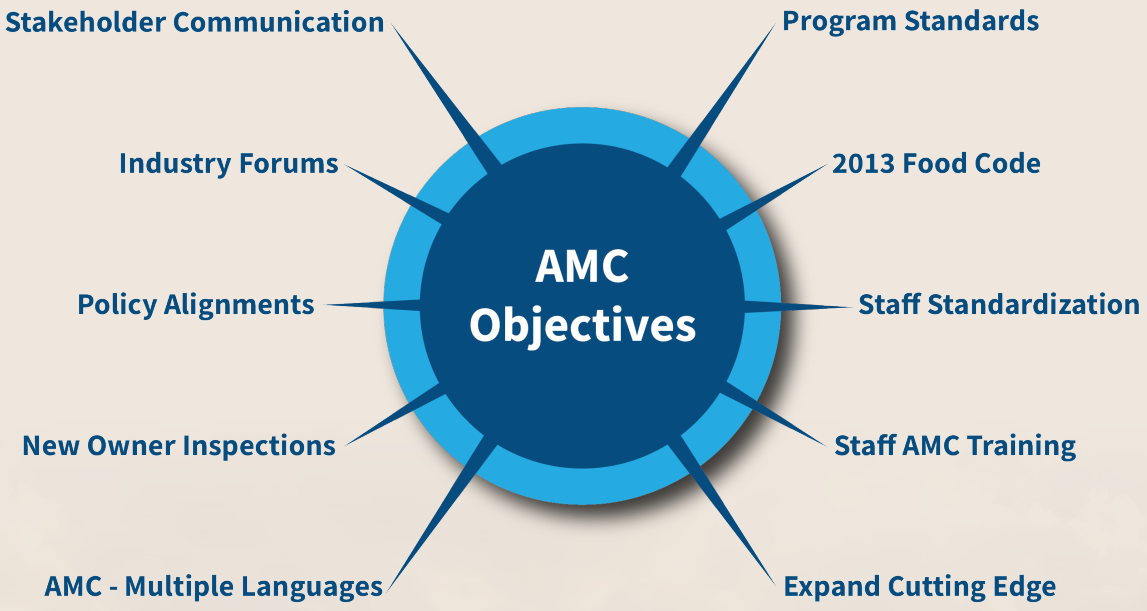
In 2016 and 2017, the county was awarded a grant to send four employees to the FDA Pacific Region Retail Food Protection Seminar. A grant from the Association of Food and Drug Officials (AFDO) for $3,786 allowed two supervisors to attend the 2017 Food Safety Preventive Controls Alliance (FSPCA) Preventive Controls for Human Food course in Chicago, IL.

The Environmental Health (EH) Division is one of several divisions in the Environmental Service Department. Environmental Health includes one main administrative office, four regional offices and a mobile food office. Within those facilities are specialty programs for chain food/institutional care (including large food processors) and permitting services (plan review/construction/new owner approval, special events, and mobile food plan review/inspection). EH consists of a division manager, five managing supervisors (one for permitting services and each regional office), 18 supervisors, 13 Environmental Health Specialist (EHS) Senior positions and 78 EHS field staff. Additional staff are employed in environmental related illness, enforcement, training and language liaison programs, which fall under the Quality and Compliance Division. Environmental Health and Quality and Compliance work closely together to form a comprehensive food safety program. Environmental Health also has a management analyst who provides data analysis. All the positions described above are held by Registered Sanitarians.

Part I: Program Basics - Vision, Goals, Objectives

MCESD values "working with our community to ensure a safe and healthy environment" – a community that includes stakeholders from industry and the general public. Meetings with stakeholders provided opportunities to reinforce/improve productive programs and communications, examine less successful programs, and address regulatory changes/clarifications.

Innovation, training and results examination are keys to continuing as a leader in food safety among state and local governments. MCESD does not implement a program and consider it done for good. With fluid demographics, changing employee attitudes and new food safety concerns, programs cannot be allowed to stagnate. Creating ways for all operators to all implement active managerial control (AMC) is a driving force.



The Cutting Edge Program was created to identify and promote food establishments that have effective food safety procedures and stress active managerial control principles in their operations. The program provided recognition of the participants on the Maricopa County website and benefitted the department in allocating additional resources to establishments that lacked the management controls. As happens with programs, MCESD saw steadily improving results until a recent plateau. Discussions are already under way to re-vitalize the program and push through the plateau.

MCESD recognized that many Certified Food Protection Managers had knowledge, as required by code, but they did not know how to effectively apply that knowledge in the workplace. Recognizing a need to bridge this gap, MCESD developed an AMC course for managers to provide training on developing and implementing food safety systems. Program successes have led to development of the program in Spanish and Chinese.

Staff training is another pillar of a leading program. Inspection staff have ample opportunities to attend training within and outside the department. Assessing active managerial control has been a consistent theme. The supervisory staff is evaluated on performing a sufficient number of inspection reviews and inspection training for field staff.

Part II: Baseline and Program Assessment - Regulatory Foundation

Maricopa County is a political subdivision of State of Arizona and receives its authority through a delegation agreement with the Arizona Department of Health Services (ADHS). ADHS adopted the 1999 FDA Food Code in 2001. With a hold on new regulations at the state level, MCESD was successful in securing permission from ADHS to adopt the 2009 FDA Food Code and then the 2013 FDA Food Code. These codes were adopted by reference into the Maricopa County Environmental Health Code (MCEHC), which is the local regulatory foundation. Having a local ordinance allows MCESD the flexibility to maintain the highest level of public health protection while responding to industry trends. Over-burdensome and outdated regulations are updated through a continual review of the current regulations, so the Department continually meets Standard 1 of the FDA's Voluntary National Retail Food Regulatory Program Standards.

In 2012, Maricopa County created a program called the Enhanced Regulatory Outreach Program (EROP). This program improves collaboration between stakeholders and regulators in an effort to ensure transparency and improve stakeholder engagement in the regulatory process. This program was awarded a 2014 National Association of Counties (NACo) Achievement Award. Since its inception, the following regulatory changes were introduced to the MCEHC:

- Farmers market provisions were adopted to empower market coordinators to hold operators accountable.
- Micro Market requirements were added to address self-service retail markets operating without an employee present.
- Home Baked and Confectionary Goods regulations aligned MCEHC with Arizona statutory exemptions for the sale of non-potentially hazardous baked and confectionary goods made in a home kitchen.
- Mobile Food Program pushcart requirements were updated to allow menu expansion to include assembly of any ready-to-eat, commercially processed food.
- Mobile Food Program regulations were updated to address tasting events, annual event permits and clarify definitions and permit requirements.
- Trial Review Establishment permits were created to allow for consideration of novel equipment and facility designs.
- Limited Use Food Service Worker Cards were created to allow food service workers with a disability to receive training and work in food service.
- A Certified Food Service Protection Manager exemption was added for establishments that did not serve time/temperature control for safety (TCS) foods.
- Indoor playground requirements were adopted to ensure proper public health controls – addressing fecal/vomit incidents, routine cleaning, and hand sanitizer availability.
- Dog Friendly Patio guidelines were adopted to ensure that appropriate food safety procedures are followed by operators and food servers on dog friendly outdoor patios.

Part II: Baseline and Program Assessment - Training Program

MCESD recognizes that the foundation of any successful and effective food safety program is training of inspection staff and supervisors. Accordingly, resources are dedicated to maintain this program with two full-time trainers. The department meets portions of Standard 2, which includes field training inspections, standardization and continuing education.

Through the delegation agreement with the state, the Arizona Department of Health Services requires regulatory inspections be performed by Registered Sanitarians (Maricopa County uses the job title Environmental Health Specialist or EHS). Therefore, inspection and supervision staff must pass the Arizona Sanitarian Registration Examination and several also obtain their National Environmental Health Association (NEHA) credential. The state has no requirements for education beyond 30 semester hours of college science. Maricopa County requires a college degree with 30 hours of science and allows twelve months to pass the exam.

To prepare candidates for the exam, MCESD brings together subject matter experts from the department to provide specific training. The county also partners with local municipalities to provide tours at water and wastewater treatment plants, landfills, and recycling plants. The trainers and these experts play a key role in preparing employees for the exam. As a result of their efforts, Maricopa County has had a passing rate of 100% for the last six years compared to 64% overall (according to the 2017 Annual Report of Food Safety and Environmental Services for Arizona). Due to this success, MCESD was approached about opening up the program to other prospective Registered Sanitarians and happily did so in order to promote the profession statewide.

While preparing for the exam, new hires simultaneously go through an initial six week training program. During this time, they are trained on the basic foundation of the FDA Food Code and Maricopa County Environmental Health Code, communication and de-escalation skills, written communication and documentation, risk-based inspection methodology, and principles of AMC. Upon successful completion of the training program, the new staff and their supervisors build upon this foundation through additional field ride-along inspections (five days with a supervisor and five days with peers) and continued supervisory mentoring.

The Department includes two training officers standardized in inspection competency by the FDA. The training officers standardize the field supervisors who in turn standardize their staff. Currently, all 18 supervisors have been standardized as have 52 Environmental Health Specialists. The department continues to strive to complete initial standardization with all staff around 18 months and re-standardization every three years.

MCESD offers three department trainings each year. Previous topics include cultural foods, active managerial control, specialized processes, new industry trends and equipment, FDA risk based inspections, and local epidemiology findings with speakers from the FDA, CDC, Maricopa County Department of Public Health, ADHS, USDA and Arizona Department of Agriculture. Employees are also encouraged to attend at least one outside conference per year.

Part II: Baseline and Program Assessment - HACCP and Risk Factor Compliance

Since adopting the 1999 FDA Food Code in 2001, the MCESD has used a risk-based classification of food establishments and a risk-based inspection approach. The computer based inspection program in place was revamped to require evaluation of the 27 Foodborne Illness Risk Factors as In (compliant), Out (not compliant), N/O (not observed) and N/A (not applicable). This requirement constantly reminds inspection staff to evaluate foodborne illness risk factors during every inspection. It also provides a reminder to operators that MCESD focuses on foodborne illness risk factors during an inspection to prevent out of compliance foodborne illness risk factors. This approach continued with the adoption of the 2009 and 2013 Food Code and remains in place today.

When priority and/or priority foundation violations are observed, action is taken for immediate correction. If immediate correction is not possible, a re-inspection is scheduled to occur within ten days. The report is then completed to document the violation code reference, the observation and corrective action necessary. The report review with the operator includes further discussion of the violation and prevention in the future by actively involving the management staff.

If a repeat priority violation is noted, the owner/manager is offered the option of scheduling a separate visit to develop an AMC Intervention Plan. This discussion allows the person in charge to formulate a plan with assigned duties for the staff and managers while promoting active managerial control of foodborne illness risk factors. The root cause is examined to determine whether the issue is related to policy, training and/or verification. The goal of the long-term intervention strategy is to achieve long-term correction of out-of-control risk factors through effective management. This approach helps the operator recognize deficiencies in their food safety system and/or provides a good starting point to develop an effective food safety system. Additionally, operators are invited to voluntarily attend a free two hour AMC class. If the same priority violation is documented on the next inspection, AMC class attendance would be required to prevent permit revocation. If the operator declines or fails to attend, the permit revocation process begins.

MCESD has a HACCP/Variance Coordinator who is responsible for reviewing HACCP plans and issuing variances for specialized processes. The HACCP/Variance Coordinator acts as a consultant for HACCP requirements and food safety systems to ensure appropriate measures are in place to address the hazards associated with the variance. The coordinator trains MCESD staff to recognize specialized processes and high risk procedures in the field that require a HACCP plans and possibly a variance. On subsequent inspections, field inspectors follow through with operators to ensure compliance with their HACCP plans and variance stipulations. There are over 900 variances currently issued and 395 variances were approved since 2012. The large number of variances are due to an increasing number of new food processes, novel equipment, and cultural food establishments. Some recent reviews have included kimchi, kombucha tea, fermentation of fresh vegetables, live molluscan shellfish tanks, extending shelf life for ready-to-eat foods and bottling cold brewed coffee and fresh juice.

Part II: Baseline and Program Assessment - Quality Assurance and Uniformity

MCESD has a strong framework to ensure uniformity among the EHS staff in the interpretation of regulations, policies, and compliance/enforcement procedures. Consistency is the foundation for staff, industry, and public confidence in our food safety program. MCESD has met Standard 4 since enrolling in the program standards in 2002.

Environmental Health Supervisors have a vital role in maintaining consistency. Maintaining a span of control of four to six inspectors allows a supervisor to effectively train and mentor each employee. Environmental Health Supervisors are required to audit and review inspection reports for accuracy and compliance with department policies. Inspectors are evaluated by their supervisors during quarterly ride-along inspections to ensure quality service and uniformity. The EHS field evaluation form is based on Standard 4.

MCESD uses the database and application software ACCELA for inspections. This program allows staff to review previous inspections as well as input current inspections. The database allows supervisory staff to enter needed corrections to reports that are improperly coded or documented, or have other errors. Further uniformity is ensured by a Management Analyst who runs weekly error reports and general data analysis on inspection trends for the supervisors. These also facilitate continuous staff training and prevent error recurrence.

A Standards Committee was developed in 2013 to create a discussion forum to ensure consistent application of the Food Code. The committee meets on a quarterly basis if there are issues to consider. Inspectors, supervisors, and industry can submit questions to the committee for consideration. The committee chair will review the questions and determine whether they can be resolved internally or require review by the committee. MCESD members share the decisions with their respective office. Decisions are posted internally and on the Environmental Services website.

MCESD has over 26,000 food permits and some permit types require specialized food safety and/or internal company policy knowledge to maintain consistency. To resolve the issue, some specialty programs are in place, such as:

- Chain Food, Food Processors, and Institutional Care Facilities
- Special Events & Mobile Food
- Plan Review/Construction and New Owner Approval

MCESD also has programs requiring special expertise in the Quality and Compliance Division

- Language Liaisons
- Enforcement
- Environmental Related Illness
- Training

Part II: Baseline and Program Assessment - Foodborne Illness Surveillance

MCESD has a dedicated Environmental Related Illness (ERI) program that follows the Council to Improve Foodborne Outbreak Response (CIFOR) *Guidelines for Foodborne Disease Outbreak Response*. The ERI program conducts investigations for reports of foodborne illness, chemical intoxication, intentional food contamination, and communicable disease (CD3 – medical diagnosis of a communicable disease). Working in conjunction with Maricopa County Department of Public Health (MCDPH), Arizona Department of Health Services (ADHS), and the FDA, ERI monitors reports of foodborne illness to identify outbreaks and epidemics that may affect Maricopa County. Once identified, swift action takes place to prevent and halt any identified concerns through further communication and on-site investigation.

MCESD attends monthly disease surveillance meetings coordinated by MCDPH for public health and environmental health professionals to share information on communicable disease and foodborne outbreak occurrences. Additionally, MCESD participates in a quarterly statewide food defense workgroup in an effort to standardize foodborne illness response among the local counties.

A 2016 investigation of a *Salmonella Javiana* outbreak showcases how a coordinated investigation occurs. Fifty people (40 confirmed cases and 10 probable cases) became ill with 33 (66%) cases eating at the same restaurant with exposure dates occurring from July 16 to August 18, 2016. The initial complaint was received on August 4th and only involved a single diner at the restaurant. A foodborne illness interview was conducted that day and held for surveillance. On August 8th, Maricopa County Department of Public Health (MCDPH) contacted MCESD about two cases of confirmed Salmonella who reported eating at the same restaurant. That day MCESD conducted an environmental assessment and did not observe any major violations. On August 16th, the Arizona Department of Health Services (ADHS) informed MCESD that six clinical samples yielded *Salmonella Javiana*, including people who ate at the same restaurant. After public health obtained more food history information from the cases, MCESD requested additional ingredient information for the suspect foods. After receiving this information, food and environmental samples were taken on August 26th and delivered to the Arizona State Public Health Laboratory for analysis (two of these sample were later confirmed as *Salmonella Javiana*). MCESD returned on September 1st to collect unopened containers of the suspect food items, which later yielded Salmonella. With this development, the Food and Drug Administration was notified and initiated a recall, which was completed through wholesalers. During this process, MCESD provided guidance to the restaurant regarding higher cooking temperatures for some food items, deep cleaning and sanitizing of the kitchen and removal of some food items from the menu. MCDPH closed the investigation on October 3, 2016. No cases were discovered at the date of the initial environmental assessment.

MCESD continues to strive to meet the last three requirements of Standard 5. Recent updates to the program include formalizing support for epidemiological laboratory analysis with ADHS in June 2016, establishing a task force to include law enforcement when responding to reports of intentional food contamination and finalizing procedures with ADHS to address recalls associated with foodborne illness outbreaks.

Part II: Baseline and Program Assessment - Compliance and Enforcement

MCESD follows the requirements outlined in the FDA 2013 Food Code regarding the timely correction of Priority and Priority Foundation violations with immediate on-site correction, conducting a re-inspection, or a compliance assessment letter (with supporting documentation) returned by the operator.

Priority violations are highlighted in red at the top of every inspection report to emphasize correction of the highest priority violations. If a priority violation of the same code reference occurs on the next consecutive inspection:

- A Long-Term Intervention meeting is offered to discuss active managerial control to prevent recurrences.
- AMC class attendance is offered.
- Food service worker training documentation is audited.

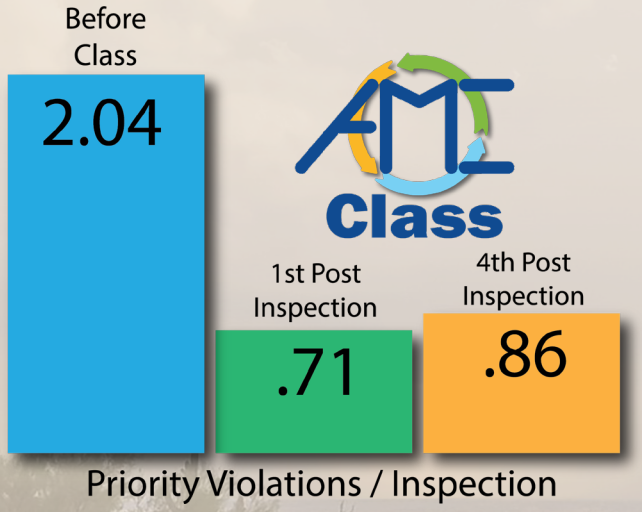
If the same priority violation occurs on the third consecutive inspection:

- Key personnel are required to attend the AMC class. If the establishment does not attend the AMC class, revocation of the permit is initiated.

If the same priority violation occurs on the fourth consecutive inspection (after attending an AMC class):

- Permit revocation is initiated.

Prior to July 2016, legal action for initial revocation of the permit to operate was initiated after three consecutive priority violations were documented. On average, 165 establishments per year faced permit revocation. MCESD noted that AMC Class attendees achieved a 60% reduction in risk factor violations. Due to this success, the AMC class was incorporated into the legal procedures as a pre-enforcement intervention. This new process has resulted in a 41% reduction of permit revocation actions.



The Enforcement Program reviews and processes all legal actions for the Department in an effort to maintain consistency in enforcement actions. The department may use any of the following to ensure compliance with the Maricopa County Environmental Health Code - Cease & Desist Order, Notice to Appear (Citation), Notice of Violation, Compliance Order, Court Referral, Permit Revocation, and Permit Suspension.

Part II: Baseline and Program Assessment - Stakeholder Communication

Although MCESD met Standard 7 since 2002, the department continually seeks to advance industry relations and communications. MCESD hosted an Ad Hoc Stakeholder Task Force in 2014. The majority of the task force recommendations were to improve communication between MCESD and the customers by:

- Establishing a single point of contact for major industry segments (full service, quick service, retail, and specialty food).
- Beginning each inspection with a five minute "ice breaker."
- Auto-emailing inspection reports.
- Expanding the capacity for capturing email addresses for operators.
- Revising electronic inspection report to emphasize Priority Risk Factor violations.
- Adding supervisor contact information on inspection reports.
- Providing a subscriber-based external newsletter and Standard Committee agendas.

In Maricopa County, over a million people speak a language other than English. The language liaison program employs two Hispanic liaisons and one Chinese liaison. In addition to overcoming language barriers, they are cultural consultants to industry and staff when assisting with translations, teaching AMC classes, or training and developing food safety systems on-site. They promote cultural competence and cultural food awareness by training EHS staff about critical control points in the preparation of traditional foods. After seeing the positive results of the AMC class, the language liaison program quickly adapted the AMC class, and now offer two AMC classes per month in Spanish, and one in Chinese.

The Standards Committee was formed in 2013 to allow discussion of staff concerns regarding violations and documentation. As a result of the Ad Hoc Stakeholder Taskforce in 2014, MCESD Standards Committee meetings and discussions were opened up to industry. This allowed an opportunity for industry to get a glimpse into the decision making process regarding Food Code requirements and allowed for discussion of concerns. The increased collaboration produced broader understanding of decisions, brought about process improvement ideas, and remained reflective of current trends. All past decisions are archived and published on the MCESD website as a resource for industry.

Overall, MCESD has a strong framework for communicating with industry partners including:

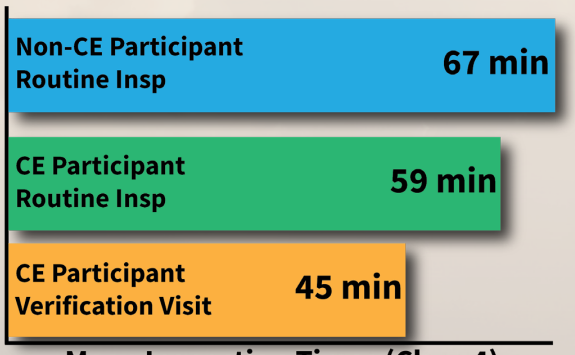
- A full time Public Information Officer (PIO) and PIO assistant
- Educational and promotional videos for industry on YouTube and MCESD website
- Featured Cutting Edge participants on mobile restaurants ratings app
- Representatives and partnerships with industry associations: Arizona Food Marketing Alliance, Arizona Restaurant Association, Chinese Restaurant Association of Arizona, Phoenix Mobile Food Coalition, Union Pochteca, Arizona Community Farmers Markets, Arizona and National Automatic Merchandising Association

Part II: Baseline and Program Assessment - Program Resources

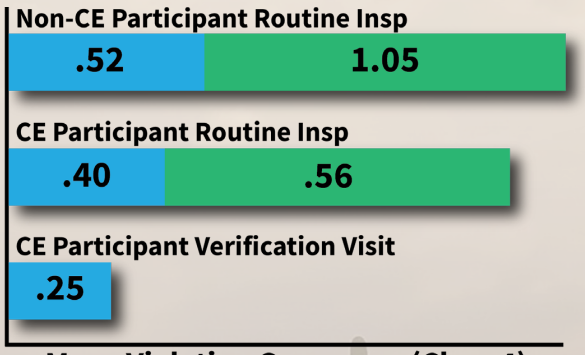
With over 23,000 food service operations under permits, each EHS is responsible for conducting between 651-720 inspections per year. With this workload, the Department needs to continually find innovative ways of leveraging resources to maintain the highest level of public health protection for the citizens of Maricopa County. Below is a staff breakdown.

Position Titles	# of Positions	Job Description
Regional Office EHS Staff	70	Conduct retail food inspections
EHS Senior - Plan Review	11	Conduct initial construction, new owner, and remodel inspections
EHS Senior - Institutional Care	2	Conduct inspections at processing plants, jails, hospitals, homeless shelters, and daycares
EHS Supervisors	18	Supervise EHS staff and EHS Seniors
Regional Office Managers	5	Supervise EHS Supervisors and Single Points of Contact for Industry Segments
Division Manager	1	Oversees the entire EH program
ERI Team	3	Responds to all foodborne illness complaints and conducts foodborne illness interviews
Training Officers	2	Trains new employees and standardizes EHS supervisors
Cultural Language Liaisons	3	Provide translation services and training for EHS staff and operators
EHS - Mobile Food/Special Events	8	Conduct mobile food and special event inspections
Management Analyst	1	Develops analytical reports

MCESD currently has two programs that address AMC and have shown a reduction in foodborne illness risk factors. The Cutting Edge Program was initially created to showcase operators who have food safety systems in place and delve deeper into the reduction in foodborne illness risk factor violations. It was evident that Cutting Edge participants had better active managerial control of foodborne illness risk factors than the general operator. It also resulted in the added benefit of lowering inspection times. This freed up the EHS staff to focus on more challenged establishments. MCESD also leveraged resources to make AMC class training available to any establishment whether or not it was involved with the Cutting Edge program or subject to pending legal action. Class participants have shown a reduction in foodborne illnesses over the long term.



Mean Inspection Times (Class 4)
Routine Insp & Verification Visits

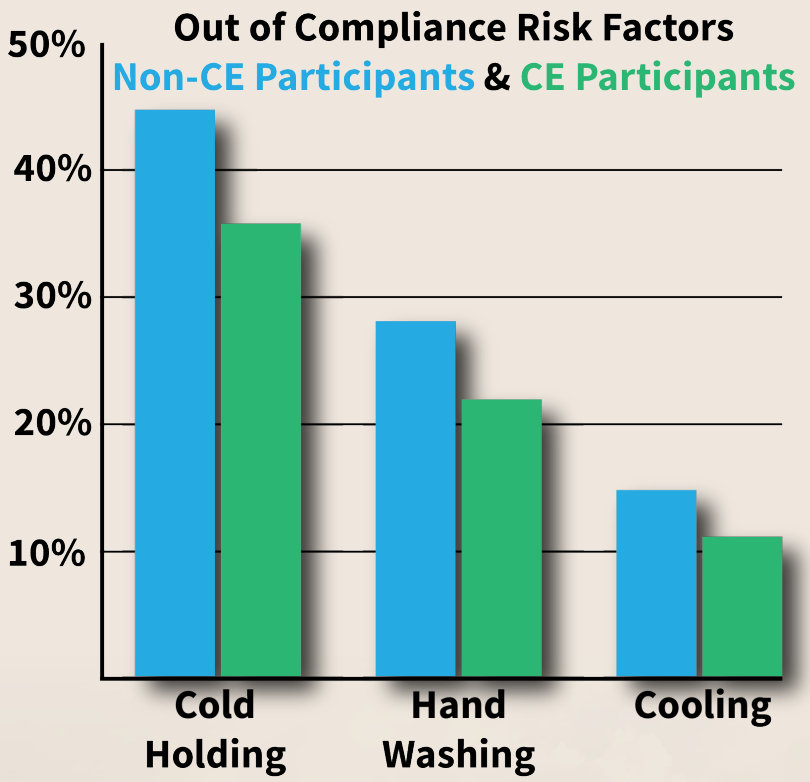


Mean Violation Occurence (Class 4)
P-FIRF Violations & Other Violations

In accordance with Standard 8, the EHS staff is provided with the inspection equipment necessary to conduct effective inspections, including multiple thermometers (thermocouple, min/max, stem and infrared), flashlight, sanitizer test strips, and alcohol wipes. Additionally, they are equipped with an iPhone, tablet with an AirCard to access the ACCELA database, and a portable printer if a paper report is requested. For cost efficiency, County vehicles are provided for inspecting expansive districts.

Part II: Baseline and Program Assessment - Evaluation of Risk Factor Reduction

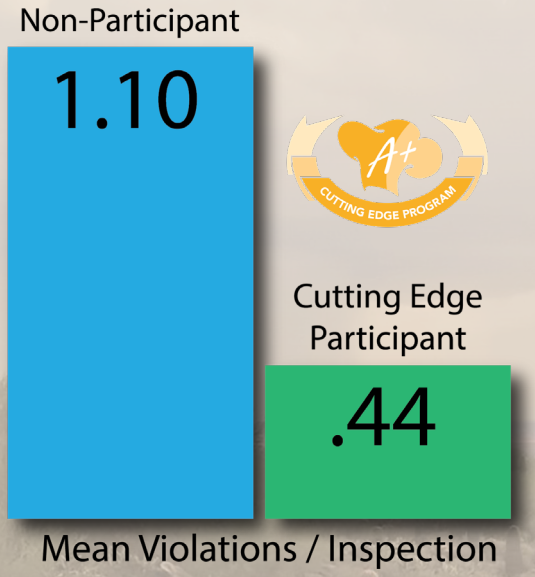
MCESD meets Standard 9 and has leveraged the information from risk factor surveys to target intervention strategies. For example, this data was used to determine criteria for inspections of establishments participating in our Cutting Edge Program. AMC assessments for the top 10 most frequently occurring violations are specifically targeted during Cutting Edge inspections.

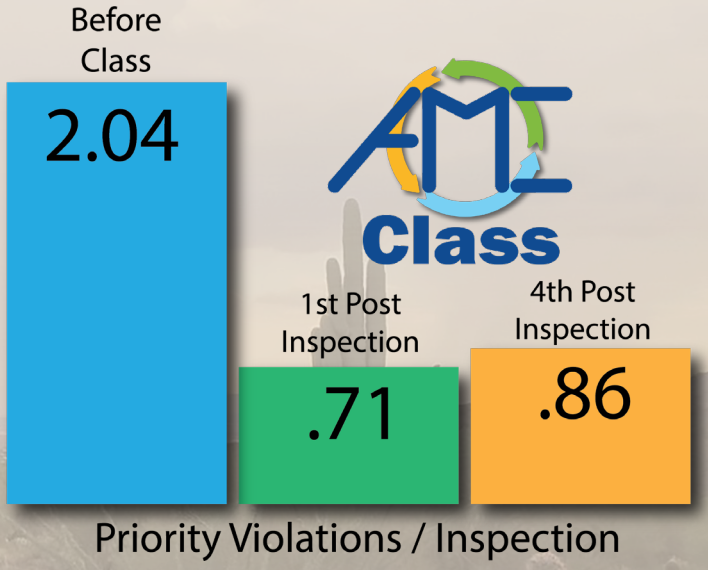


In 2015, the Department was awarded a five year U.S. Food and Drug Administration Cooperative Agreement grant to develop an AMC toolbox. During the first year of the agreement, a risk factor survey was conducted utilizing the latest FDA survey form and Food Shield database. In order to better assess AMC, the latest survey form required an evaluation of policy, training, and verification for randomly selected risk factors.

A total of 606 facilities were inspected of which 169 were participants in the Cutting Edge program allowing the ability to evaluate program effectiveness. Analysis showed that Cutting Edge establishments outperformed the average establishment by having fewer priority violations. Data from the risk factor survey was also used to ensure that our AMC toolbox targets the most frequently occurring foodborne illness risk factors. This information has been used to promote The Cutting Edge program participants with the goal of encouraging others to develop food safety systems and join the program.

In addition, we have evaluated our progress on reducing foodborne illnesses by reviewing our AMC and CE data.





Part III: Challenges, Objectives, Measurements and Achievements - Challenge 1
Reducing the Occurrence of Priority Violations with AMC

MCESD data showed that AMC practices reduced the occurrence of priority violations – reducing the risk of foodborne illness to Maricopa County citizens and visitors. The challenge is making it more widely practiced by operators and more pervasive in all training.

In 2013, MCESD developed a free AMC class to provide operators with tools to develop food safety systems and to implement AMC practices. During the class, AMC principles are broken down into three simple steps: policy, train, and verify. Attendees have the opportunity to teach, demonstrate, and practice these principles. The class provides attendees with knowledge and tools to confidently apply these principles in their food establishments. The objective is to achieve long-term control over priority violations.

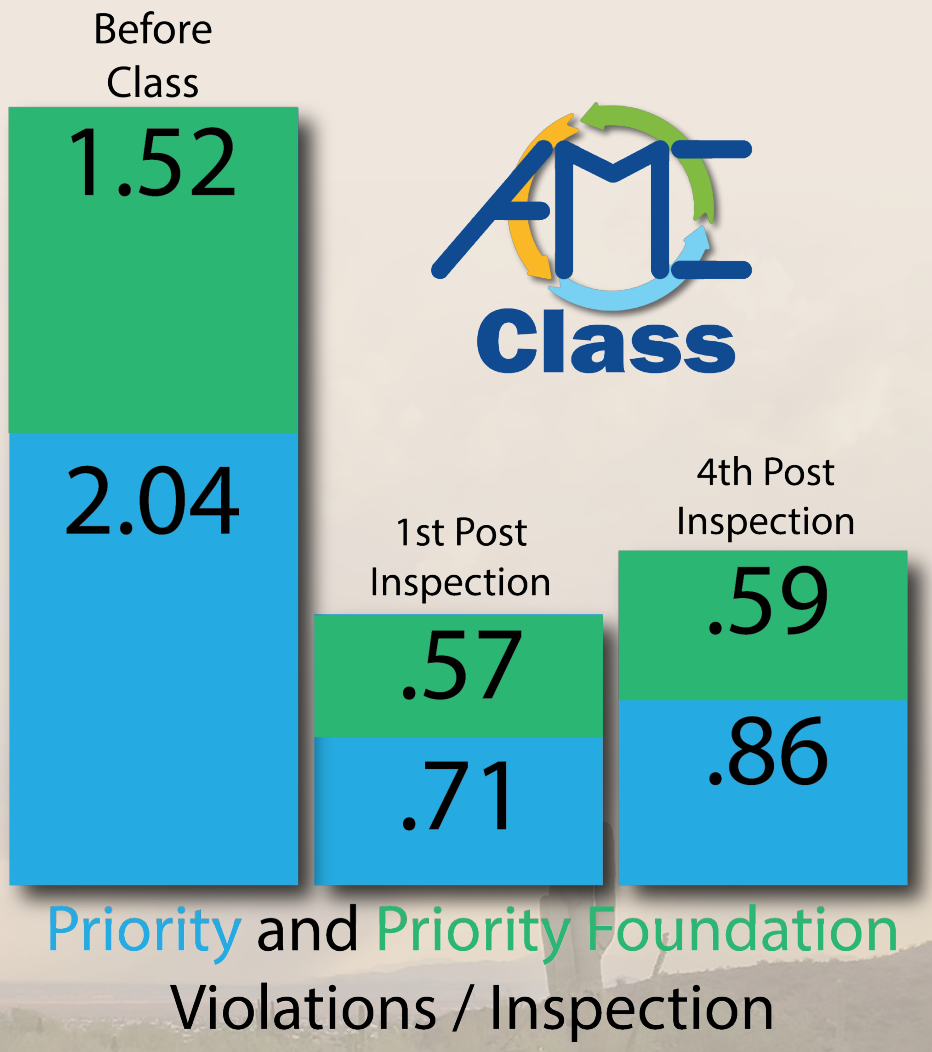
Success of the class would be measured by attendees achieving a reduction in the occurrence of priority violations. As seen in the graph below, the class resulted in a significant and sustained reduction in the occurrence of priority violations.

MCESD recognized that AMC needed to be reinforced in three key program areas:

1. EHS Training – On-going AMC training is provided to all EHS staff to demonstrate and reinforce methods for effectively communicating those principles to operators.

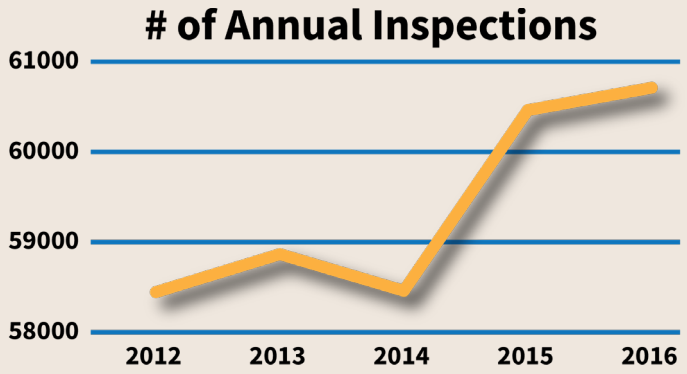
2. Long-Term Intervention Policy – The policy allows establishments with repetitive priority violations to schedule an optional AMC training visit and attend an AMC class.

3. Enforcement Policy - The policy provides operators with the option of attending an AMC class of lieu of initiating permit revocation. This has resulted in a 41% reduction in permit revocation actions.

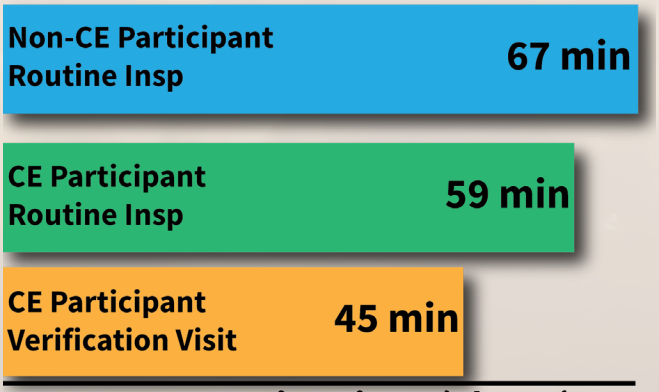


Part III: Challenges, Objectives, Measurements and Achievements - Challenge 2
Doing More With Less

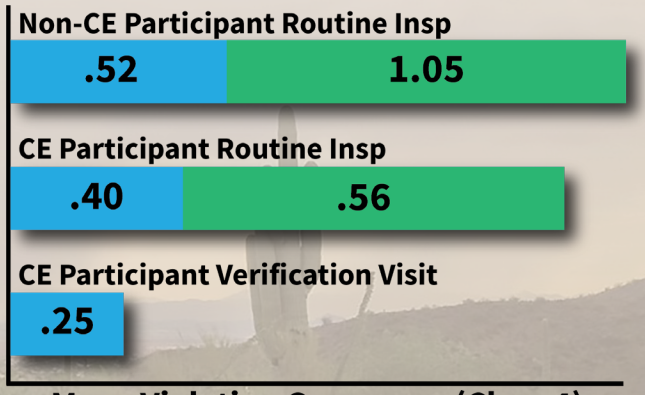
The number of required food service inspections increased by 2,192 between 2012 and 2016. MCESD was faced with the challenge of meeting its mandate to complete 100% of inspections without increasing staffing levels or fees.



In 2012, an innovative program called Cutting Edge (CE) was created to identify and reward establishments who have effective food safety systems and practice Active Managerial Control. By identifying these establishments, MCESD is able to streamline our risk-based inspection process, resulting in time-savings to meet additional inspection demands and address challenged facilities. To enroll in CE, establishments must have food safety systems for the ten most frequently occurring foodborne illness risk factors. CE participants alternate between routine inspections and Cutting Edge food safety system verification visits. During these visits, EHS staff verify sustained AMC over the ten risk factors. Currently, 2,335 food establishments are enrolled in the program and 8,841 verification visits have been conducted between 2015 and 2017. This resulted in an approximate time savings of 2,060 hours.



Mean Inspection Times (Class 4)
Routine Insp & Verification Visits



Mean Violation Occurence (Class 4)
P-FIRF Violations & Other Violations

CE participant results highlight the impact of having an effective food safety system. On average, CE participants had fewer violations per inspection than non-participants. New ways to increase participation are currently under consideration to improve the program results.

Part III: Challenges, Objectives, Measurements and Achievements - Challenge 3 Stakehold Engagement

In 2014, MCESD sought to complete an assessment of its services and delivery systems with the goal of providing outstanding customer service. The assessment involved the formation of an ad hoc stakeholder task force that encouraged industry representatives to engage in a discussion of services. This effort was supported by the Maricopa County Board of Supervisors (BOS) who personally invited these representatives and committed to those attending that implementation of the task force recommendations was a priority. Through a series of meetings, candid discussions identified both areas of success as well as challenges. The areas for improvement were sorted into three categories. These were assigned to stakeholder subcommittees who worked to identify possible solutions. This collaborative and transparent approach benefited all involved. It ensured that Department solutions would meet the customers' expectations and had their support prior to implementation. It also afforded stakeholders the chance to become more familiar with the Department's operational mandates and resources. Due to the mutually beneficial outcomes from this process, MCESD has incorporated quarterly stakeholder meetings into the regular outreach program. Stakeholders have openly expressed gratitude for the open lines of communication and involvement in Department process reviews.

Below are some key accomplishments:

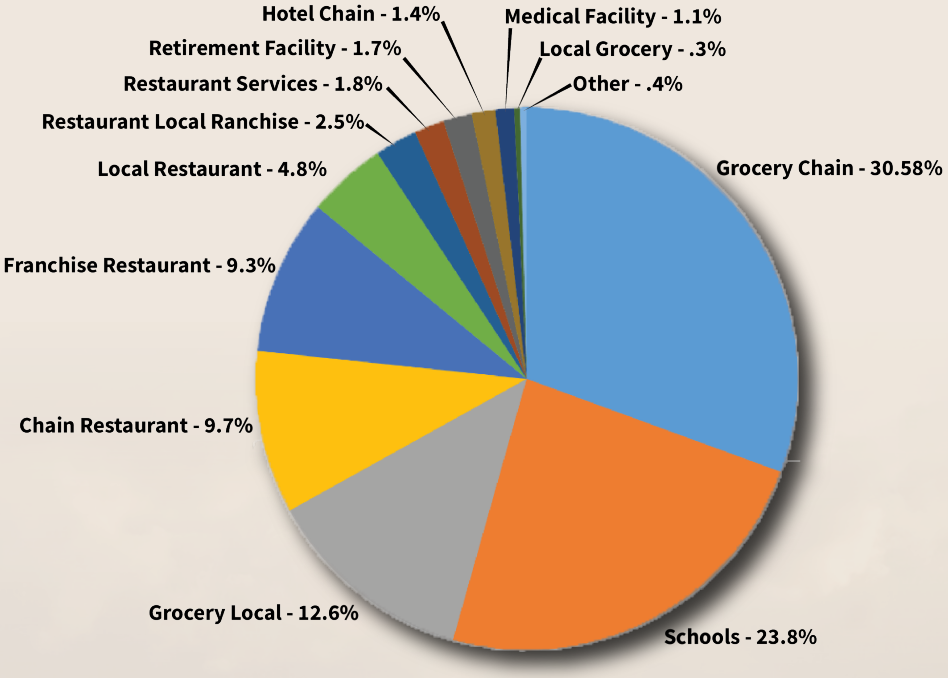
Cutting Edge Subcommittee		
Recommendation	**BOS Approval**	**Implementation Date**
Develop marketing plan	Yes	7/31/14
Create mobile app to highlight participants	Yes	12/31/14
Require AMC Class for new owners	No	N/A
Conduct fee analysis	Yes	12/31/14
Standardization & Consistency Subcommittee		
Recommendation	**BOS Approval**	**Implementation Date**
Contract with language interpreting service	Yes	8/31/14
Add field to application for preferred language	Yes	12/31/14
Extend inspector rotational time to three years	Yes	5/30/14
Establish single points of contact for four industry classes	Yes	12/31/14
Institute 5-minute ice breaker conversation	Yes	7/15/14
Allocate resources for IT communication enhancements	Yes	12/31/14
Establish subscription based industry newsletter	Yes	6/30/14
Open Standards Committee meeting to public	Yes	6/30/14
Create three day inspection review period prior to posting	Yes	12/31/14
Add supervisory review checkbox	Yes	12/31/14
Create ability to electronically correct inspection reports	Yes	12/31/14
Revise inspection report to highlight priority violations	Yes	12/31/14
Plan Review Subcommittee		
Recommendation	**BOS Approval**	**Implementation Date**
Modify guidance for minor remodels	Yes	5/30/14
Offer after-hour plan review inspections	Yes	10/31/14
Allow new owners to operate during plan approval	Yes	12/31/14
Adopt the 2013 FDA Food Code	Yes	10/31/14

Part IV: Program Longevity

Maricopa County Environmental Services Department has maintained its status as a leading Environmental Health program for over twenty years through changes in management, personnel and political leadership. Even through these changes, the department identified high quality key people that are interested in holding themselves to a higher standard. There is an expectation that the department will continue to strive for excellence.

MCESD will continue to work on the FDA cooperative agreement through the rest of the five year grant to incorporate many more resources for operators to implement active managerial control, especially as communication in multiple languages is considered. Future plans include directing food establishment operators to the materials via electronic inspection report links. The cooperative agreement will also afford an opportunity to conduct a risk factor follow-up assessment, which will provide a baseline to evaluate the effectiveness of the toolbox.

Despite the best effort of MCESD, the Cutting Edge Program has had limited involvement from smaller, independent food establishments. Of the 2,335 Cutting Edge participants, less than 8% are independent operators. These businesses do not have the time, resources or expertise to develop food safety management. The AMC toolbox and improving and updating marketing strategies will be important to incentivize participation through public awareness. The goal is to create an expectation from the general public that food operators have these preventative food safety systems in place.



As a long time participant in the FDA Program Standards, MCESD will continue to maintain compliance with Standards 1, 3, 4, 7, and 9 and will work towards compliance with Standards 2, 5, 6, and 8. MCESD has joined efforts with other Arizona counties to enhance each other's capacity to comply with the Standards. Additionally, Standard partnerships were created with Southern Nevada Health District and San Bernardino County to improve compliance with the Standards. We will continue to advance collaboration with outside agencies and jurisdictions.

Staff development and succession planning will be key to the ongoing success of our program. Around 50% of EHS staff have an experience level of 3 years or less and 15% of EHS staff are slated for retirement within the next three to five years. MCESD is currently involved in a countywide workplace transformation initiative. The goals are to place current employees in control of their careers and make Maricopa County a desirable, innovative workplace for potential employees. This will involve creating a consistent base for performance management, streamlining the recruitment process, and implementing innovative retention strategies.

Part V: Contact Information and Permission

Steven Goode, Director
Maricopa County Environmental Services Department
1001 N. Central Avenue, Suite #401
Phoenix, AZ 85004 United States of America
(602) 372-5599

sgoode@mail.maricopa.gov

Maricopa County Environmental Services Department grants permission to the Foodservice Packaging Institute to place this Crumbine Award application on www.crumbineaward.com.

Respectfully,

Steven Goode
Director
Maricopa County Environmental Services Department

Arizona Restaurant Association
3333 East Camelback Road, Suite 285, Phoenix, Arizona 85018
P: 602.307.9134 F: 602.307.9139 azrestaurant.org

March 3, 2018

Samuel J. Crumbine
Consumer Protection Award Jury

To Whom It May Concern,

On behalf of the Arizona Restaurant Association, it is my pleasure to recommend The Maricopa County Environmental Services Department (MCESD) to be recipients of the 2018 Samuel L. Crumbine Award.

I have had the opportunity to work closely with the MCESD staff as a long-time board member and current Chairman of The Arizona Restaurant Association. Having been a franchisee of Taco Bell/Pizza Hut over 25 years and proprietor of an independent local eatery called Chase's Diner, I have had the opportunity to work closely with the MCESD staff both in the field and on several share holder committees. As a certified instructor for the Serve Safe Manager course for almost 30 years, I greatly appreciate the importance of protecting the health and safety of my customers by having good food safety practices and standards. I view MCESD as my primary partner to maintain those practices and standards. Additionally, having restaurants in four different Arizona counties gives me an even greater appreciation for the manner in which MCESD goes about their business.

I have had the opportunity to serve on several MCESD committees going back to the 1990s. One of my favorites was The Cutting Edge program. I participated in an ad hoc stakeholder taskforce put on by the Maricopa County Board of Supervisors in 2014. This participation led to partnering with MCESD with the advancement of the Active Managerial Control classes and the improved promotion of the Cutting Edge program. This in turn led to several tools used by MCESD to improve their communications with their food safety partners. The "all in" approach of MCESD is evidenced by the innovative and effective ways they have improved safety across Maricopa County. As a consumer who eats out regularly with my family, I find comfort in their efforts. As a restaurant owner who has invested heavily in this industry, I appreciate what a great asset they are, protecting my customers as well as my businesses. Time and time again, they have shown the willingness to step outside the box to try new concepts and new approaches to move past the status quo with the singular goal of advancing food safety in Maricopa County.

I am proud to say the Arizona Restaurant Association has a shared mission with MCESD of protecting customers and citizens from the devastating impacts associated with foodborne illnesses. That partnership has led to Maricopa County being a better community to live, visit, and do business.

Respectfully yours,

Skip Chase
Chairman of the Board
Arizona Restaurant Association

P: 602.307.9134Arizona Restaurant Associationazrestaruant.org
F: 602.307.9139 3333 East Camelback Road, Suite 285
Phoenix, Arizona 85018

"Your Favorite Local Supermarket"
Albertsons SAFEWAY VONS
Southwest Division

2/13/1018

Andrew Linton
Maricopa County

Dear Crumbine Award Committee,

It is with great pleasure that I am writing this letter on behalf of Maricopa County for consideration for the Samuel Crumbine Award for Excellence in Food Protection. Maricopa County Environmental Health Department has taken great strides to increase the knowledge of industry in regards to food safety as well as raising their standards in their role of providing training and regulatory feedback.

As the Food Safety Manager for the Southwest Division of Albertsons Companies, I have over 200 stores in this Division with 90 plus stores falling under the jurisdiction of Maricopa County. Throughout this Division, our stores fall under 23 different jurisdictions. Maricopa County has gone above and beyond other jurisdictions to work with our large number of facilities under their regulatory prevue.

The County has a supplied a specific "go to" person for companies that have a large amount of facilities to help channel questions and issues to one place instead of reaching out to 80 different inspectors. This greatly helps in getting questions answered quickly as well as being able to share company wide information with the entire County instead of one inspector at a time.

In addition to this work, Maricopa County's Cutting Edge Program which we have been a member of since inception has greatly increased the publics knowledge of food safety as it draws their attention to the issue of food safety and that some facilities are going above and beyond. As for our stores, the increased requirements to join the program helps us hold our stores to high standards as both ourselves and regulatory are on the same page as what we are looking for. This helps us as a company to cement our trainings and requirements in place.

Maricopa County also offers an Active Managerial Control class which helps train industry in a classroom style training that is very affective. We use the same type of material to do our internal training and use the County's training as a follow up for any facilities that do not keep up with our standards. The same information is taught but sometimes it takes that level of seriousness for certain ideas to be taken in.

Because of their efforts, Maricopa County has earned the respect of our team members throughout our stores as our philosophy's and trainings meet in the middle. Ours stores see them as positive influences and as part of our team to stay ahead of food safety. I strongly urge you to consider Maricopa County for the Samuel Crumbine Award for Excellence in Food Protection.

Sincerely,

Molly Graves RS, REHS
Food Safety Manager - Southwest Division - Albertsons Companies
20227 N 27th Ave
Phoenix, AZ 85027
623-869-5695
Molly.graves@albertsons.com

ARIZONA FOOD MARKETING ALLIANCE

February 20, 2018

Re: Samuel J. Crumbine Award Panel

To whom it may concern:

As a representative of the Retail Food Industry throughout Arizona, the Arizona Food Marketing Alliance (AFMA) is pleased to provide its support and recognition of partnership to the Maricopa County Department of Environmental Services (MCDES) in its efforts to obtain the Samuel J. Crumbine Award for Excellence in providing outstanding food protection services.

With food safety as a top priority in our industry, it has been an honor to partner and work side by side with MCDES to help generate outstanding, innovative programs that generate positive results in Maricopa County.

One of these innovative programs is called "Cutting Edge". This program allows us to focus more on prevention and training while still striving to improve food safety overall by rewarding the good performers. MCDES continues to maintain excellence through active managerial control classes that help reduce foodborne illness in Maricopa County.

Through this entire process, they have worked closely with all their industry partners that have helped to drive significant improvement in overall results.

In the past four years, MCDES has collaborated with all food industries by utilizing a stakeholder taskforce that focused on identifying opportunities to improve food safety, reduce risk of foodborne illness and improve overall communication.

We are proud to partner with MCDES to help improve food safety in the retail food industry.

MCDES is very deserving of this prestigious award.

Sincerely,

Tim McCabe

Tim McCabe, President
Arizona Food Marketing Alliance

120 East Pierce Street • Phoenix, Arizona 85004 • (602) 252-9761 • FAX: (602) 252-9021 • www.afmaaz.org

February 12, 2018

Chinese Restaurant Association of Arizona
亞省中國餐館協會

Samuel J. Crumbine
Consumer Protection Award Jury

To Whom It May Concern:

On behalf of the Chinese Restaurant Association of Arizona, it is with the greatest pleasure we recommend the Maricopa County Environmental Services Department for the Samuel J. Crumbine Award.

The Chinese Restaurant Association of Arizona celebrates its 30th anniversary in 2018 and is proud of the partnership it has developed with MCESD over these many years. Our board and members meet regularly with the Department to exchange ideas and improve understanding. This collaboration has led to the creation of full-time Chinese Liaison position in the Department, has created understanding among Asian restauranteurs, and fostered cultural awareness among Department staff.

The Department always provides the Association with new tools and approaches to raise food safety awareness among our members. The Cutting Edge Program and Active Managerial Control classes are just two examples of innovative food safety programs that are provided in Chinese in order to reach the Chinese restaurant community. Also, many educational articles have been provided by the Chinese Liaison and published in our newsletter. These articles address common food safety questions and educate members on regulatory changes, such as requirements from the 2013 FDA Food Code.

Our Association recognizes Maricopa County Environmental Service's efforts to continually improve food safety for our members and customers. We recognize their collaborative approach in developing new programs and challenging the old ones. They are truly deserving of being recognized for these efforts. It has made a difference in our community!

Sincerely,

Garry Ong
President, Chinese Restaurant Association of Arizona

ARIZONA DEPARTMENT OF HEALTH SERVICES

PREPAREDNESS

March 6, 2018

Samuel J. Crumbine Award
Excellence in Food Protection

Dear Crumbine Award Jury,

It is with great pleasure that the Arizona Department of Health Services support Maricopa County Environmental Services Department's (MCESD) application for the Samuel J. Crumbine Excellence in Food Protection Award.

As Arizona's largest county, the efforts and leadership of MCESD are felt throughout the state and the entire nation. Over the last five years, MCESD has continued to take innovative approaches to decrease the incidence of foodborne illness risk factors in their jurisdiction, and therefore preventing foodborne illness. These approaches include the implementation of the Cutting Edge Program and providing Active Managerial Control classes to their regulated community. MCESD has demonstrated regional leadership through the training of prospective Environmental Health Sanitarians statewide and through their participation on workgroups that include the Arizona Conference for Food Protection issue development workgroup and a workgroup that furthers statewide conformance with the FDA Voluntary National Retail Food Regulatory Program Standards. Lastly, MCESD has continued to work closely with state and federal agencies, industry, and the public to address issues of public health concern, all of which further national efforts towards an integrated food safety system.

MCDES's accomplishments, dedication, commitment to food safety and public health, departmental innovations, and teamwork are all characteristics of a leader that is deserving of the Samuel J. Crumbine Excellence in Food Protection Award.

Sincerely,

Blanca Caballero

Blanca Caballero, REHS/RS
Food Safety & Environmental Services Program Manager

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Part I: Program Basics

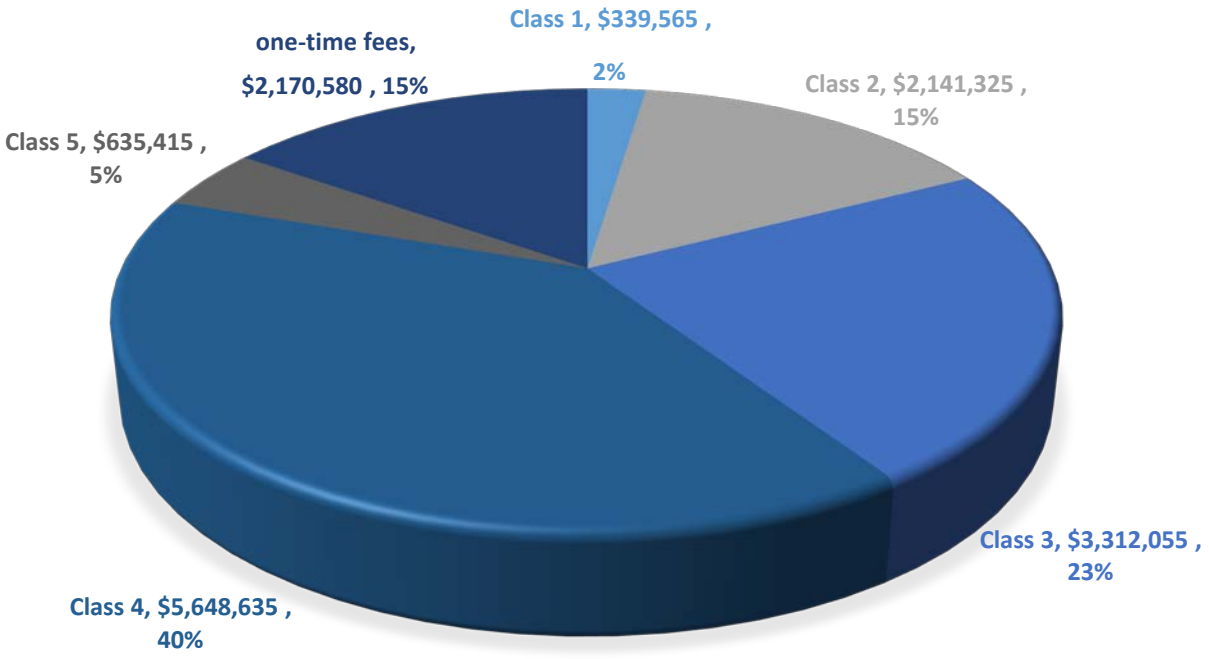
Fee Schedule and Permit Counts:

Food Environmental Health Operating Permits	Permit Subtype	1 Year Fee	Permit Count
Adventure Food Service	Class 4	$585.00	1
Bakery	Class 2	$310.00	550
Bakery (School)	Class 2	$245.00	0
Boarding Home	Class 2	$275.00	2
Boarding Home	Class 5	$760.00	34
Bottled Water and Beverage Plants	Class 2	$305.00	36
Commissary	Class 2	$1,020.00	2
Commissary	Class 4	$1,540.00	4
Damaged Food	Class 4	$620.00	5
Daycare Foodservice	Class 3	$390.00	379
E&D 0-9 Seating	Class 2	$260.00	2077
E&D 0-9 Seating	Class 3	$455.00	833
E&D 0-9 Seating	Class 4	$695.00	571
E&D 0-9 Seating	Class 5	$610.00	1
E&D Adult Daycare	Class 3	$100.00	4
E&D Assisted Living	Class 5	$670.00	155
E&D Hospital Food Service	Class 5	$1,010.00	66
E&D Jail Food Service	Class 5	$1,030.00	3
E&D Nursing Home	Class 5	$690.00	89
E&D School Foodservice	Class 2	$285.00	187
E&D School Foodservice	Class 3	$515.00	670
E&D School Foodservice	Class 4	$735.00	30
E&D Senior Food Service	Class 3	$475.00	8
E&D Service Kitchen	Class 2	$230.00	438
E&D 10+ Seating	Class 2	$315.00	1328
E&D 10+ Seating	Class 3	$650.00	3419
E&D 10+ Seating	Class 4	$1,030.00	4463
E&D 10+ Seating	Class 5	$1,020.00	57
Food Bank	Class 2	$260.00	41
Food Catering	Class 5	$530.00	580
School Food Catering	Class 5	$465.00	58
Food Jobber	Class 2	$255.00	248
Food Jobber School	Class 2	$255.00	16
Food Production	Class 2	$260.00	394
Food Production	Class 4	$590.00	160
Food Production School	Class 2	$210.00	5
Food Production School	Class 4	$490.00	13
Ice Manufacturing	Class 2	$175.00	6
Meat Market	Class 4	$610.00	676

Micro Market	Class 1	$155.00	146
Refrigerated Warehouse/Locker	Class 2	$265.00	4
Retail Food Establishment	Class 3	$505.00	338
Retail Food Establishment	Class 2	$235.00	2601
Vending Machines: 1-29 Units	Class 2	$220.00	31
Vending Machines: 30-59 Units	Class 2	$220.00	0
Vending Machines: 60-89 Units	Class 2	$220.00	0
Vending Machines: 90 Or More Units	Class 2	$220.00	0
Mobile Food Type I – 1 Year	Class 2	$120.00	574
Mobile Food Type I – 6 Months	Class 2	$60.00	0
Mobile Food Type II – 1 Year	Class 3	$240.00	534
Mobile Food Type III – 1 Year	Class 4	$610.00	610
Seasonal Food Establishment/Annual Event Food Establishment	Class 2	$180.00	349
Temporary Food Establishment		$85.00	2614
Environmental Health Fees	**Permit Subtype**	**One-Time Fee**	
Seasonal Permit Late Fee (application received <7 days prior to event		Greater of $50 or 5% of permit fee charged	
Temporary Food Establishment Late Fee (application received <7 days prior to event		Greater of $50 or 5% of permit fee charged	
Bare Hand Contact Exemption		$135.00	
HACCP Plans		$205.00	
Inspection upon Request	Eating and Drinking	$240.00	
New Permit Inspection	Eating and Drinking	$315.00	
Variance	Eating and Drinking	$200.00	
Variance	Mobile Food Establishments	$60.00	
Limited Use Food Employee Certificate – Original		$5.00	
Food Employee Limited Use Certificate - Duplicate		$3.00	
Environmental Health Plan Review	**Subtype**	**One-Time Fee**	
Expedited Plan Review Fee (Requires prior administration approval) Two Times the fee for that Category			
Eating and Drinking Establishments	0-9 Seating Capacity	$545.00	
All Other Food Establishments		$615.00	
Micro Market Reference Plan		$270.00	
Mobile Food Establishments		$75.00	
Mobile Food Type II Plan Review		$45.00	
Micro Market Permit Processing Fee		$20.00	
School Facilities	Food Service	$480.00	
Other Minor Review		$245.00	

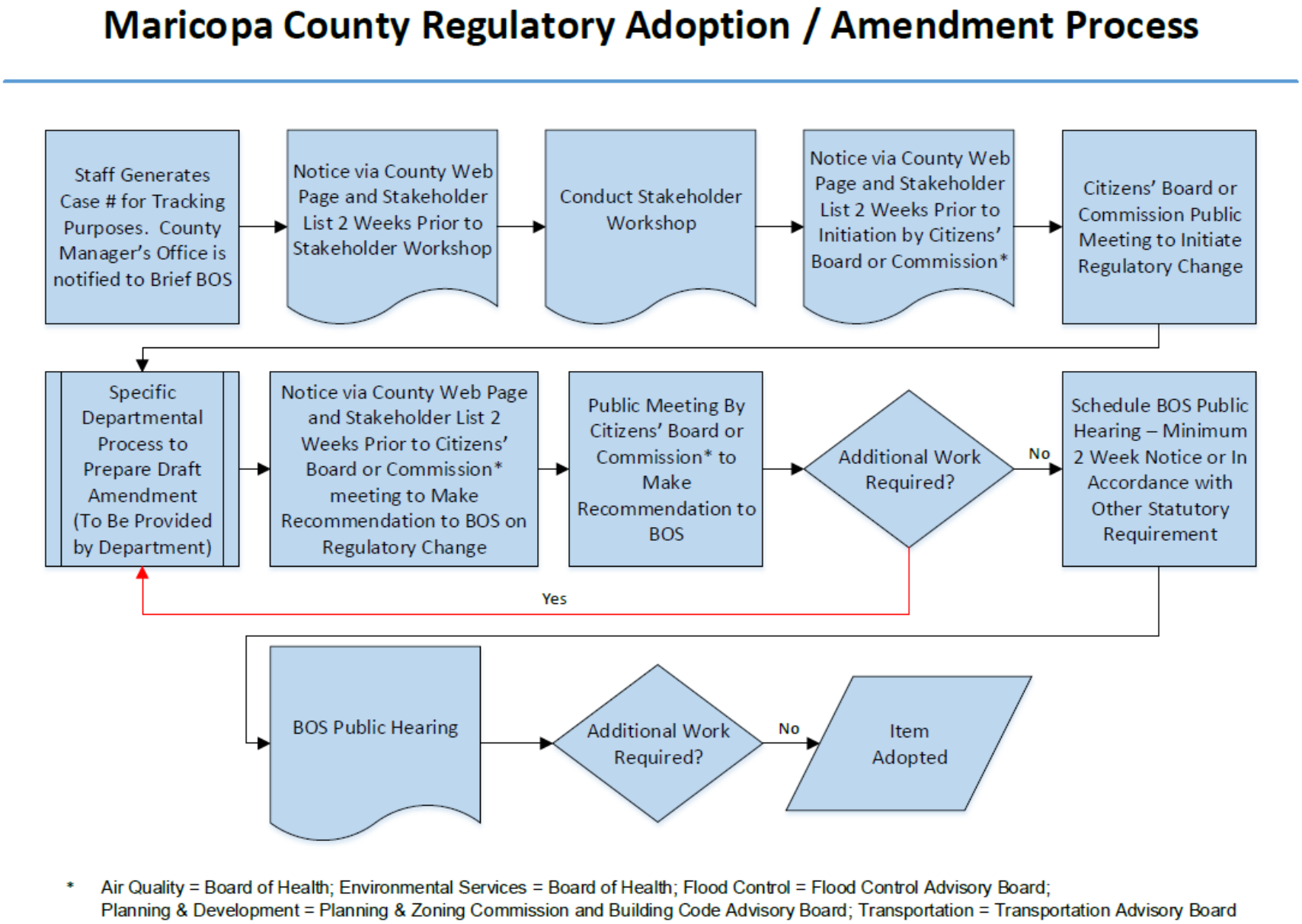
Part I: Program Basics

Total Revenue by Permit Class:



Part II: Regulatory Foundation

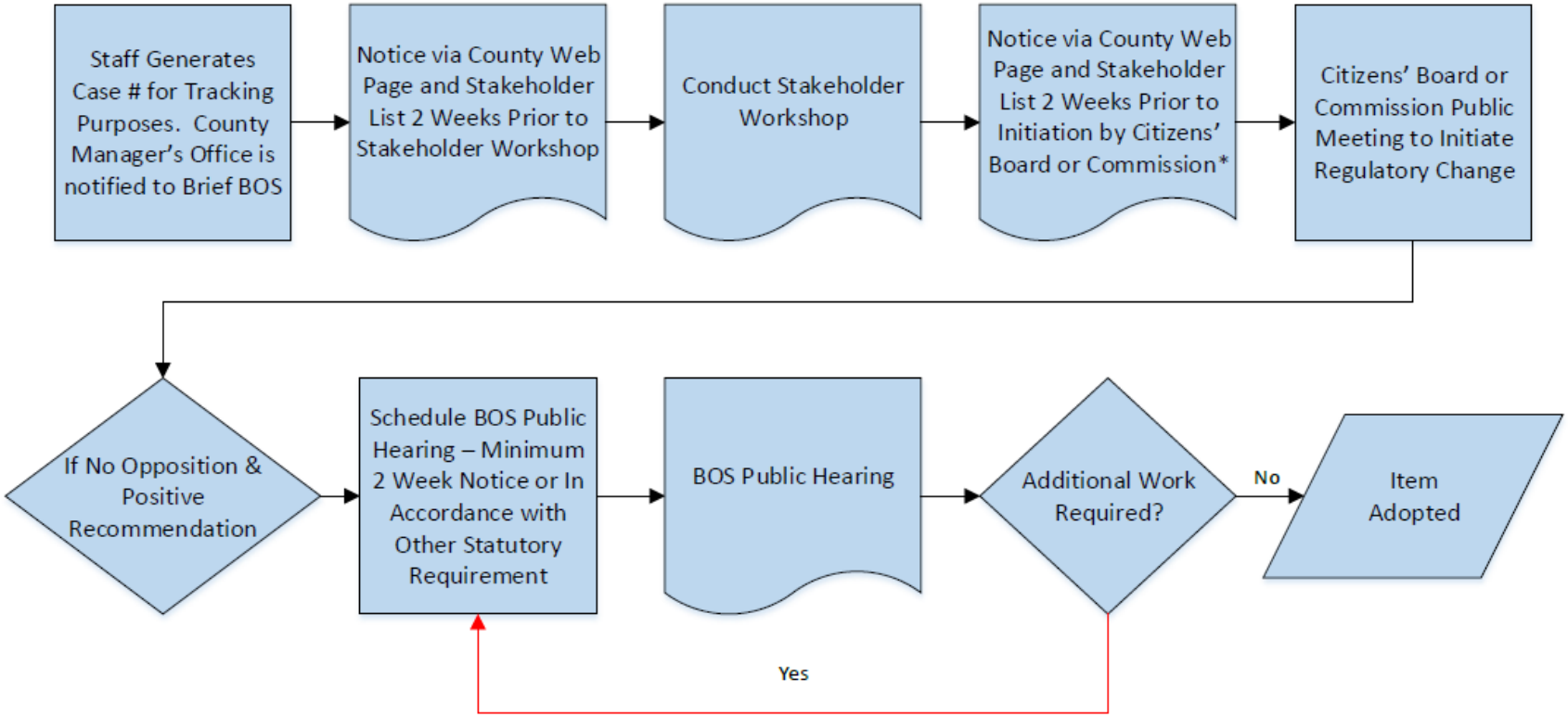
Enhanced Regulatory Outreach Process:



* Air Quality = Board of Health; Environmental Services = Board of Health; Flood Control = Flood Control Advisory Board; Planning & Development = Planning & Zoning Commission and Building Code Advisory Board; Transportation = Transportation Advisory Board

EXPEDITED

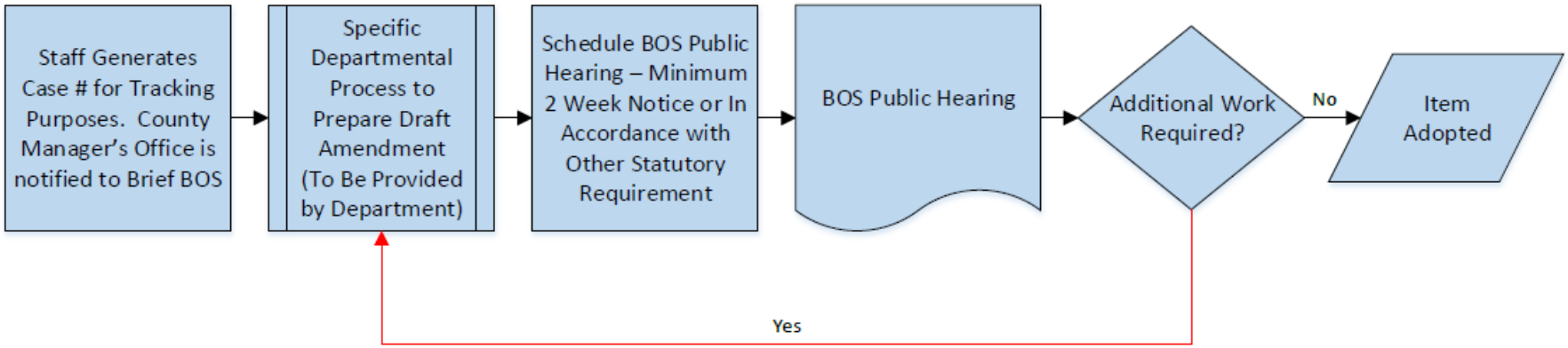
Maricopa County Regulatory Adoption / Amendment Process



* Air Quality = Board of Health; Environmental Services = Board of Health; Flood Control = Flood Control Advisory Board; Planning & Development = Planning & Zoning Commission and Building Code Advisory Board; Transportation = Transportation Advisory Board

INCORPORATION BY REFERENCE

Maricopa County Regulatory Adoption / Amendment Process



National Association of Counties Achievement Award for the Enhanced Regulatory Outreach Program (EROP):

NACo Achievement Award Search

NATIONAL ASSOCIATION of COUNTIES NACo

NACo Home Page Award Search

Enhanced Regulatory Outreach Program

Maricopa County, AZ
Program Year: 2014

Abstract:
Maricopa County implemented the Enhanced Regulatory Outreach Program (EROP) on January 9, 2013. The purpose of the program is to provide a platform that allows stakeholders multiple opportunities for input regarding the adoption and amendment of all regulatory requirements that fall under the purview of Maricopa County. The unique program web-site serves as a framework under which all departments and special districts must conduct their rulemaking and ordinance adoption activities so citizens can obtain this information from one spot. All stakeholder input is collected and presented to the appropriate advisory board or commission and the Board of Supervisors before a vote takes place. Over 10,140 stakeholders subscribe to the EROP to receive meeting notifications, links to staff reports, and information to track where a proposed regulation is in the ten-step process. Maricopa County implemented this program so that no participant could say, "I did not know where the proposed regulation was in the process or my voice was never heard."

Contact:
Ms. Suzanne Gray
Special Projects Manager

Part II: Training Program

Environmental Health Training Program Curriculum:

Trainee Name: _____Hire Date: _____

Classroom Training

QA-Training Provided	Subject (DPPN / SOP if applicable)	Date Training Completed
General Employee Training	ADP, Time Worked, Entering/Editing Time Policy	
	Badge Training and Issuance *(DPPN: 10-11-05)*	
	Title 11: Inspection Rights	
	Inspection Communication	
Computer Training	Accela -AA / AMO / OnBase -	
	SharePoint / Outlook / EBC	
	Mock Inspections and Report Writing	
EH Inspection Procedures	Food Code/Inspection Training *(SOP: EH 08 &09)*	
	General Permit Types and Risk Classes *(SOP: EH 08)*	
	Award Card System	
	School Grounds / Waterboys	
	Residence Accommodations / Bed Bugs	
	Pet Shops	
	Complaint process -Field and workflow *(SOP: EH 03)*	
	AMC and Long-Term Intervention *(SOP: EH 06)*	
	Cutting Edge Program	
	Attend an AMC Class	
	Suspensions *(SOP: EH 02)*	
	New Owners *(DPPN: 10-10-31 & 10-15-42 / SOP: EH 04)*	
	LAR's *(DPPN: 10-11-36 / SOP: EH 02)*	
External Program Presentations	Environmental Related Illness	
	Chinese Liaison	
	Spanish Liaison	
	Stormwater	
	Safety Committee Presentation	
	Mobile Food & Special Events	
	Plan Review & Plumbing (through the HUB after assignment)	
	HACCP/Variance (through the HUB after assignment)	

Online / County Training

Online	Hazard Communication & GHS	
	ICS 100 *(online)*	
	NIMS 700 *(online)*	
	FDA Communication Skills for Regulators (ORAU)	
County	New Employee Orientation	
	Defensive Driving (within first 45 days of hire)	

Part II: Training Program

Other Trainings

Meet with ES Director & Deputy Director	
Meet w/EH Division Manager	
Meet w/Q&C Division Manager	
Co. & Dept. Organizational Chart	

R.S. Exam Training - *Studying is each individual's responsibility*

Tours & Presentations

Water Treatment Plant Tour		Drinking Water Presentation	
Waste Water Treatment Plant Tour		Waste Water Presentation	
Landfill Tour		Indoor Air Presentation	
Administrative Law Presentation		Outdoor Air & Noise Presentation	
Vector Presentation		Radiation Presentation	
Disease and Epidemiology Session			

Exam Date: _____ ____Passed ____Failed
Exam Date: _____ ____Passed ____Failed
Exam Date: _____ ____Passed ____Failed

Comments: [Missed trainings / Make up sessions / Other remarks]

Training Liaison_____ Date:_____ Supervisor_____ Date_____

National Association of Counties Achievement Award for the Enhanced Regulatory Outreach Program (EROP):

NACo Achievement Award Search

NATIONAL ASSOCIATION of COUNTIES NACo

NACo Home Page Award Search

Training the Best Environmental Health Specialists!

Maricopa County, AZ
Program Year: 2012

Abstract:
As many states are requiring county employees to pass certain tests and qualifications, local governments are creating programs to help their employees pass state tests. The Maricopa County Environmental Services Department (MCESD) has developed a comprehensive training program to provide all new employees the knowledge necessary to pass the Arizona Registered Sanitarian (RS) state-mandated exam. This new training program not only focuses on the specific job tasks that MCESD employees will be responsible for but also be cross trained in other environmental health related programs to enable them to obtain professional certification. Ever since the program's inception and implementation, the passing rate of newly hired Environmental Health Specialists (EHS) on the first attempt increased from 36% in 2007 to 92% in 2011, with 100% of employees passing during their first year.

Contact:
Ms. Joan Minichiello
Management Analyst

Electronic Inspection Form:

Maricopa County
Environmental Services Department
Environmental Health Division
Food Inspection Report

Date: 03/10/2015
Start Time: 02:39 PM
Permit ID: FD-00000
Expires: 07/31/2015

Purpose: Complaint Inspection

Business Name: Restaurant & Cantina A

Address: 1000 N DOBSON RD, MESA, AZ 85000

Terms:

- PRIORITY VIOLATION is a major violation that directly contributes to increasing the risk of foodborne illness or injury.
- PRIORITY FOUNDATION VIOLATION is a minor violation that does not directly contribute to an increased risk of foodborne illness but failure to correct this violation may lead to the occurrence of a PRIORITY VIOLATION.
- CORE VIOLATION is a minor violation that relates to general maintenance and sanitation.

PRIORITY VIOLATION(S):

- **Category 19 - Proper hot holding temperatures: 3-501.16(A)(1), P**

  Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot Holding>>>Observed beans in hot holding unit at 126*F. Per PIC food had been in unit for less than 2 hours. Food was removed and reheated to 165*F at time. Verbal RCP conducted for repeated violation. Discussed monitoring hot holding and ensuring temperature.

  Corrected Corrected At Time Of Inspection.

- **Category 26 - Toxic substances properly identified, stored, and used: 7-201.11, P**

  Separation-Storage>>>Observed open bottle of green cleaner being stored on shelf above containers of spices and sugar. Instructed PIC to move chemical to other location at time.

  Corrected Corrected At Time Of Inspection.

CORE VIOLATION(S):

- **Category 37 - Contamination prevented during food preparation, storage & display: 3-307.11, C**

  Miscellaneous Sources of Contamination>>>Observed toothpicks being stored on shelf directly above open hot holding unit with open food hot holding. Instructed PIC to move toothpicks to other location.

  Corrected Corrected At Time Of Inspection.

- **Category 41 - In-use utensils: properly used: 3-304.12 , C**

  In-Use Utensils, Between-Use Storage>>>Observed ice scoop being stored on cardboard on shelf. Instructed employee to keep scoop in container in between uses.

  Corrected Corrected At Time Of Inspection.

General Comments

This establishment received a(n) C Grade and had 2 Priority, 0 Priority Foundation and 2 Core violations on this inspection.
No County legal action will result from this inspection.
This inspection was done as a result of a citizen's complaint. No evidence was found to support the allegations made in the complaint.

Part II: HACCP and Risk Factor Compliance

GENERAL PERMIT & INSPECTION INFORMATION

Permit Holder:	Owner A	**Permit Type:**	& D 10+ Seating, Class 4
Mailing Address:	900 E Mckellips Rd	**Permit Location:**	class 4
Phone Number:	(602)555-0052	**District:**	ER 04
Email:		**Award:**	C
Food Manager Licenses:	1	**Embargoed:**	0

Status indicates whether the item was met during the evaluation.
Key: IN = In Compliance OUT = Not in Compliance N/O = Not Observed N/A = Not Applicable
Foodborne Illness Risk factors are food preparation and employee behaviors most commonly reported to the Centers for Disease Control and Prevention (CDC) as contributing factors in foodborne illness outbreaks. The specific observations made in a category market "OUT" can be found at the beginning of this report.

Foodborne Illness Risk Factors:

	Status	Item
01	In	Certification by accredited program, compliance with Code, or correct responses
02	In	Management Awareness; policy present
03	In	Proper use of reporting, restriction & exclusion
04	In	Proper eating, tasting, drinking, or tobacco use
05	In	No discharge from eyes, nose, and mouth
06	In	Hands clean & properly washed
07	In	No bare hand contact with RTE foods or approved alternate method properly followed
08	In	Adequate hand washing facilities supplied & accessible
09	In	Food obtained from approved source
10	N/O	Food received at proper temperature
11	In	Food in good condition safe, & unadulterated
12	N/A	Required records available; shell stock tags, parasite destruction
13	In	Food separated & protected
14	In	Food-contact surfaces: cleaned & sanitized
15	In	Proper disposition of returned, previously served, reconditioned & unsafe food

	Status	Item
16	In	Proper cooking time & temperatures
17	In	Proper reheating procedures for hot holding
18	In	Proper cooling time & temperatures
19	Out	Proper hot holding temperatures
20	In	Proper cold holding temperatures
21	In	Proper date marking & disposition
22	N/A	Time as a public health control: procedures & record
23	In	Consumer advisory provided for raw or undercooked foods
24	N/A	Pasteurized foods used; prohibited foods not offered
25	N/A	Food additives; approved and properly used
26	Out	Toxic substances properly identified, stored, and used
27	N/A	Compliance with variance, specialized process, & HACCP plan

Based on this inspection, the issues / items listed above identify violations of the Maricopa County Environmental Health Code and/or FDA 2009 Food Code. Failure to comply with the Code may result in permit suspension, permit revocation, Notice of Violation and Demand for Compliance, Cease and Desist, citation or referral to the County Attorney's Office. Priority & Priority Foundation violations are required to be corrected at the time of inspection or within a timeframe specified by the inspector, not to exceed 10 calendar days. Core violations are to be corrected within 90 days, unless otherwise noted on this inspection report. For additional compliance assistance, please contact the inspector listed below or their supervisor. If violations were noted on a previous inspection and have been corrected, legal enforcement action may already have been initiated and will continue. Violations found on any inspection may be used to determine a pattern of non-compliance.

Received By:
Fulano de Tal

Environmental Health Specialist:
Erika Jones

Supervisor:
Tracy Sanchez

480-555-7655

TSanchez23@mail.maricopa.gov

Environmental Service Department

Environmental Health Division

Business Name: Restaurant & Cantina A

Permit Number: FD-00000

C

3/10/2015

www.maricopa.gov

This award card is property of the Maricopa County Environmental Services Dept. Tampering or altering this card may result in legal action.

MARICOPA COUNTY
ENVIRONMENTAL SERVICES DEPARTMENT
ENVIRONMENTAL HEALTH DIVISION

SOP: EH-06
Created: 07/20/11
Revised/Effective: 9/9/16

STANDARD OPERATING PROCEDURE

Long-Term Intervention Strategies

I. PURPOSE

The purpose of this policy is to provide operators with tools for achieving long-term correction of Priority and/or repetitive violations.

II. APPLICABILITY

Applies to all personnel involved in regulating Environmental Health Programs.

III. BACKGROUND

Achieving long-term correction of out of control Priority items is critical to reducing the risk of foodborne illness to consumers. Taking a preventive rather than reactive approach through a continuous system of policies, training, and verification ensures repetitive violations are avoided and food safety hazards minimized. The purpose of this policy is to engage operators in active managerial control of their establishments at all times, especially when there are consecutively occurring violations that can lead to foodborne illness. This policy provides intervention strategies for supporting the operator to increase the probability of successful long-term compliance.

IV. REFERENCES

A. Maricopa County Environmental Health Code (MCEHC)

B. U.S. Food and Drug Administration (FDA) Food Code 2013 Annex 5, 5. Achieving On-site and Long-term Compliance

C. Voluntary National Retail Food Regulatory Program, Standards 3 and 4 (FDA)

D. Managing Food Safety: A Regulator's Manual For Applying HACCP Principles to Risk- based Retail and Food Service Inspections and Evaluating Voluntary Food Safety Management Systems (FDA)

V. DEFINITIONS

A. Pattern of Non-Compliance: Refer to SOP EH 02

VI. POLICY

Employees of this Department, who are involved in Environmental Health programs, shall read, understand and comply with operating procedures that apply to them.

VII. PROCEDURES

A. AMC Intervention Visit

1. When a Priority item, of the same code reference, is noted on two consecutive inspections, the EHS shall discuss the importance of having Active Managerial Control (AMC) of the out of compliance foodborne illness risk factor. The EHS should offer to schedule a separate visit to assist the operator in developing an AMC Intervention Plan. This AMC Intervention Plan visit is voluntary for the operator. When scheduling this visit, EHS staff must request that key personnel (owner, person in charge, etc.) are present. The following steps should be taken for an AMC Intervention Plan.

2. The EHS will add the following inspection comment with case specific details:

A pattern of non-compliance is developing for Priority violation # [ ], [code reference], which has been noted during this inspection. An Active Managerial Control Intervention Visit was offered to the person in charge. Failure to correct repeat violations may result in legal action.

3. If the operator accepts the offer, once the comprehensive inspection is completed, the EHS will:

a. Schedule the AMC Intervention Plan visit with the operator within 2 weeks of the completed comprehensive inspection. The EHS may coordinate with the department language liaisons if a language barrier exists.

b. Remind the PIC that all key personnel should be present at the AMC Intervention Plan visit.

c. Request that the operator start developing a strategy which includes Policy, Train, and Verify for long term correction prior to the AMC Intervention Plan visit. Provide the operator any supporting documentation that may assist them in this process, such as Division Active Managerial Control Policy templates and guidance materials. The EHS may direct the operator to the Department's Cutting Edge Training Video- Section (3). https://www.youtube.com/watch?v=gbNeqXGTrj8

d. Create a new inspection type of Risk Control Plan in AMO while onsite and submit it as scheduled (leave the inspection status field blank).

4. When staff return for the AMC Intervention Plan visit, it will consist of:

a. Conducting a root cause analysis of the out of compliance risk factor(s). This analysis will determine why AMC of the risk factor is lacking – whether it is Policy, Training, and/or Verification, (or any combination of these).

i. Policy - Has a policy been developed for the risk factor(s)? Is it being followed? Is the existing policy ~~in~~adequate? Does the policy contain corrective actions? etc.

ii. Training – Are employees trained on the risk factor policy? Is the training ~~in~~adequate? Do employees need refresher training? etc.

iii. Verification – Are verification steps in place? Are the verification steps ~~in~~adequate? Is verification being done in a timely manner? Who is checking the checker? etc.

b. Assisting the establishment in developing a meaningful, written AMC Intervention Plan that documents policies/procedures for risk factor compliance, staff training on the policies/procedures, and verification steps to ensure the policies/procedures are being followed. If operator does not have existing documentation, they may use the Division Active Managerial Control Policy templates to document their intervention plans.

c. Prior to completion of the AMC Intervention Plan visit, staff will add the following inspection comment with case specific details:

An Active Managerial Control Intervention Plan for foodborne illness risk factor(s) # [_] [code ref] was developed with the person in charge.

5. The Division will follow up with an electronic survey of those who received AMC Intervention Plan to see how the plan/intervention strategies are working for the establishment and if necessary suggest any adjustments.

B. AMC Class Intervention

1. When a Priority item, of the same code reference, is noted on three consecutive inspections, the EHS shall provide the person in charge with the opportunity to attend an Active Managerial Control (AMC) class in lieu of requesting legal action for a pattern of noncompliance, as described in EH-02.

2. If the person in charge declines the opportunity to attend the AMC class, the EHS will:

a. Add the following comment, with case specific details:

A pattern of non-compliance for Priority violation # [ ], [code reference] has been noted during this inspection. The person in charge declined the opportunity to attend the Department's Active Managerial Control Class.

b. Submit a legal action request for a pattern of noncompliance, as per SOP EH-02.

3. If the person in charge accepts the offer to attend the AMC class:

a. The permit holder and/or key personnel will be required to attend the next available AMC class, not to exceed 21 calendar days from the time of the inspection.

b. The EHS will set the date for the AMC class and will document the date on the inspection report.

c. The EHS will remind the PIC that the permit holder and/or key personnel should be present at the AMC Class.

d. The EHS will document the appropriate legal comment on the inspection report.

e. If the permit holder and/or key personnel attend the AMC class, an advisory will be entered into the permit record to document attendance, along with the comment "No County legal action will result from this inspection."

f. If the permit holder and/or key personnel do not attend the AMC class on the prescribed date, a legal action request for a pattern of noncompliance will be processed.

NOTE: If the permit holder and/or key personnel from the establishment attend the AMC class and the same Priority item, of the same code reference, is found on the next inspection, legal action for a pattern of noncompliance will be initiated.

C. Corrective Action Request Letter (CARL)

1. A CARL may be used to bring the occurrence of repetitive violations to the operator's attention and/or to compel the operator to engage in an AMC intervention plan and/or attend an AMC class.

2. A CARL cannot be used in lieu of procedure VII (A) or VII (B) of this policy.

D. Other intervention strategies should be considered and offered during routine inspection activities (i.e. menu modifications, purchasing of new equipment, etc.) in order to gain long term correction.

Signed copy on file

Andrew Linton, CPM, R.S. Division Manager

Food Establishments

Environmental Health Division

Food Establishments

Public Accommodations

Pet Shops/Groomers

School Grounds

HACCP/Variance Guide

Many specialized food processing methods require a Hazard Analysis Critical Control Point (HACCP) plan and may also require a variance be submitted and approved by the Department prior to implementation. These specialized operations may require the person in charge and food employees to use specialized equipment and demonstrate specific competencies. No person or establishment shall conduct a specialized food process without prior authorization. It shall be the full responsibility of said person or establishment that a specialized operation shall be in full conformance with approved plans and specifications.

Establishments may apply to the regulatory authority (Department) for a variance or exemption to use a specific food safety performance standard for a product or a process in lieu of compliance with otherwise applicable specifications in the food code. However, to show compliance with the performance standard, the establishment shall demonstrate that processing controls are in place to ensure that the standard is being met, and demonstrates that the hazard, risk, or nuisance associated with the code has been abated or controlled.

Establishments seeking approval for a HACCP plan or variance shall submit an application and supporting documentation for each separate specialized process consistent with the criteria provided in the Maricopa County Environmental Health Code. The list of required supporting documents can be found on the HACCP/Variance application: http://www.maricopa.gov/DocumentCenter/Home/View/5805.

A food establishment shall obtain a variance from the Department as specified in §8-103.10 and under §8-103.11 (U.S. Food and Drug Administration 2013 Food Code) before the establishment performs the specified operations in accordance with approved plans pursuant to §8-103.12. A variance is required for each separate physical location and process.

If a submitted variance application, supplemental documentation, procedures, and verification have been found to meet the minimum requirements as specified under code, it may be subsequently approved with stipulations.

An approval of a variance submittal by the Department does not indicate compliance with any other code, law or regulation that may be required - federal, state, or local.

HACCP/Variance Guide (continued)

HACCP (Hazard Analysis Critical Control Point) Plan

A HACCP Plan is a written document that formally reviews the hazards and risks associated with a process, and specifically addresses these hazards and risks with explicit procedures and monitoring to ensure the hazard or risk has been not created. The plan shall be developed and incorporate the HACCP Principles. It should list all relevant food code sections that would be affected by the issuance of a variance. Provide an analysis of what hazards/risks/nuisances that may be created by the issuance of this variance and how these hazards/risks/nuisances will be abated. A HACCP plan with detailed specifications should include flow diagrams, if applicable.

The concept of HACCP (Hazard Analysis Critical Control Point) was first created when the National Aeronautics and Space Administration (NASA) first asked the Pillsbury Company to ensure a safe food safety system in order to avoid foodborne illness for U.S. manned space flights. Internationally, HACCP is recognized as a proactive science based risk management tool to prevent hazards in food safety systems. A HACCP system focuses on three areas of food safety hazards: physical, biological, and chemical. Regulations and recommendations have been developed for safe food practices relating to personnel, buildings and facilities, equipment, production, and process controls.

HACCP is considered a vital component in proper food establishment design. However, the risk management tool is not considered a “stand-alone” food safety system. Design and construction are essential prerequisites and must be put in place prior to the implementation and operation of effective food production practices. The purpose of quality plan review is to ensure that food establishments are safe, sanitary, and efficient. Proper design, construction, and HACCP principles work to achieve these purposes and minimize the aforementioned hazards.

Effective HACCP principles are essential to a successful food establishment and begin with the design and layout of the facility, monitoring the food flow through the establishment, from delivery, storage, preparation, cooking, service and consumption. A well-designed progressive straight-food flow system will minimize cross-contamination and maximize efficiency in an establishment.

HACCP/Variance Guide (continued)

HACCP (Hazard Analysis Critical Control Point) Plan (continued)

Good manufacturing policies or practices, standard operating procedures (SOPs), and documentation are essential to an establishment's HACCP-based food safety program and control over potential hazards. HACCP policies specifically address requirements set out in the FDA Food Code. Additional standards or good retail practices are required as foundation for food safety and are detailed in the FDA Food Code. Examples include employee hygiene, employee restriction or exclusion, general sanitation, design, etc.

The FDA Food Code §8-201.14(B) (2) requires that an establishment utilizing a HACCP-based food safety program provide a food flow diagram by specific food or category and information on the following: ingredients, materials, equipment, formulations or recipes that delineate methods and procedural control measures that address the food safety concerns involved. An establishment shall provide as much information as required to inform this regulatory authority that the equipment or supplies will not increase the hazards and, in fact, will function to minimize hazards.

HACCP Principles

A series of steps that should be followed to develop and implement a HACCP plan:

1. Conduct a hazard analysis.
2. Identify the Critical Control Points (CCPs) in the process.
3. Establish critical limits for preventative measures associated with each identified CCP.
4. Establish CCP monitoring requirements.
5. Establish corrective action to be taken when monitoring indicates that there is a deviation from the established critical limit.
6. Establish procedures for verification that the HACCP system is working correctly; and
7. Establish effective recordkeeping procedures that document the HACCP system.

For further guidance on developing a HACCP Plan, please visit the U.S. Food & Drug Administration page on HACCP Principles & Application Guidelines:

https://www.fda.gov/Food/GuidanceRegulation/HACCP/ucm2006801.htm#app-b

HACCP/Variance Guide (continued)

Variance

"**Variance**" means a written document issued by the Department that authorizes a modification or waiver of one or more code requirements, if in the opinion of the regulatory authority, a health hazard, risk, or nuisance will not result from the modification or waiver. Before a variance from a requirement of code is approved, documentation and justification of the proposed variance shall be provided by the establishment requesting the variance. If a variance is granted, the Department shall retain the information specified under §8-103.11 in its records for the establishment. The establishment shall perform the specified operations in accordance with approved plans pursuant to §8-103.12 and shall provide records upon request to the Department or its representatives pursuant to §8-103.12.

Variance Required: variances are required for any establishment that performs one or more of the following procedures listed under §3-502.11 and 3-502.12 of the 2013 FDA Food Code including:

1. Smoking food as a method of food preservation rather than as a method of flavor enhancement;
2. Curing food using nitrates or nitrites;
3. Using food additives or adding components such as vinegar as a method of food preservation rather than as a method of flavor enhancement, or to render a TCS food so that it is not non-TCS;
4. Packaging TCS foods using a reduced oxygen packaging method, except where the growth of and toxin formation by Clostridium botulinum and the growth of Listeria monocytogenes are controlled as specified under § 3-502.12;
5. Operating a molluscan shellfish life-support system display tank used to store or display shellfish that are offered for human consumption;
6. Sprouting seeds or beans;
7. Preparing food by another method that is determined by the Department to require a variance, including but not limited to on-site fish slaughtering, or repackaging of shellfish from containers bearing legible source identification tags or labels that are affixed by the harvester, or dealer that depurates, ships, or reships the shellstock, as specified in the National Shellfish Sanitation Program Guide for the Control of Molluscan Shellfish, etc.

HACCP/Variance Guide (continued)

Variance Verification and Validation

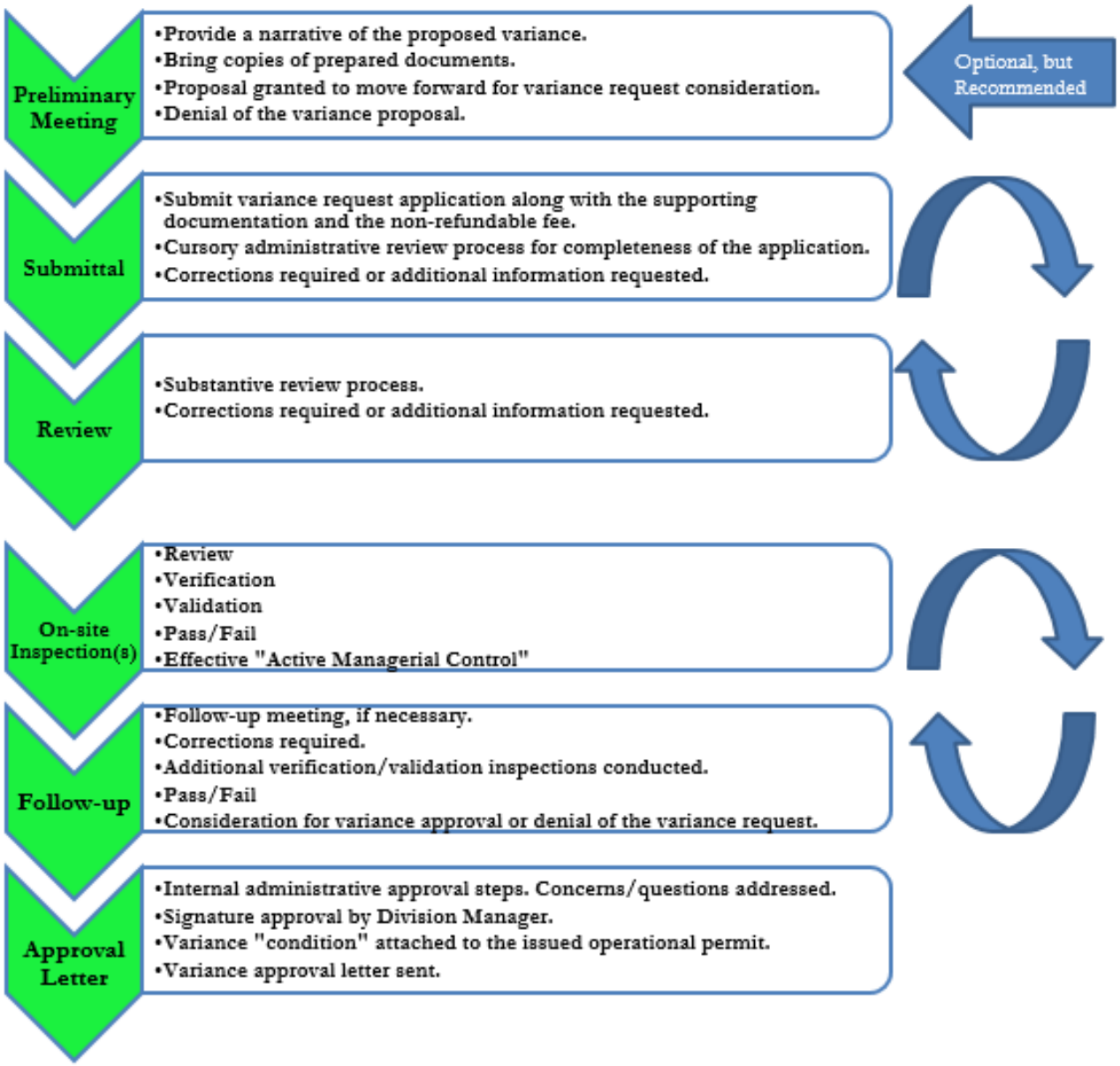
Once a variance application or exemption has been approved, the Department expects that the process and procedures that have been submitted and approved shall be conducted in accordance with the submitted request, as required by §8-103.12 of the 2013 FDA Food Code. Department staff shall verify that the process and procedures are being maintained in accordance with the stipulated approval that was issued. Personnel in Environmental Health Programs shall verify that a copy of the establishment's reviewed and approved variance or exemption packet is maintained onsite. This packet shall include:

1. A copy of the variance approval letter, which lists the stipulation items that must be followed to maintain approval.
2. A copy of the Department approved HACCP Plan, if a HACCP Plan is required.
3. The last 6 months of logs used for monitoring critical control points, if required by the stipulated approval.

Personnel shall review records and documents as required by the stipulated variance approval. These documents must be readily available and presented for inspection upon request by Environmental Health personnel. Personnel shall verify that the establishment is not deviating from the approved HACCP Plan without prior Department approval. To obtain prior Department approval resubmittal of the variance or exemption request may be required. If during an inspection by Environmental Heath personnel any deviation from the approved HACCP Plan or procedure is observed, then a violation may be documented and legal action may be initiated.

HACCP/Variance Guide (continued)

Variance Submittal|Review Process



Part II: Quality Assurace and Uniformity

Field Evaluation Guidance:

PRE-INSPECTION

1. **Has required equipment and forms to conduct the inspection**

   Possesses the equipment required to assess control of foodborne illness risk factors in the establishment, document the inspection findings, and provide the Person In Charge with inspection documentation. Refer to SOP EH-09.

2. **Verifies that the establishment is in the proper risk category and that the required inspection frequency is being met. Informs supervisor when the establishment is not in the proper risk category or when the required frequency is not met.**

   Recognizes when an establishment is assigned the correct class category, based on SOP EH-08. If an establishment is assigned the wrong class category, takes the appropriate steps to assign the correct class category (discuss class category change with the Person In Charge, document discussion regarding class category change, and inform supervisor). Informs supervisor regarding establishments that will not receive the required number of inspections based on the assigned class category (i.e. the establishment was not in operation for an extended period of time, the class category was changed during the inspection cycle, etc.).

3. **Reviews permit information including; ownership information, previous inspection reports, complaints on file, and, if applicable, required HACCP Plans or documents supporting the issuance of a variance.**

   Prior to entering the establishment;
   - Reviews the establishment's file for correct ownership information including billing, mailing, and/or email addresses.
   - Reviews previous inspection reports to identify repeated violations, advisory inspections, and/or citizen's complaints.
   - Reviews permit conditions including variance stipulations, bare hand contact stipulations, related advisory information, and/or dog friendly patio permits.

4. **Provides identification as a regulatory official to the person in charge and states the purpose of the visit. Conducts ice breaker. Obtains signature on inspection rights log.**

   Upon entering the establishment the inspector will properly identify themselves presenting a County ID and when necessary their assigned Flat Badge. Notifies the person in charge of the establishment the purpose of the visit. Refer to SOP EH-03, SOP EH-06 and SOP EH-09 for inspection types/purposes.

Part II: Quality Assurace and Uniformity

INSPECTION

5. **Interprets and applies the jurisdiction's codes and policies required for conducting retail food establishment inspections.**

    - Employs the Maricopa County Health Code and the 2013 FDA Food Code and Annexes.
    - Utilizes Maricopa County ESD DPPNs, EH SOPs EH-03, EH-08, EH-09, current EH Standards Committee Decisions, ESD Department Decisions, EH Substantive Policy Statements, and EH guidance documents as necessary.

6. **Uses risk-based inspection methodology to conduct the inspection.**

    Conducts inspection according to Annex 5 of the FDA Food Code, section 4. Risk Based Inspection Methodology.

7. **Accurately determines the compliance status of each risk factor and FDA Food Code intervention.**

    - Assesses the 27 Foodborne Illness Risk Factor items during comprehensive inspections following Guide 3B "Marking Instructions" in Annex 7 of the FDA Food Code.
    - Follows the Cutting Edge Guidance Document to accurately determine compliance for the 10 risk factors assessed during a Cutting Edge verification visit.

8. **Obtains corrective action for out-of-compliance risk factors and FDA Food Code interventions in accordance with the department's policies.**

    Corrective action is obtained at time of inspection or within the time frames outlined under section 8-405.11 of the FDA Food Code and/or under SOP EH-02.

9. **Discusses options for the long-term control of risk factors with establishment's managers, when the same out-of-control risk factor occurs on consecutive inspections, in accordance with the jurisdiction's policies.**

    Accurately applies SOP EH-06 Long Term Intervention Strategies when discussing options to control risk factors with violations on consecutive inspections.

10. **Verifies correction of violations identified during the previous inspection. In addition, follows through with legal actions/procedures in accordance with the department's policies.**

    Applies DPPN 10-11-36, SOP EH-02 and SOP EH-06.

11. **Properly assesses Good Retail Practices defined in the 2013 FDA Food Code.**

    Assesses and documents violations for Good Retail Practices items 28 – 54 per FDA Food Code, Annex 5 and Annex 7 – Guide 3-B

Part II: Quality Assurace and Uniformity

12. **Demonstrates proper sanitary practices during inspection.**

    Conducts inspection following Annex 5 of the FDA Food Code – Risk Based Inspection Methodology 4B: Lead by Example.

DOCUMENTATION

13. **Completes inspection form per the Department's policies**

    When filling inspection form, reference the following to ensure for is properly completed;
    - Employs the Maricopa County Health Code and the 2013 FDA Food Code and Annexes.
    - Utilizes Maricopa County ESD DPPNs, EH SOPs EH-03, EH-08, EH-09, current EH Standards Committee Decisions, ESD Department Decisions, EH Substantive Policy Statements, and EH guidance documents as necessary.
    - Refer to FDA Food Code Annex 5

14. **Properly documents the compliance status of each FDA Food Code risk factor, good retail practice and intervention (IN, OUT, NA, NO)**

    Refer to FDA Food Code Annex 5 and Annex 7 - Guide 3-B

15. **Cites proper code provisions for FDA Food Code risk factors, good retail practices and food code interventions, in accordance with department's policies. Documents corrective action for out-of-compliance risk factors and food code interventions, in accordance with the department's policies.**

    Properly documents violations and corrective actions using the following;
    - FDA Food Code provisions
    - Maricopa County Environmental Health Code
    - Standards Committee Decisions
    - Substantive Policy Statements
    - Department Decisions

16. **Documents that options for the long-term control of risk factors discussed with establishment's manager's when the same out-of-control risk factor occurs on consecutive inspections.**

    Properly applies EH-06 when documenting discussion of long term corrective action.

17. **Compliance or regulatory documents are accurately completed, appropriately cross-referenced within the inspection report, and included with the inspection report, in accordance with the department's policies.**

    Accurately completes all documents associated with inspection report in accordance with SOP EH-02, SOP EH-09 and DPPN 10-11-36 i.e. (embargo form, permit suspension, legal action/legal comments.)

Part II: Quality Assurace and Uniformity

18. Files reports and other documentation in a timely manner, in accordance with the department's policies.

- Meets regulatory requirements and department guidelines for timeliness when submitting inspection documentation.
- Follows DPPN 10-12-40 for inspection signature right logs.

POST INSPECTION

19. Provides the inspection report and, when necessary, cross-referenced documents, to the person in charge or permit holder. Conducts an exit interview explaining; positive behaviors, the out-of-compliance observations, corrective actions, and timeframes for correction, in accordance with the department's policies.

- Reviews full inspection report and all findings with the person in charge with emphasis on contributing factors to foodborne illness and Food Code interventions
- Explains the public health significance of the inspection observations.
- Answers questions or concerns pertaining to items on the inspection report.
- Provides inspection report to operator via email or signed paper report according to department procedures and regulatory requirements.
- Provides relevant guidance documents to assist operator in gaining Active Managerial Control over out of compliance risk factors i.e. (time control, parasite destruction, etc.)
- Refer to EH SOPs – EH-02, EH-03, EH-06, 2013 FDA Food Code section 8-4.

20. Emphasizes concepts of Active Managerial Control and/or the Cutting Edge Program

Incorporates discussion of AMC or Cutting Edge during the inspection as relevant to observations or current policy.

Part II: Quality Assurace and Uniformity

Field Evaluation Tool:

EHS _____ Date _____

Establishment/Permit _____

Pre-inspection

		Yes	No	N/A	Points
1	Has required equipment and forms to conduct the inspection.				5
2	Verifies that the establishment is in the proper risk category and that the required inspection frequency is being met. Informs supervisor when the establishment is not in the proper risk category or when the required frequency is not met.				5
3	Reviews permit information including; ownership information, previous inspection reports, complaints on file, and, if applicable, required HACCP Plans or documents supporting the issuance of a variance.				5
4	Provides identification as a regulatory official to the person in charge and states the purpose of the visit. Conducts ice breaker. Obtains signature on inspection rights log.				5

Comments

Inspection

		Yes	No	N/A	Points
5	Interprets and applies the jurisdiction's laws, rules, policies, procedures, and regulations required for conducting retail food establishment inspections.				5
6	Uses risk-based inspection methodology to conduct the inspection.				5
7	Accurately determines the compliance status of each risk factor and Food Code intervention.				5
8	Obtains corrective action for out-of-compliance risk factors and Food Code interventions in accordance with the department's policies.				5
9	Discusses options for the long-term control of risk factors with establishment's managers, when the same out-of-control risk factor occurs on consecutive inspections, in accordance with the jurisdiction's policies. Refer to SOP EH-06.				5
10	Verifies correction of violations identified during the previous inspection. And, follows through with legal actions/procedures in accordance with the department's policies.				5
11	Properly assesses Good Retail Practices				5
12	Demonstrates proper sanitary practices during inspection.				5

Comments

Part II: Quality Assurace and Uniformity

Documentation

		Yes	No	N/A	Points
13	Completes inspection form per the department's policies (i.e. observations, corrective actions, compliance dates).				5
14	Properly documents the compliance status of each risk factor and intervention (IN, OUT, NA, NO).				5
15	Cites the proper code provisions for risk factors and Food Code interventions, in accordance with the department's policies. Documents corrective action for out-of-compliance risk factors and Food Code interventions in accordance with the department's policies.				5
16	Documents that options for the long-term control of risk factors were discussed with establishment managers when the same out-of-control risk factor occurs on consecutive inspections. Refer to SOP EH-06.				5
17	Compliance or regulatory documents are accurately completed, appropriately cross-referenced within the inspection report, and included with the inspection report, in accordance with the department's policies.				5
18	Files reports and other documentation in a timely manner, in accordance with the department's policies.				5

Comments

Post Inspection

		Yes	No	N/A	Points
19	Conducts exit interview explaining; positive behaviors, out-of-compliance observations, corrective actions, and timeframes for correction. Provides the inspection report and, when necessary, cross-referenced documents, to the person in charge or permit holder, in accordance with the department's policies.				5
20.	Emphasizes concepts of Active Managerial Control and/or the Cutting Edge Program.				5

Comments

Total Points

Supervisor _____

___ Thermapen themometer calibrated during inspection.

Part II: Foodborne Illness Surveillance

Environmental-Related Illness Interview Form:

Demographics

Name:		
Address:		
Phone: (H)	(W)	(M)
Date of Birth:	Over 18:	Parental Permission:
Sex:	Pregnant:	
Relation to complainant:		
Occupation:	Employer	
Do you work as a food service worker, in a childcare center, or in a patient care setting?		
If so, explain:		

Suspect Meal

Suspect meal location:		Permit #:
Date of suspect meal:	Time:	
Suspect meal items:		
How much of the meal did you eat (whole, ½, ¼, 1 bite)?		
Number of people at suspect meal:	Number of people ill:	
Contact information for other people who were ill		
Name:	Phone Number:	
Name:	Phone Number:	
Name:	Phone Number:	
Any contact in the week prior to suspect meal?		
Any other meals, EATEN OUT, in common in week prior?		
Other meal location:		
Date of other meal:	Time:	

Symptoms

Diarrhea:	Was there blood?	Mucus?
Start date:		Time:
Ended date:		Time:
Vomiting:		
Start date:		Time:
Ended date:		Time:
Incubation Period:		
Abdominal Pain:		Body Aches:
Bloating:		Chills:
Stomach Cramps:		Dizziness:
Fever:		Weakness/discomfort:
Headache:		Nausea:
Other symptoms:		
Recovered:	Date:	Time:
Did you seek medical attention:	Diagnosis:	

Part II: Foodborne Illness Surveillance

	Date:	Time:
	Name of provider:	
	Address of provider:	
	Samples taken:	
Any friends, coworkers, family members ill with similar symptoms:		
	If yes, explain:	
Medical conditions:		

Other Activities

Any travel in the 30 days prior to onset of symptoms:			
	To:		From:
	Dates:		to
	Mode of transportation:		
	Accommodations:		
Camping:	Location:		
	Dates:		to
Potlucks/Public events:	Location:		
	Dates:		to
Exposure to:			
	Zoos:	Date:	Location:
	Farms:	Date:	Location:
	Animals:	Date:	Location:
Did you participate in any water-related activities in the 7 days prior to illness onset?			
If yes, please list:			

Other Meals

Any additional meals, eaten out, in the 3 days prior to onset of symptoms:

Location:	Permit # (if applicable):
Date:	Time:
Foods eaten:	

Location:	Permit # (if applicable):
Date:	Time:
Foods eaten:	

Part II: Foodborne Illness Surveillance

Location:	Permit # (if applicable):
Date:	Time:
Foods eaten:	

Location:	Permit # (if applicable):
Date:	Time:
Foods eaten:	

Location:	Permit # (if applicable):
Date:	Time:
Foods eaten:	

Additional Notes:

MARICOPA COUNTY
ENVIRONMENTAL SERVICES DEPARTMENT
ENVIRONMENTAL HEALTH DIVISION

SOP: EH-02
Created: 7/20/11
Revised/Effective: 6/21/16

STANDARD OPERATING PROCEDURE

Enforcement Guidelines for Environmental Health Programs

I. PURPOSE

To clarify use of corrective and enforcement actions.

II. APPLICABILITY

Applies to all Maricopa County Environmental Services Department (MCESD) Registered Sanitarians (RS) involved in regulating Environmental Health Programs.

III. BACKGROUND

A.R.S. § 11-1601 through 1610 and the MCEHC prescribe that formal legal action may be taken if staff determines that identified deficiencies were committed intentionally, not correctable within a reasonable amount of time, or evidence a pattern of non-compliance are a risk to any person, the public health, safety or welfare, or the environment, or if staff allows the regulated person an opportunity to correct the deficiencies and they fail to correct the deficiencies (or within a reasonable amount of time). This SOP provides guidance for initiating legal action requests per A.R.S. § 11-1601 through 1610 and DPPN: 10-11-36, Legal Enforcement of the MCEHC.

IV. REFERENCES

A. MCEHC

B. DPPN:10-11-36, Legal Enforcement of the MCEHC

C. DPPN:10-10-29, Refusal and/or Interference at Time of Inspection

D. A.R.S. § 11-1601 through 1610

V. DEFINITIONS

A. A pattern of non-compliance for food establishments is defined as:

1. Priority (P) violations of the same code reference documented on three consecutive inspections, which may include any combination of routine inspections, re-inspections, complaint inspections, complaint responses, verification visits, and unannounced inspections upon request.

2. Priority foundation (Pf) violations of the same code reference documented on four consecutive inspections, which may include any combination of routine inspections, re-inspections, complaint inspections, complaint responses, verification visits, and unannounced inspections upon request.

   - The chain of consecutive inspections that contribute to a pattern of noncompliance cannot be broken as a result of a re-inspection, complaint response, unannounced inspection upon request, or in-office mobile food inspection.

   - The chain of consecutive inspections that contribute to a pattern of noncompliance cannot be broken as a result of a verification visit, unless the same code reference is evaluated during the verification visit.

VI. POLICY

Staff shall read, understand and comply with procedures described herein.

VII. PROCEDURES

A. Requirements

1. Any violation of the MCEHC may be subject to any of the legal actions listed in this policy by the MCESD Director when allowable by law.

2. When requesting legal action, staff must include the appropriate standard legal comments in the inspection report.

B. Immediate Suspension

An immediate suspension of a permit may be warranted for any of the scenarios listed in section B.1 of this SOP and must be conducted by an RS.

1. **Food Establishments**

   a. **Immediate Correction –** Failure to correct the following violations at the time of inspection may result in permit suspension:
      - Sewage backing up at a permitted establishment and/or the inability to retain or properly dispose of sewage relating to Mobile Food Establishments. **(Note:** Permit suspension is appropriate if sewage is backing up inside and/or outside an establishment.)
      - Extended interruption (greater than one hour) of electrical service.
      - No water service available.

- Food employees are unable to wash their hands due to inoperative, or absence of, hand washing facilities.
- Inability to maintain Time/Temperature Control for Safety Food (TCS) at proper temperatures.
- Flood.
- Fire or activation of a fire suppression system.
- Misuse of poisonous or toxic materials in such a manner that result in the direct contamination of food and/or food contact surfaces. (Example: The establishment operates a fumigation device to rid themselves of vermin while food and/or food contact surfaces are exposed.).
- Onset of an apparent foodborne illness or outbreak
- Other gross insanitary occurrences, conditions, or other circumstances that may endanger public health, as approved by the Division Manager or designee.

b. Correction within 24 hours – Failure to correct the following violations within 24 hours may result in permit suspension:

- No hot water under pressure available to the establishment.
- Establishment is unable to properly sanitize equipment and utensils (Note: If an in-use dishwasher is not sanitizing but a three compartment sink is available for ware washing, a violation should be written. This violation may be considered corrected at the time of inspection through use of the ware washing sink.).
- Inoperative hot or cold holding unit(s) or refrigeration unit(s) resulting in TCS foods out of temperature.

2. Non-Food Establishments

Immediate Suspension – Reserved for the discretion of the Division Manager or designee for those situations that warrant the closure of a Non-Food establishment.

C. Legal Action Requests

Legal action may be requested in the scenarios listed below. Recommendations for the type of legal action and recommendations for corrective action may be made by staff.

1. Food Establishments

a. A pattern of non-compliance is found to be occurring (see section V. Definitions of this SOP).

b. When a food establishment is operating without a permit.

- The steps outlined in the "Operating Without a Permit" guidance document must be followed in this scenario.

c. When an establishment applied for a permit and is open an operating; however does not qualify for a permit.

d. When an establishment is operating beyond the scope of their permit.

e. When a permitted establishment has remodeled/begun construction without MCESD approvals.

f. When any violation that led to revocation is documented during a stipulation inspection.

g. When the stipulated settlement conditions are not met.

h. For failure to correct permit suspension violations within 25 days **(Note:** As an alternative, if the violations are not corrected within 25 days, another suspension order may be issued with approval of the Division Manager or designee.).

i. When the permit has been suspended two or more times within the past two years.

j. When a person refuses inspection and/or molest or resists the Department in the discharge of its duties as described in MCEHC, Chapter 1, Regulation 3b.

k. When a public health nuisance, source of filth, or cause of sickness exists on non-permitted private, commercial or municipal property (Example: Corn houses, as per DPPN: 10-10-29).

l. For other violations of the MCEHC not addressed in the adopted FDA Food Code. Any such request will require consultation with the Environmental Services Managing Supervisor and EH Division Manager.

m. Any cause at the discretion of the Division Manager or designee.

2. Non-Food Establishments

a. When a non-food establishment is operating without a permit.

- The steps outlined in the "Operating Without a Permit" guidance document must be followed in this scenario.

b. When a permitted establishment is operating beyond the scope of their permit (Example: A Residence Accommodation adds a food service operation without proper approval.).

c. When a public health nuisance, source of filth or cause of sickness exists on property.

d. When a permitted establishment has remodeled without MCESD approvals.

e. Any cause at the discretion of the Division Manager or designee.

D. Notice to Appear and Complaint (citations)

a. A Notice to Appear may be issued per DPPN: 10-11-36, Legal Enforcement of the MCEHC.

E. Condemned Equipment

a. Staff may condemn food utensils or food equipment in accordance with MCEHC, Chapter 1, Regulation 6, in order to gain corrective action.

b. A description of the condemned utensil or equipment, along with any directives to bring the condemned utensil or equipment into compliance, will be documented on the inspection report and "condemned" label.

c. The "condemned" label may be removed when the utensil or equipment has been brought into compliance with MCEHC and in accordance with MCEHC, Chapter 1, Regulation 7.

F. Embargo

a. Staff may embargo food in accordance with MCEHC, Chapter 1, Regulation 5.

b. An embargo form will be completed when an operator voluntarily discards food as a result of a violation.

VIII. APPENDIX

A. Permit Requirement Inspection Report (PRIR)
B. Electronic Complaint Template

Andrew Linton, CPM, R.S. Division Manager

Part II: Compliance and Enforcement

Compliance Assessment Letter Guidance:

Guidance for Using the Compliance Assessment Letter

Internal Use Only

Operators should make every effort to correct Priority foundation (Pf) items at the time of inspection. The inspector may specify a longer time frame for the operator to correct the priority foundation item(s) based on the nature of the potential hazard involved and the complexity of the corrective action needed. This time frame should never exceed 10 calendar days after the inspection.

When a priority foundation item cannot be corrected at the time of inspection, the compliance assessment letter may be used as an alternative to verifying correction of Pf items through follow up visits. The EHS should consider the nature of the potential hazard involved when providing this alternative.

At the time of inspection:

1. Review the priority foundation item(s) and time frame for correction with the operator.
2. Explain that verifying correction of the priority foundation item(s) can be done via the compliance assessment letter.
3. Where applicable, explain what documentation needs to be provided (i.e. receipt of purchase for test strips) with the compliance assessment letter.
4. Provide a copy of the compliance assessment letter and a business card.

Follow up by EHS:

1. If the documentation is received, the EHS will review the information to verify correction.
2. The information will then be forwarded to administrative staff to enter into the Accela inspection record. Note: The EHS should ensure the CAP ID is included somewhere in the e-mail.
3. If the documentation is not received, or if the information received is inadequate, the EHS will conduct an on-site follow up per the usual procedures.

Administrative staff:

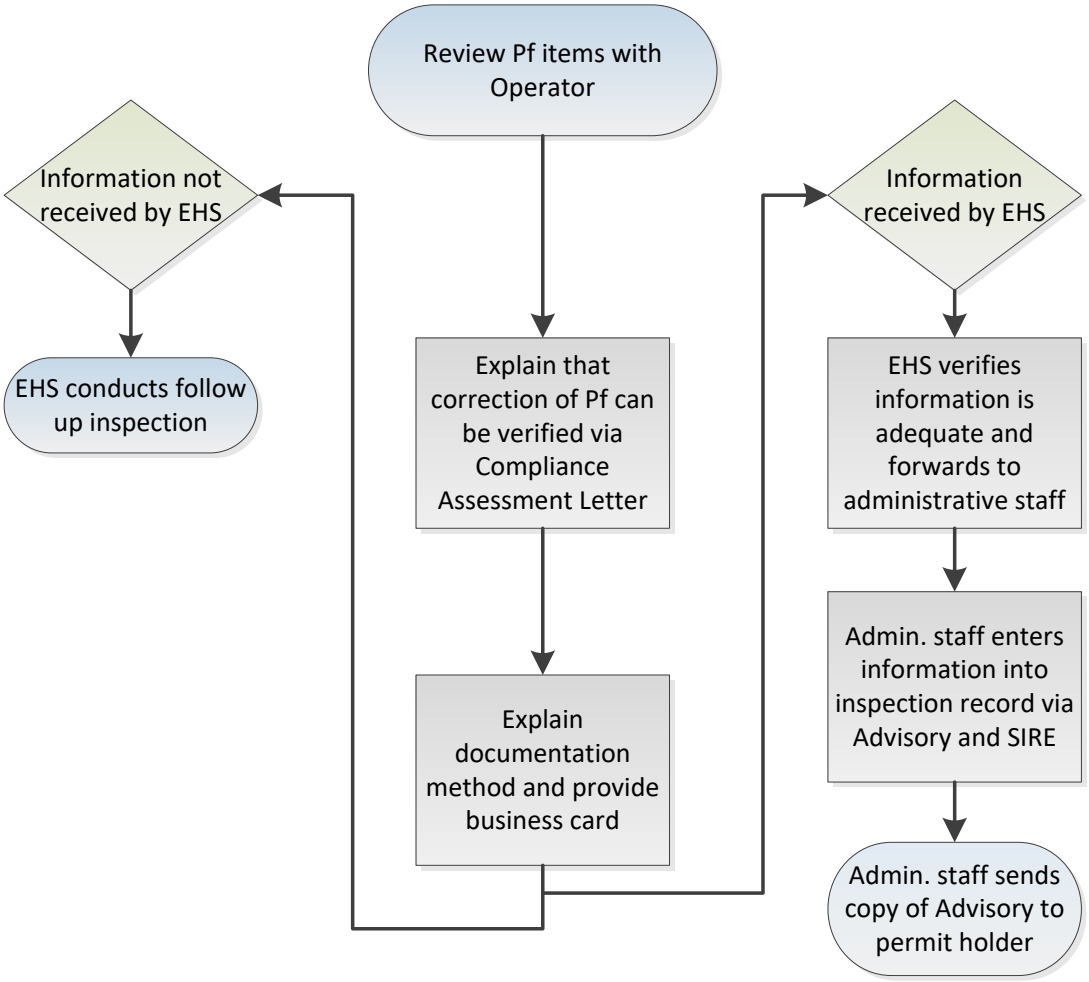
1. When documentation is received from the EHS, the information will be recorded in the inspection history by entering an advisory under the establishment's CAP ID with the following comment:

   Correction of the priority foundation item(s) found during the inspection conducted on _____ was verified by the inspector on _____via electronic means. A copy of this advisory report was provided to the establishment via electronic means.

   (Note: the date and time of the advisory will be the date and time the advisory is created by the administrative staff. Referring to the comment, the date the correction was verified is the date the e-mail or fax was forwarded to the administrative staff)

2. The advisory report will then be e-mailed or faxed to the operator. The inspector will be copied on the e-mail or fax.
3. The administrative staff person should check to see if there is a scheduled re-inspection in Accela. If there is a scheduled re-inspection, it must be cancelled.
4. The e-mail or fax from the operator will then be entered into SIRE under the CAP ID.

Part II: Compliance and Enforcement



References:

8-405.11 Timely Correction.
(A) Except as specified in ¶ (B) of this section, a PERMIT HOLDER shall at the time of inspection correct a violation of a PRIORITY ITEM OR PRIORITY FOUNDATION ITEM of this Code and implement corrective actions for a HACCP PLAN provision that is not in compliance with its CRITICAL LIMIT. Pf
(B) *Considering the nature of the potential HAZARD involved and the complexity of the corrective action needed, the REGULATORY AUTHORITY may agree to or specify a longer time frame, not to exceed 10 calendar days after the inspection, for the PERMIT HOLDER to correct violations of a* PRIORITY ITEM OR PRIORITY FOUNDATION *ITEM or HACCP PLAN deviations.*

8-405.20 Verification and Documentation of Correction.
(A) After observing at the time of inspection a correction of a violation of a PRIORITY ITEM or PRIORITY FOUNDATION ITEM or a HACCP PLAN deviation, the REGULATORY AUTHORITY shall enter the violation and information about the corrective action on the inspection report.
(B) As specified under ¶ 8-405.11(B), after receiving notification that the PERMIT HOLDER has corrected a violation of a PRIORITY ITEM OR PRIORITY FOUNDATION ITEM or HACCP PLAN deviation, or at the end of the specified period of time, the REGULATORY AUTHORITY shall verify correction of the violation, document the information on an inspection report, and enter the report in the REGULATORY AUTHORITY'S records.

Compliance Assessment Letter:

For Office Use Only

Date:	Permit Number:	E.H.S	Office Phone Number:	Regional Office:

COMPLIANCE ASSESSMENT LETTER

ESTABLISHMENT NAME:_____

ESTABLISHMENT ADDRESS:_____ City:_____ Zip:_____

A comprehensive inspection was conducted on_____ and the following Priority Foundation (P^f) item(s) were documented. (All items correspond to a violation number as shown on the inspection form):

_____, _____, _____, _____, _____, _____, _____, _____,

COMMENTS:

_____

_____

_____

Regulatory Agent (print name):_____ Regulatory Agent (Signature):_____

As per §8-405.11 of the 2009 FDA Food Code Priority Foundation items must be corrected within (10) days , or as stated on the inspection report or another site visit will be made by the Department. Permit holder must return this card to the regulatory authority within 15 days of the inspection with a statement of how all priority foundation violations have been corrected.

Permit Holder's Statement and Date of Correction:

_____

_____

_____

_____

Owner or Agent (Signature attests to corrective action):_____ Date:_____

RETURN CARD TO ADDRESS ON FRONT WHEN VIOLATIONS ARE CORRECTED, OR BY FAX OR EMAIL

8800-26 7/12

Part II: Stakeholder Communication

Sample Handouts in English, Spanish, and Chinese:

Webpage for Industry Single Points of Contact:

MARICOPA COUNTY AZ

I Want To... | Services | Residents | Business | Government

How Can We Help?

- Home - ESD
- Active Managerial Control
- Administrative Change Request Form
- Cutting Edge Program
- Fee Waivers
- Food Safety/Operator Resources
- Food Employees
- Get Involved - ESD
- Pay Fees
- Permitting & Approvals
- Public Records Request
- Report a Concern
- Restaurant Ratings
- Subscribe for Notifications

Home › Government › Agencies & Services List A - F › Environmental Services › Food & Restaurants › Industry Contacts

Industry Contacts

Find the Environmental Health Office Locations & Hours.

Tesann Achilles
Industry Contact for Retail Grocery
Email
Phone: 623-939-5788 ext. 201

Starletta Brown
Industry Contact for Special Events
Email
Phone: 602-506-0046

Bryan Hare
Industry Contact for Quick Service Restaurants
Email
Phone: 602-506-6976

Cesar Sanchez
Industry Contact for Mobile Food
Email
Phone: 602-506-6865

Jaime Viñarás
Industry Contact for Full Service Restaurants
Email
Phone: 480-483-4703 ext. 201

Contact Us

Environmental Health
Physical Address
1001 N Central Avenue
Phoenix, AZ 85004

Directions

Phone: 602-506-6970

Hours
Monday - Friday
8 a.m. - 5 p.m.

Industry Contacts/Office Locations

Restaurant Ratings App

Part II: Stakeholder Communication

EnviroConnections E-Newsletter:

Enviro~Connections ALERT - May 22, 2017

Maricopa County sent this bulletin at 05/22/2017 01:16 PM MST

Having trouble viewing this email? View it as a Web page.

May 22, 2017

IN THIS ISSUE

- 'Making News' with the Cutting Edge
- Diarrhea and Swimming Don't Mix
- Stay More Connected!

About Us

Maricopa County Environmental Services provides essential, regional environmental services seeking to prevent and remove environmental health risks. The Department's Environmental Health Specialists and Field Technicians are in the community every day making sure that among other things, food in all the eating and drinking establishments in the County is protected from contamination, that water supplies throughout the County are safe to drink, and that vector borne health illnesses and risks are minimized. It is our belief that with continued support, future generations will reap the benefits of today's actions.

Thank you for staying connected with *EnviroConnections* by Maricopa County Environmental Services Department.

This newsletter will be available quarterly and on special occasions. Get all the issues! If you are not yet subscribed, you can sign up now and SHARE this with a friend.

'Making News' with the Cutting Edge

The Cutting Edge program keeps growing: in number of participants and in terms of recognition! This is reason to celebrate and it's a good piece of news!

Part II: Stakeholder Communication

Standards Committee Agenda/Minutes:

Standards Committee Meeting – June 28, 2017

Please subscribe if you would like to receive future agendas directly to your Inbox.

Date: June 28, 2017

Time: 9:30 am – 11:30 am

Where:
1001 North Central Avenue
5th Floor Classroom
Phoenix, AZ 85004

ENVIRONMENTAL HEALTH DIVISION
STANDARDS COMMITTEE MEETING

Agenda Items

Topic	Facilitator
Welcome	David Morales
Documenting pesticide presence violations	All
Cloth glove laundering requirements	All
Foodbank donations and date-marked items	All
Class-based inspection frequencies	Andy Linton, EH Division Manager
Process Improvement Discussion	All

A BRIEF DESCRIPTION OF AGENDA ITEMS:

Documenting pesticide presence violations

Question/Issue:

The question came up on where to document a violation for the establishment having pesticide such as Raid in their establishment. Some have documented it under 7-202.12 and some have documented it under 7-202.11. There is debate on this being a violation based on restricted pesticide use rather than presence.

Cloth glove laundering requirements

Question/Issue:

The code does require cloth gloves to be laundered between use and they can only be in contact with raw primal cuts of meat that are going to be subjected to a kill step following handling. The question is how are they to be laundered. The Code is not clear as to whether a sanitizing step should be taken with these cloth gloves.

Foodbank donations and date-marked items

Question/Issue:

Many foodbanks and charitable agencies receive damaged and potentially expired foods from various distributors, such as grocery stores. While we do not enforce manufacturers' dates on hermetically sealed containers, these foodbanks often receive ready-to-eat TCS food items, such as sandwiches and wraps that were packaged in non-hermitically sealed containers from their distributers, some of which may have been made in the stores. Usually, these items have use-by dates on them that are expired or are about to expire once they reach the foodbanks. At what point do we consider manufacturer use by dates as the dates that should be adhered to when providing the product for give away or sale? Should the product be received frozen if it is received out of date? Should food banks even be receiving these types of products if they are unable to determine the date marking systems that the supplier may have?

Round Table, Process Improvements, Division Manager Topics:

Time will be given for any topics not submitted ahead of time and to discuss any future committee meeting agendas. Visiting stakeholders will also have the floor to bring forth any process improvement ideas for the Environmental Health (EH) Division. Also, the EH Division Manager will be given time to speak about some changes to how the division will be approaching inspections.

Maricopa County Environmental Services Department
Working with our community to ensure a safe and healthy environment

Please subscribe if you would like to receive future agendas directly to your Inbox.

Standards Committee Meeting – June 28, 2017

Please subscribe if you would like to receive future agendas directly to your Inbox.

Mission of the Standards Committee Meetings

The mission of the Maricopa County Environmental Services Department (Department) Standards Committee is to provide a time for standards to come together and discuss food code and to help our staff members provide consistent documentation of violations, and ensuring that our stakeholders understand the reasoning behind the decisions. To provide a setting for our stakeholders to bring process improvement ideas to the committee for consideration.

Date: June 28, 2017

Time: 9:30 am – 11:30 am

Where:
1001 North Central Avenue
5th Floor Classroom
Phoenix, AZ 85004

ENVIRONMENTAL HEALTH DIVISION
STANDARDS COMMITTEE MEETING

Minutes

Topics Discussed:

Documenting pesticide presence violations

Question/Issue:

The question came up on where to document a violation for the establishment having pesticide such as Raid in their establishment. Some have documented it under 7-202.12 and some have documented it under 7-202.11. There is debate on this being a violation based on restricted pesticide use rather than presence.

Answer:

The FDA food code does allow pesticide use, but it must be used according to law. In the state of Arizona, you must hold an applicator license to conduct pest control treatments in a food handling facility. Domestic pesticides such as RAID is not allowed, unless it's a retail establishment selling it to

the public as a consumer good. Based on this we would not allow domestic pesticides to be stored within the food establishment/food prep area.

Violations:

7-202.11 = Presence and use (if you see the can of RAID or other home-use pesticide sitting on a shelf in a food establishment) Priority Foundation violation. If commercial use pesticides happen to be stored on-site (for retail sale), they must be stored separate from food/food contact surfaces and accessible only to a licensed pest control applicator.

7-202.12 = Condition of use (If you see the pesticide being used at time of inspection) Priority violation

Cloth glove laundering requirements

Question/Issue:

The code does require cloth gloves to be laundered between use and they can only be in contact with raw primal cuts of meat that are going to be subjected to a kill step following handling. The question is how are they to be laundered? The Code is not clear as to whether a sanitizing step should be taken with these cloth gloves.

Answer:

According to FDA food code, the definition for “linen” includes “cloth gloves”. Cloth gloves can be laundered onsite. However, they must be mechanically washed and dried (washing and drying area must have been approved by plan review, since they have to be in a separate area/enclosure). An alternative would be to have a laundering service for these cloth gloves. If the establishment is unable to have a laundering service or they are not equipped to launder on-site, we would recommend using a slash resistant metal glove. Cloth gloves are not allowed to be washed/soaked in a three compartment sink or a bucket for cleaning like wiping cloths are.

Metal slash resistant gloves are subject to the same cleaning guidelines as equipment (wash, rinse, sanitize and frequency of cleaning). They can be cleaned at the 3-compartemnt sink or ran through the dish machine. Note: The 2013 FDA Food Code recommends Metal slash resistant gloves not be used for RTE foods.

Violations:

4-801.11 = “Clean Linens” (if gloves were found visibly soiled or dirty whether in use or not. The inspector should take a look at the gloves being worn to see if any of the dirt/soil looks dried on from a lack of regular laundering this violation may be written. If the gloves are found stored away in a drawer soiled, the inspector should find out if these gloves are intended for use again. If the PIC indicates these gloves are “clean” gloves ready to be used again this violation may be written).

3-304.11 = “Food Contact with Equipment and Utensils” (if food is seen coming into contact with a cloth glove (or a linen) that is NOT laundered correctly. The evidence of improper laundering should be the heavily soiled/dirtied glove, not just the operator saying that the glove is not laundered. If the glove at the time appears clean and no cross contamination issues have arisen, the inspector should educate the PIC about glove laundering requirements and alternatives).

4-802.11B = “Specifications –frequency” (if there is failure to launder the glove between different raw proteins).

4-803.12 = “Mechanical Washing – methods” (if gloves are found to manually washed) Washing machine must be used with liquid soap and not powder.

Foodbank donations and date-marked items

Question/Issue:

Many foodbanks and charitable agencies receive damaged and potentially expired foods from various distributors, such as grocery stores. While we do not enforce manufacturers' dates on hermetically sealed containers, these foodbanks often receive ready-to-eat TCS food items, such as sandwiches and wraps that were packaged in non-hermitically sealed containers from their distributers, some of which may have been made in the stores. Usually, these items have use-by dates on them that are expired or are about to expire once they reach the foodbanks. At what point do we consider manufacturer use by dates as the dates that should be adhered to when providing the product for give away or sale? Should the product be received frozen if it is received out of date? Should food banks even be receiving these types of products if they are unable to determine the date marking systems that the supplier may have?

Answer:

It is the foodbank that is responsible for knowing how to handle donated TCS foods and educate their employees/volunteers on concepts of cold holding, cross contamination, and date marks. Most of the bigger foodbanks are aware of how to handle these concerns.

The Department will put together a guidance document and do more education for the smaller and new places.

For hermetically sealed foods from a processor we won't consider the use-by date for any type of compliance. For donated food product that was prepared at retail, we would consider the date-mark provided at the point of original preparation for compliance purposes (3-501.17 Seven days maximum).

Round Table, Process Improvements, Division Manager Topics:

Some day cares do not have hot holding equipment and food is left sitting out prior to meal service. Sometimes this is seen as a hot holding violation while other times it is understood to be immediate service, can they use time/temperature as control?

- Inspectors should have a discussion with the operator and offer any of the resources that the code allows for.

Class-based inspection frequencies

Environmental Health has recently made a policy change on inspection frequency. The county continues to grow and the Department were looking at how we can best utilize our resources. We have decided to reduce the inspection frequency as follows:

- Class 4 permits will be inspected 3 times per year
- Class 3 permits will be inspected 2 times per year

[The inspection frequency for facilities serving highly susceptible populations (of which the majority are class 5 permits), class 2, and class 1 permits will remain the same.]

This will allow the program to target resources towards establishment that may carry a higher risk of foodborne illness due to patterns of non-compliance or lack of experience in the food service industry. Permit fees will remain the same. This change is in line with the guidelines contained in the 2013 FDA Food Code.

Along with the inspection frequency change, we will also be doing training inspections for all new owners. The focus will be to train on developing food safety systems and achieving active managerial control over the foodborne illness risk factors.

Maricopa County Environmental Services Department
Working with our community to ensure a safe and healthy environment

Please subscribe if you would like to receive future agendas directly to your Inbox.

Part II: Stakeholder Communication

Restaurant Ratings Webpage:

MARICOPA COUNTY AZ

Permit ID: FD-16652

Permit Type: E & D

1033 N Dobson Rd Suite E1 Mesa 85281

***PRIORITY VIOLATION is a major violation that directly contributes to increasing the risk of foodborne illness or injury.**
NA means not available. See detailed inspection reports for additional information.

Grade	Priority Violation *	Cutting Edge Participant
C	2	

Violation ID	Violation Description	Violation Comments	Correct By
19	Proper hot holding temperatures	PRIORITY VIOLATION-3-501.16(A)(1), P: Potentially Hazardous Food (Time/Temperature Control for Safety Food), Hot Holding>>>Observed beans in hot holding unit at 126*F. Per PIC food had been in unit for less than 2 hours. Food was removed and reheated to 165*F at time. Verbal RCP conducted for repeated violation. Discussed monitoring hot holding and ensuring temperature.	Corrected At Time Of Inspection
26	Toxic substances properly identified, stored, and used	PRIORITY VIOLATION-7-201.11, P: Separation-Storage>>>Observed open bottle of green cleaner being stored on shelf above containers of spices and sugar. Instructed PIC to move chemical to other location at time.	Corrected At Time Of Inspection
37	Contamination prevented during food preparation, storage & display	Core-3-307.11, C: Miscellaneous Sources of Contamination>>>Observed toothpicks being stored on shelf directly above open hot holding unit with open food hot holding. Instructed PIC to move toothpicks to other location.	Corrected At Time Of Inspection
41	In-use utensils: properly used	Core-3-304.12 , C: In-Use Utensils, Between-Use Storage>>>Observed ice scoop being stored on cardboard on shelf. Instructed employee to keep scoop in container in between uses.	Corrected At Time Of Inspection

Inspection Comments

This establishment received a(n) C Grade and had 2 Priority, 0 Priority Foundation and 2 Core violations on this inspection. No County legal action will result from this inspection. This inspection was done as a result of a citizen's complaint. No evidence was found to support the allegations made in the complaint.

Definitions

Priority violation is a major violation that directly contributes to increasing the risk of foodborne illness or injury.

e.g. - Food employees do not properly wash hands when required

Priority foundation violation is a minor violation that does not directly contribute to an increased risk of foodborne illness but failure to correct this violation may lead to the occurrence of a priority violation.

e.g.- Hand washing soap and paper towels not available at hand wash sink (may lead directly to food employees not properly washing hands when required)

Core violation is a minor violation that relates to general maintenance and sanitation.

e.g. -No sign reminding employees to wash hands

Part II: Stakeholder Communication

Restaurant Ratings Media Report:

MARICOPA
COUNTY AZ

Weekly Restaurant Inspections

Permit Id	Type	Class	Inspection Date (Click for details)	Inspection Type	Grade	Priority Violation *	Cutting Edge Participant
FD-00052	E & D 10+ Seating	Class 5	06/02/2017	Routine Inspection	A	0	
FD-00135	E & D 10+ Seating	Class 2	06/01/2017	Routine Inspection	A	0	
FD-00168	E & D 10+ Seating	Class 2	05/31/2017	Routine Inspection	Not Participating	1	
FD-00249	E & D 10+ Seating	Class 3	06/01/2017	Routine Inspection	A	0	
FD-00254	E & D 10+ Seating	Class 4	05/31/2017	Routine Inspection	C	2	
FD-00263	Retail Food Establishment	Class 2	06/01/2017	Routine Inspection	Not Participating	0	
FD-00264	E & D 0-9 Seating	Class 2	06/01/2017	Routine Inspection	Not Participating	1	
FD-00290	E & D 10+ Seating	Class 4	05/31/2017	Routine Inspection	Not Participating	3	
FD-00375	E & D 10+ Seating	Class 3	05/31/2017	Routine Inspection	Not Participating	1	
FD-00382	E & D 10+ Seating	Class 3	06/05/2017	Routine Inspection	A	0	
FD-00462	E & D 10+ Seating	Class 4	06/01/2017	Routine Inspection	Not Participating	1	
FD-00514	Hospital Food Service	Class 5	06/05/2017	Routine Inspection	A	0	
FD-00591	E & D 10+ Seating	Class 4	05/31/2017	Routine Inspection	A	0	
FD-00661	E & D 10+ Seating	Class 3	06/05/2017	Complaint Inspection	Not Participating	3	
FD-00666	E & D 10+ Seating	Class 3	06/02/2017	Routine Inspection	A	0	
FD-00686	E & D 10+ Seating	Class 4	06/06/2017	Routine Inspection	A	0	

Mobile Restaurant Ratings App:

National Association of Counties Achievement Award for the Mobile Restaurant Ratings Tool:

NACo Achievement Award Search

NATIONAL ASSOCIATION of COUNTIES NACo

NACo Home Page Award Search

Environmental Health - Mobile Restaurant Ratings Tool

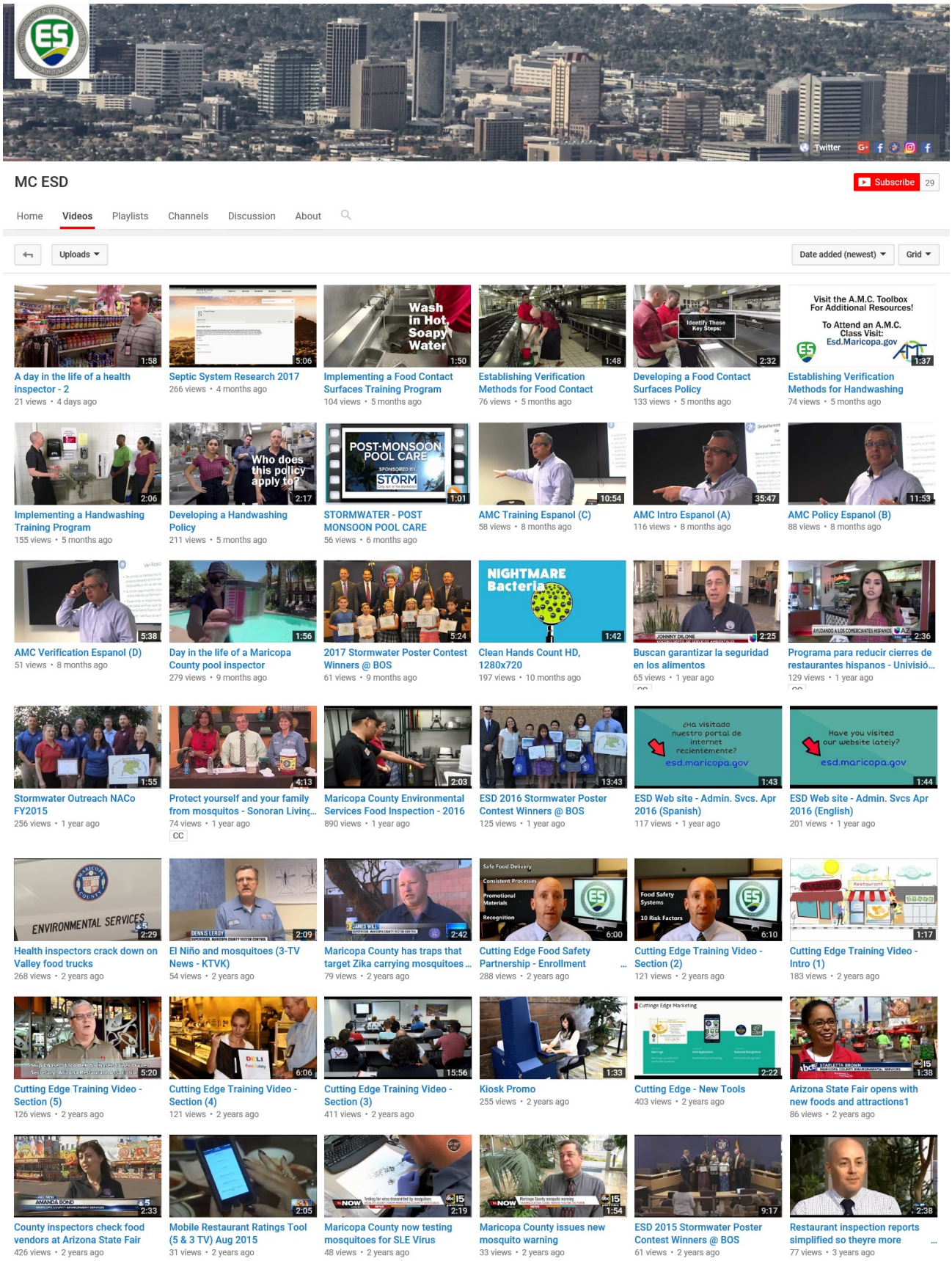
Maricopa County, AZ
Program Year: 2016

Abstract:
The Maricopa County Environmental Services Department (ESD) maintains inspection results from food establishments such as restaurants, retail stores, school cafeterias, and mobile food trucks. In August 2015, these inspection results were made available to the public through a new Mobile Restaurant Ratings tool (figure 2). In addition to being mobile-friendly, this tool provides users with the ability to search geospatial enriched data, file a citizen complaint, and learn more about the ESD's Cutting Edge Food Safety Partnership program. Since launching the Mobile Restaurant Ratings tool, there has been a 17% increase in the number of hits related to inspection results and the enrollment rate for the Cutting Edge program has doubled. The entire process took nine months to launch and was accomplished in-house, using minimal monetary resources. Facilitating access to inspection results has increased the public's ability to make informed choices, and encouraged businesses to work towards reducing the risk of foodborne illness.

Contact:
Mr. Richard McHattie
Director of Strategic Planning and Business Alignment

Part II: Stakeholder Communication

YouTube Channel Videos:



Equipment Checklist for New Employees:

Employee Name: _____ **Hire Date:** _____

ITEM	Employee Initials	Date Received	Date Returned
From IT:			
Laptop (with charger & cable)			
Printer (with charger & cable)			
Air Card (internal / external)			
iPhone (# ___-____-_____),Charger			
Backpack			
Fanny pack			
Max/Min Holding Thermometer			
Flashlight			
Metal Stem thermometer			
Test Papers (1 of each: Chlorine, Iodine, Quat)			
Thermocouple / Thermapen			
Infrared Thermometer			
2013 FDA Food Code + Annexes			
Day Planner			
Folder Clipboard			
Zip-up accordion folder			
County ID Badge			

I understand the Department may require I pay for any lost, damaged due to negligence, or failure to return upon my resignation or termination equipment and/or materials listed above.

Signature: _____ **Date:** _____

****

Upon return of above items, employee supervisor fill out and sign below.

Supervisors Name (print): _____

Supervisor Signature: _____ Date: _____

Part II: Program Resources

EHS Equipment:

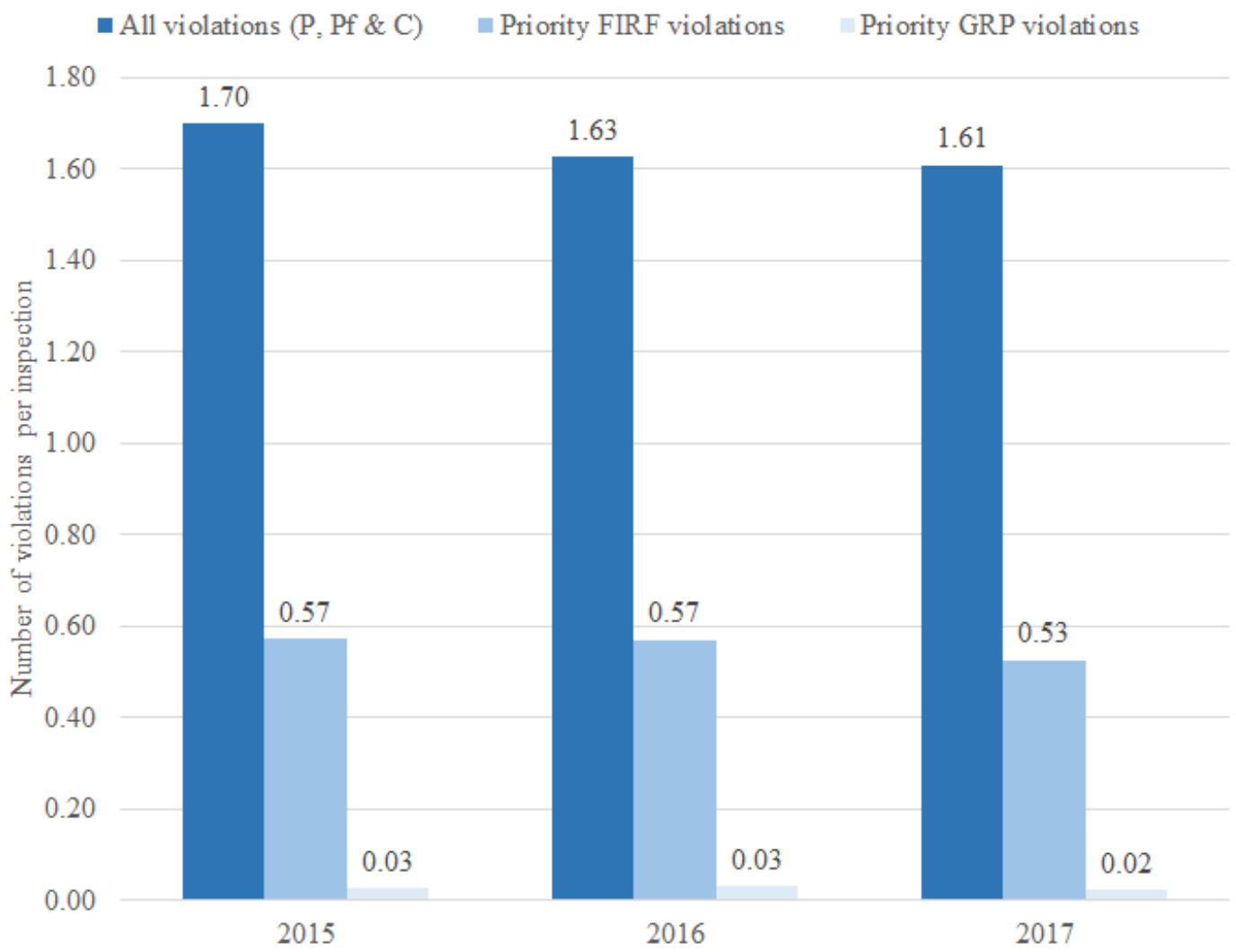
- Dial Stem Thermometer
- Flashlight
- Min/Max Holding Thermometer
- Notebook

- Notebook
- Chemical Test Strips
- Alcohol Swabs
- Thermocouple
- Infrarad Thermometer
- Fanny Pack
- New Owner Information Packet

- Dell Tablets
- Portable HP Printers
- Rolling Backpacks

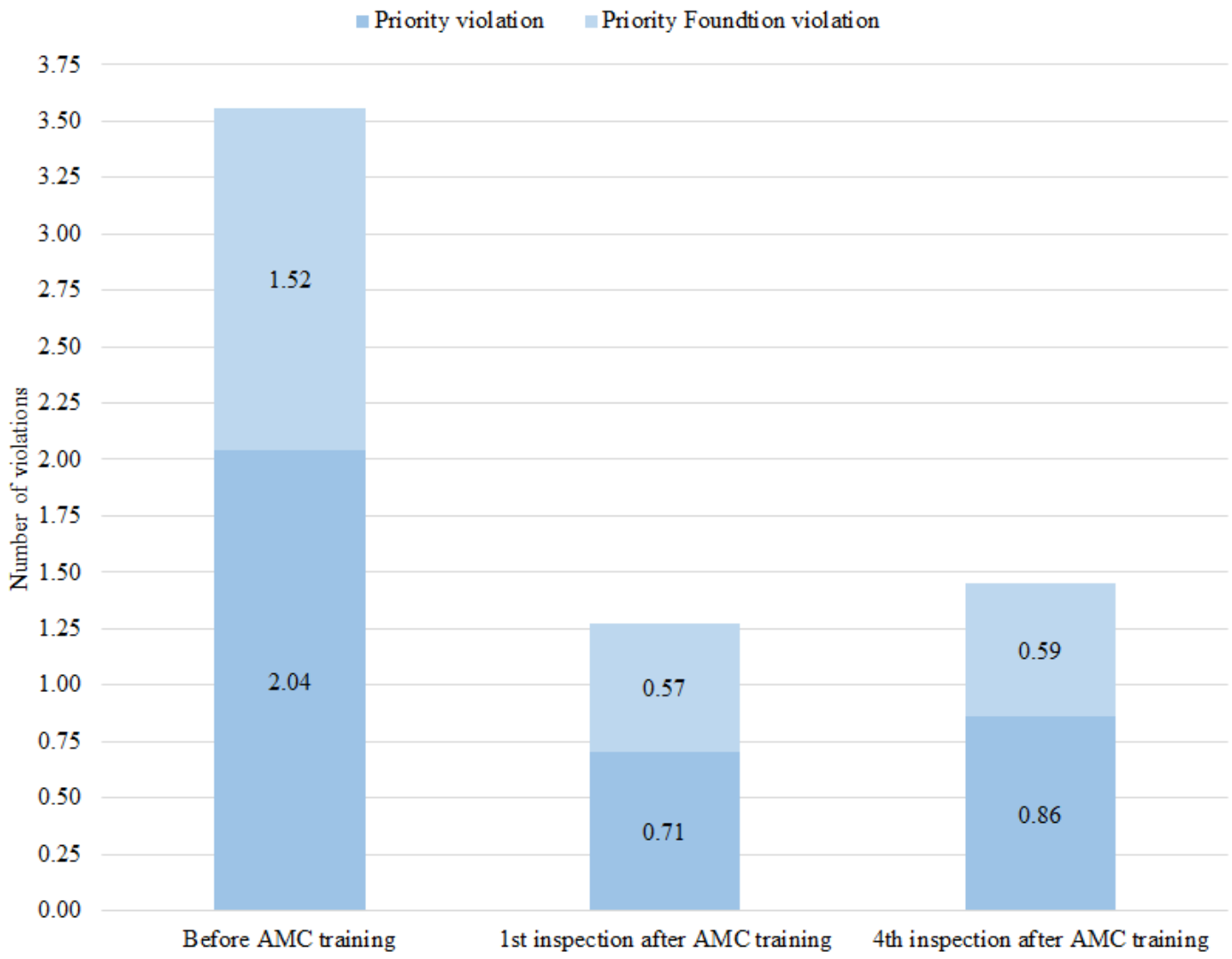
Part II: Evaluation of Risk Factor Reduction

Average Occurrence of Violations in Full Service Restaurants by Year:



* Average of Priority FIRF and Priority GRP violations compared to all violations during 44,332 comprehensive inspections of Class 4 E&D permits with 10+ seating , 2015-2017

AMC Class Resulted in an Average Reduction in P and Pf Violations:



* Average of Priority and Priority Foundation violations for 422 establishments, from one inspection each before AMC training, and at the first and fourth inspections after AMC training, 2012-2017

Active Managerial Control Workshop

3-step process to food safety

Exclusively offered to Maricopa County businesses

After ONE year Maricopa County businesses experienced results:

60% reduction in foodborne illness violations

30% less time your business spends in a food inspection

Good Job! + Be Proactive Rather than Reactive

Five-Star in Food Safety

- Protect your business and customers from foodborne illness by being proactive rather than reactive to food safety concerns
- Learn how to successfully apply your knowledge gained from your certified management course into your day-to-day business process
- Empower your managers with the tools they need to reduce risks
- See better inspection results
- Shorter inspection times means you get back to business faster

No cost for workshop

Sign Up online

www.signupgenius.com/go/20f0a4cacaf23aaf49-active

or call us at 602-506-5211

Environmental Services Department

Part III: Reducing the Occurrence of Priority Violations with AMC

AMC Class Website:

MARICOPA COUNTYAZ

I Want To... | Services | Residents | Business | Government

How Can We Help?

- Home - ESD
- Active Managerial Control
- Administrative Change Request Form
- Cutting Edge Program
- Fee Waivers
- Food Safety/Operator Resources
- Food Employees
- Get Involved - ESD
- Pay Fees
- Permitting & Approvals
- Public Records Request
- Report a Concern
- Restaurant Ratings
- Subscribe for Notifications

Home › Government › Agencies & Services List A - F › Environmental Services › Food & Restaurants › Active Managerial Control › Active Managerial Control Class

Active Managerial Control Class

Learn More! Sign Up Now!

- Sign up now by contacting us or registering online
- Schedule of upcoming classes
- Classes are also scheduled in Spanish and are available in Chinese upon request

Please Provide the Following Information

- First and Last name
- Business name
- Business Address
- Contact/Business Phone Number
- Email address

Food Safety forms are available for your reference.

Contact Us

Active Managerial Control
Phone: 602-506-5211

Calendar

Tue Mar. 13
AMC Class Chinese

Wed Mar. 14
AMC Class Spanish

Thu Mar. 15
AMC Class English

VIEW ALL

MARICOPA COUNTYAZ

I Want To... | Services | Residents | Business | Government

How Can We Help?

Home - ESD
Active Managerial Control
Administrative Change Request Form
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Restaurant Ratings
Subscribe for Notifications

Home › Government › Agencies & Services List A - F › Environmental Services › Food & Restaurants › Food Safety/Operator Resources › Food Safety Forms

Food Safety Forms

Active Managerial Control (AMC) Guidance Document

AMC Guidance	English (PDF)	Spanish (PDF)	Chinese (PDF)

AMC Policy Templates

Cold Holding	English (PDF)	Spanish (PDF)	Chinese (PDF)
Cooking	English (PDF)	Spanish (PDF)	Chinese (PDF)
Cooling	English (PDF)	Spanish (PDF)	Chinese (PDF)
Cross Contamination	English (PDF)	Spanish (PDF)	Chinese (PDF)
Employee Health	English (PDF)	Spanish (PDF)	Chinese (PDF)
Food Contact Surfaces	English (PDF)	Spanish (PDF)	Chinese (PDF)
Food Source	English (PDF)	Spanish (PDF)	Chinese (PDF)
Handwashing	English (PDF)	Spanish (PDF)	Chinese (PDF)
Hot Holding	English (PDF)	Spanish (PDF)	Chinese (PDF)
Reheating	English (PDF)	Spanish (PDF)	Chinese (PDF)
Time As a Control	English (PDF)	Spanish (PDF)	Chinese (PDF)
General	English (PDF)	Spanish (PDF)	Chinese (PDF)

These fillable templates were developed to guide you in developing policies for your business.

Contact Us

Environmental Health
Physical Address
1001 N Central Avenue
Phoenix, AZ 85004

Phone: 602-506-6970

Hours

Monday - Friday
8 a.m. - 5 p.m.

Industry Contacts/Office Locations

Restaurant Ratings App

MARICOPA COUNTYAZ

I Want To... | Services | Residents | Business | Government

How Can We Help?

Home › Calendar

Calendar

View All Calendars is the default. Choose Select a Calendar to view a specific calendar. Subscribe to calendar notifications to receive email or text alerts with information regarding current events in our community.

List | Week | Month

Find a Facility | Subscribe to iCalendar

Search calendar by:
Start date | End date | Search | Show Past Events | Select a Calendar

March 2018

Su	M	Tu	W	Th	F	Sa
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Jump To:
Active Managerial Control (AMC) Classes - ESD (3)

Active Managerial Control (AMC) Classes - ESD

AMC Class Chinese
March 13, 2018, 8:30 AM - 10:30 AM @ 1001 N Central Ave, 4th Floor
More Details

AMC Class Spanish
March 14, 2018, 9:00 AM - 11:00 AM @ 1001 N Central Ave, 3rd Floor
More Details

AMC Class English
March 15, 2018, 1:00 PM - 3:00 PM @ 1001 N Central Ave, 3rd Floor
More Details

National Association of Counties Achievement Award for the Active Managerial Control Class:

NACo Achievement Award Search

NATIONAL ASSOCIATION of COUNTIES NACo

NACo Home Page Award Search

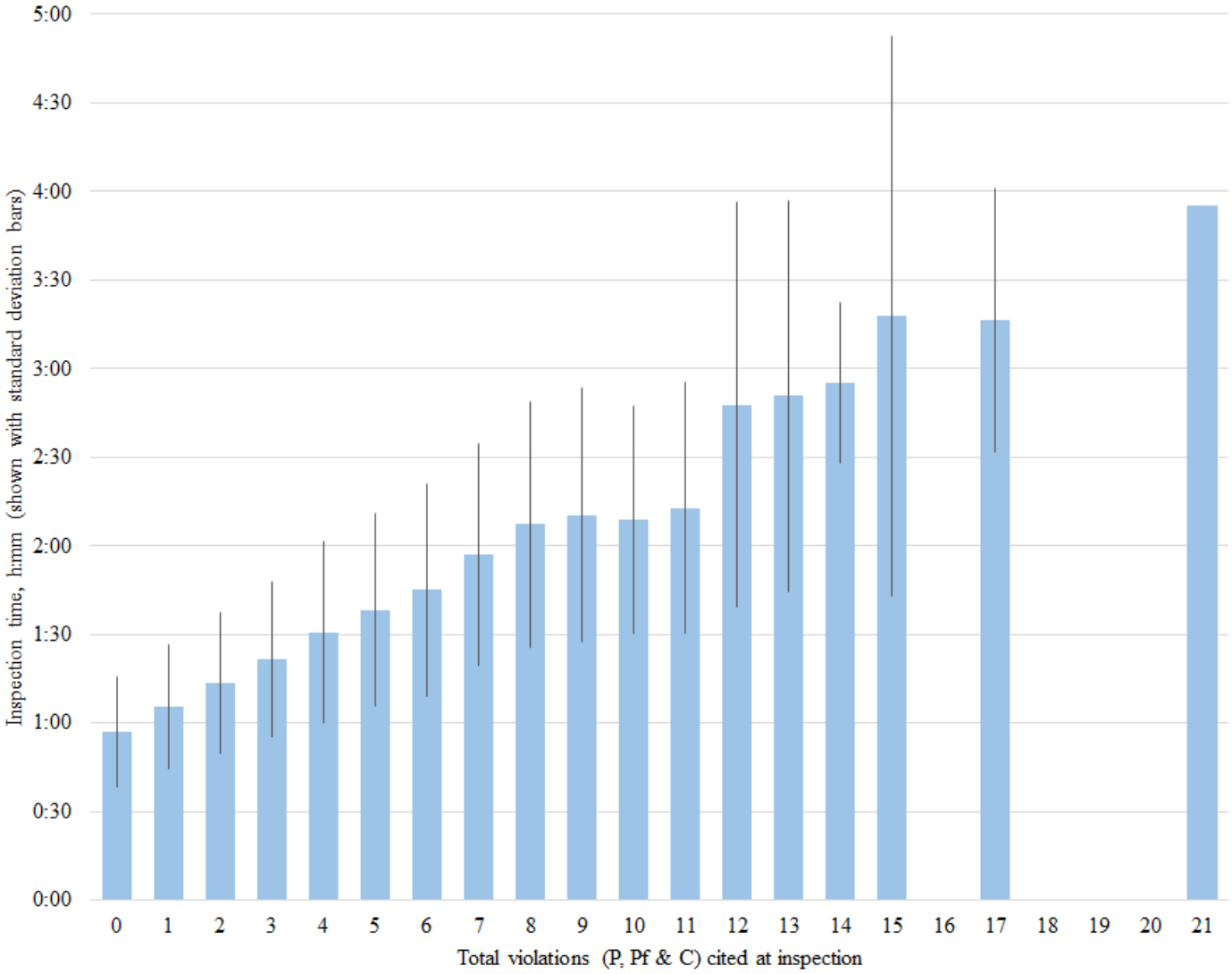
Active Managerial Control: Why It Works!

Maricopa County, AZ
Program Year: 2015

Abstract:
Active Managerial Control (AMC)...what is it? Why is it important? And why is the Maricopa County Environmental Services Department (MCESD) putting together a program to train their operators on AMC? The definition of AMC in the 2013 FDA Food Code is "used to describe industry's responsibility for developing and implementing food safety management systems to prevent, eliminate, or reduce the occurrence of foodborne illness risk factors." Restaurants, schools, bars, mobile food units and grocery stores are inspected every day in the U.S. The goal of every establishment is to provide safe food to their customers. The goal of every inspector is to ensure that these establishments are in compliance with the food code, providing safe food, and not having any repetitive violations. Our inspectors are working hard to educate their operators, yet, violations are still occurring; in fact, the average number of violations is not decreasing, and the incidence of foodborne and outbreak investigations remains constant. Recognizing this, MCESD has developed a course to help restaurant managers gain better managerial control at their establishments as well as having developed some tools and training to assist them. We worked with our local FDA Food Safety Specialist as we developed the course.

Contact:
Ms. Michelle Chester
Environmental Health Specialist

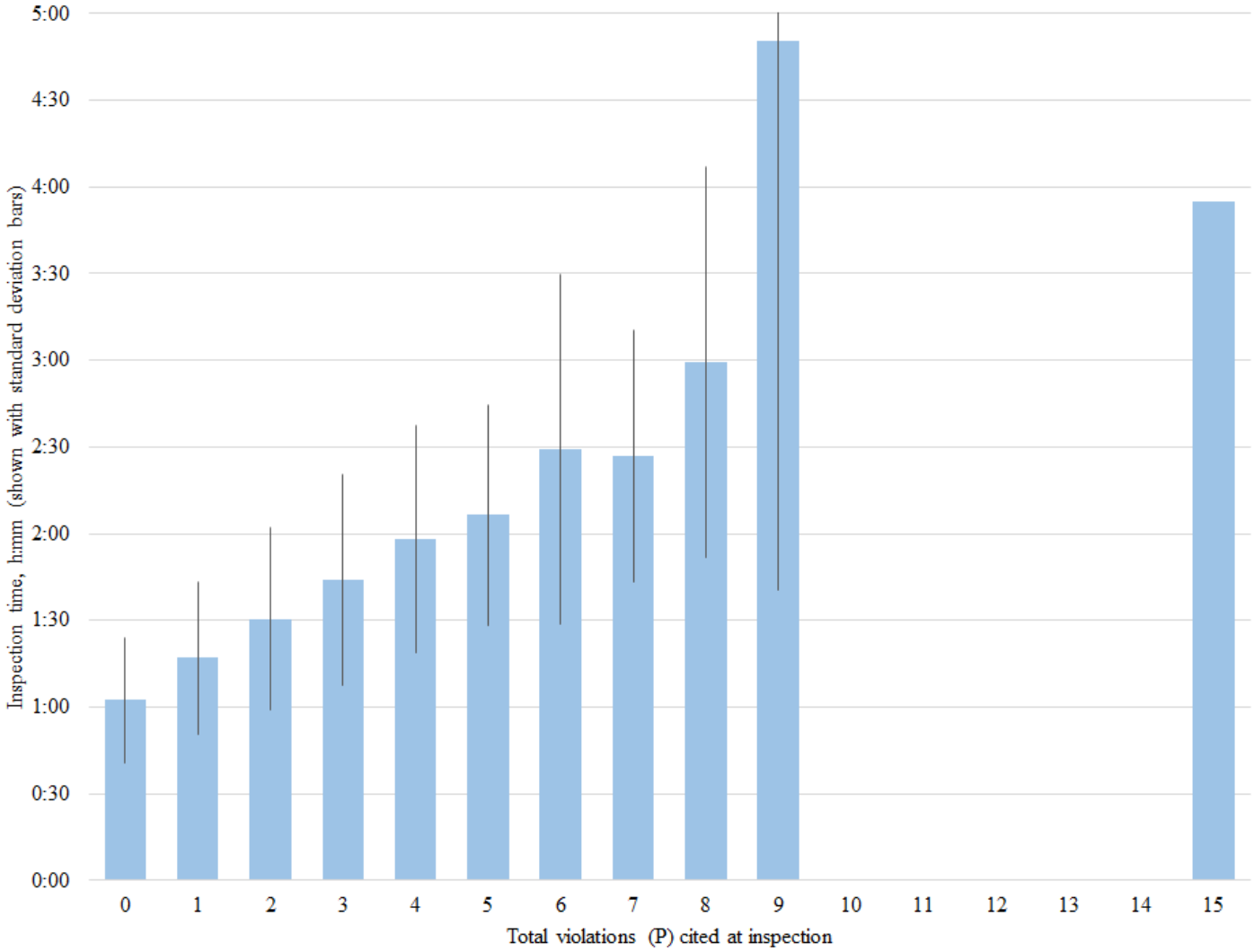
Relationship of Violations (P, Pf, C)and Inspection Times:



*Average inspection time related to the number of violations (P, Pf, C), sampled from 44,332 inspections of Class 4 E&D permits with 10+ seating, 2015-2017

Part III: Doing More With Less

Relationship of Violations (P only)and Inspection Times:



*Average inspection time related to number of Priority violations, sampled from 44,332 inspections of Class 4 E&D permits with 10+ seating, 2015-2017

Part III: Doing More With Less

Cutting Edge Program Application:

Working with our community
to ensure a safe and healthy environment

Environmental Services Department

Maricopa County Environmental Services Department

Environmental Health Division
1001 N. Central Ave. Ste. 300
Phoenix, AZ 85004 Phone:
Cutting Edge Program Application

Provide all requested information below (please print)

Business Name (e.g. Name on the building): _____

Business Address: _____

City: _____ Zip Code: _____

Business Phone: _____ Business Fax: _____

Person in Charge: _____ Phone (if different from above): _____

Email: _____

Please list all the establishments and permit numbers that you would like to be included under this program (please use the back or a separate sheet if necessary):

Name of Establishment	Address	MCESD Permit Number
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Working with our community
to ensure a safe and healthy environment

Environmental Services Department

Please check all of the policies that apply to your facility and agree that the policies have been reviewed to include a policy that addresses minimum code requirements for all of the applicable areas, a training component on the policies, and a verification component. Please refer to the Cutting Edge Questionnaire if you have any questions.

RISK FACTORS	Is risk factor applicable? Y/N	Is there a Written Policy related to risk factor? Y/N	Has staff been Trained on policies? Y/N	Are procedures Verified? Y/N	FDA Food Codes (References to write your policy)
Time / Temperature Control					
Cooking Temperatures					3-401.11
Cooling					3-501.14
Reheating					3-403.11
Cold Holding					3-501.16 A(2)
Hot Holding					3-501.16 A(1)
Personal Hygiene					
Employee Health					2-201
Hand washing / Bare Hand Contact					2-301 3-301.11
Cross Contaminated Equipment / Cross Contamination					
Food Contact Surfaces					4-601
Cross Contamination					3-302.11
Food Source					
Approved Source					3-201
Special Processes					see food code

By signing below I agree that all of the submitted policies are valid at the time of submittal and agree to maintain copies of these policies on hand for review during Verification Visit inspections:

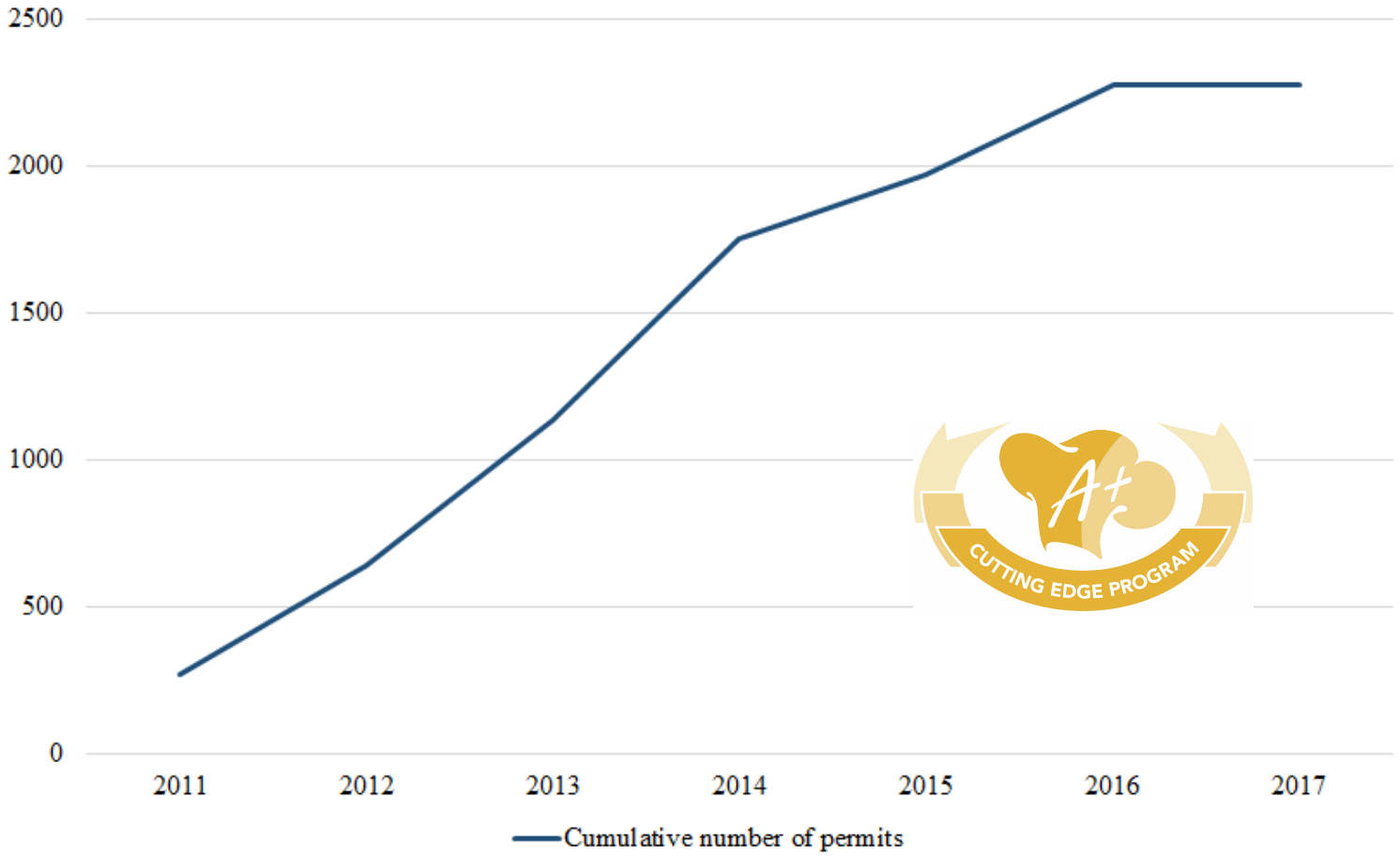
Signature of Person In Charge: _____ Date: _____

Submit by Email

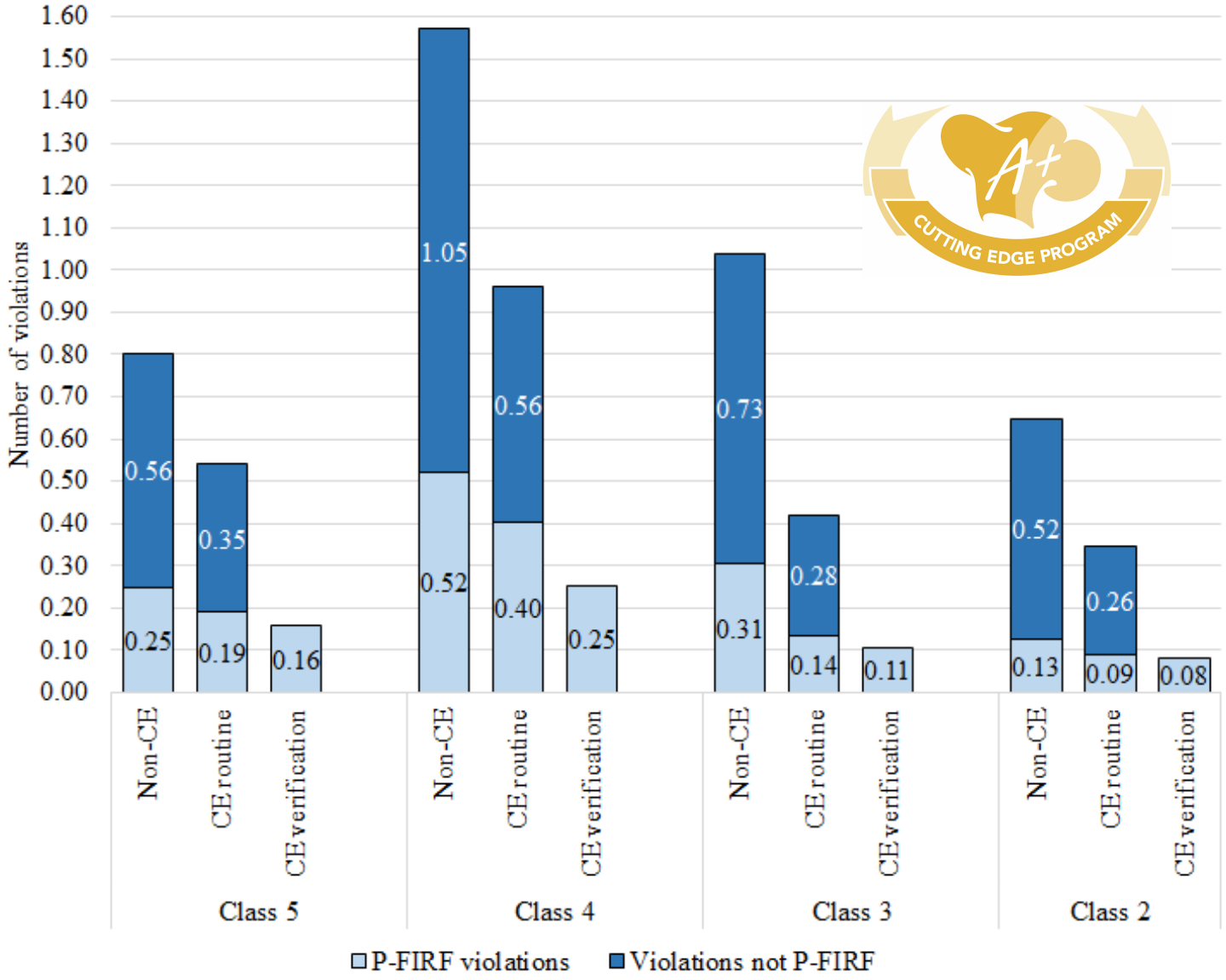
###

Part III: Doing More With Less

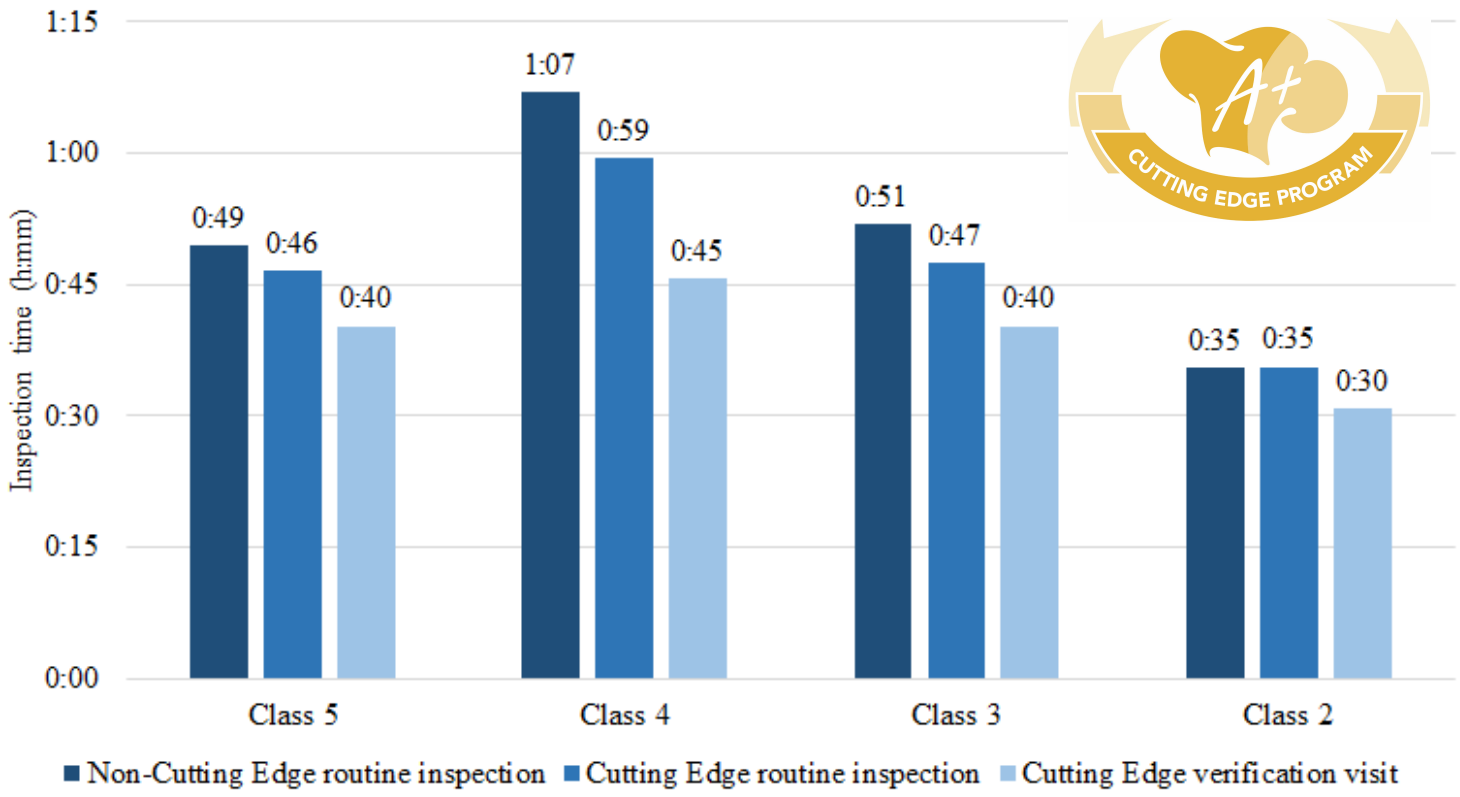
Cutting Edge Enrollment by Year:



Cutting Edge Participants Averaged Fewer Violations:



Cutting Edge Establishments Averaged Lower Inspection Times:



Cutting Edge Promotional Materials:

This establishment is on

THE A+ CUTTING EDGE PROGRAM

CUTTING EDGE PROGRAM

- ★ Above and beyond food safety standards
- ★ Consistent food safety practices
- ★ Proactive food safety monitoring

Cutting Edge participants statistically outperform with less violations, higher grades and participate in promoting their inspection results to the public.*

*Based on 40,576 inspections from January 1st to September 30th, 2014.

A+ Performer = Raising the Bar for Safer Food for You and Your Family

Learn more, visit: ESD.Maricopa.gov

Environmental Services Department

CUTTING EDGE PROGRAM

This establishment is on

THE A+ CUTTING EDGE PROGRAM

What does this mean for you?

★Above and beyond food safety standards

★Consistent food safety practices

★Proactive food safety monitoring

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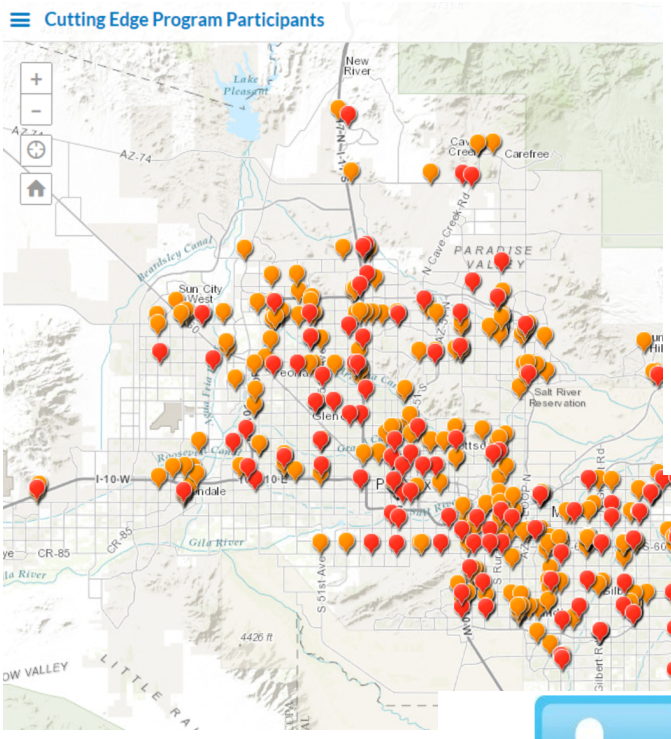
Learn more, visit: ESD.Maricopa.gov

Working with our community to ensure a safe and healthy environment

Environmental Services Department

Cutting Edge Recognition Via Social Media, Public Service Announcements, Website, and Mobile Restaurant Ratings App:



New program allows for more efficient restaurant inspections

Posted: Aug 30, 2012 10:03 PM
Updated: Sep 13, 2013 5:36 AM

PHOENIX (CBS5) - The Maricopa County Environmental Services Department has their hands full performing about 1,400 restaurant health inspections each week, but a new program allows some inspectors to more efficiently check over local businesses.

The program is called The Cutting Edge, and it is a voluntary program. It's designed to improve food safety practices and decrease potential risks for patrons and customers.

"It's about proactive food safety systems. We're looking at the proactive, not the reactive," explained Maricopa County Environmental Services Supervisor Susie Sid.

National Association of Counties and City Health Oficials
Model Practice Recognition:

NACCHO
National Association of County & City Health Officials

March 20, 2015

Andrew Linton
Maricopa County Environmental Health
1001 N Central Ave STE 300
Phoenix, AZ 85004

Dear Andrew

Congratulations! We are pleased to inform you that your program *Food Safety Partnership* has been selected as a model practice by the National Association of County and City Health Officials Model Practices Program. The selection of this program as a model practice means that it demonstrates exemplary and replicable qualities in response to a local public health need. Your program reflects a strong local health department role, collaboration, innovation, and has demonstrated its value by undergoing a vigorous peer-evaluation. Reviewers said the following about your practice:

I am impressed with the program and the vision of the founders. I feel it can be used as a national model, even in an abbreviated form by departments much smaller than Maricopa, Co. Implementation of this program appears to have been a challenge, but one that has been met with success.
The data seems to speak for itself. The percentages of improvement and food safety for restaurants in the Cutting Edge is remarkable. The program has been in effect for a long enough period that I feel confident in its success as long as MCESD staff remain diligent in their commitment to the program. Engaging more restaurant participation should be a long term goal.

In addition to your program's selection as a model practice, we hope that you will join us at the 2015 NACCHO Annual Conference, *Envisioning the Future- Creating our Path* in Kansas City, MO. On July 9, you will be honored and awarded a plaque for your model practice during the Grand Award Ceremony More information and logistics will follow in an email.

To find out more about the conference, please visit **www.nacchoannual.org**. We are sure that you will find the Grand Award Ceremony and the NACCHO Annual Conference to be a valuable educational opportunity to network and learn from your peers and from our national public health partners.

We're pleased to share some unique opportunities for you to share your practice with members. First, by creating a model practice summary poster to be displayed as a part of the poster session during conference. Second, we invite you to participate in our Lunch and Learn Webinar series- a short presentation with a question and answer session, giving members an opportunity to hear from Model Practice winners.

Finally, we will provide you with a press release template to share the great news about your award. We strongly encourage you to send your press release to local media on July 8, 2015 after you've received the award, along with NACCHO for a unified voice sharing the news about your accomplishments.

If you have any questions about your award or the annual conference, please do not hesitate to contact the Model Practices Team at practices@naccho.org or 202-507-4250

See you in Kansas City!

Sincerely,

Dr. LaMar Hasbrouck, MPH
Executive Director

1100 17th Street, NW, Second Floor, Washington, DC 20036 P (202) 783 5550 F (202) 783 1583 www.naccho.org

National Association of Counties Achievement Award for the Cutting Edge Program:

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NATIONAL ASSOCIATION of COUNTIES NACo

NACo Home Page Award Search

Cutting Edge

Maricopa County, AZ
Program Year: 2014

Abstract:
Maricopa County Environmental Services Department (MCESD) launched an innovative inspection program that enhances food safety practices above and beyond regulatory requirements, and strengthens our partnership with industry. This collaborative partnership has resulted in designing a robust food safety system that has created a, "win, win" approach for MCESD, industry, and ultimately, the consumer. Initiated in January 2012, the program called "The Cutting Edge" both reinforces and augments food safety management systems using Active Managerial Control (AMC), a proactive approach to preventing and reducing the risk of foodborne illness. Collaboration with industry was critical in developing an understanding of core food safety principals, and how to incentivize voluntary Cutting Edge participation in a meaningful way on the scale of 19,000 plus permits. Benchmarking conducted revealed no jurisdiction requiring such pre-emptive, intensive documentation and implementation of policies, training, or verification; no other similar or formal program, of any or comparable size, was identified. Cutting Edge uses a systematic approach whereby AMC is established: policy, train and verify. To be eligible for Cutting Edge, establishments must develop written safe food handling policies and procedures that meet MCESD environmental health code standards. They also must train food service workers on these procedures, implement a process to monitor, and verify their performance of these activities, which is followed by a specialized inspection by MCESD to ensure program participants are adhering to these three processes. CY 2013 data show a 28 percent reduction in violations per inspection for Cutting Edge participants. By the first quarter of CY 2013, participants had reduced the occurrence of foodborne illness risk factors in their establishments by 16 percent and demonstrated 24 percent fewer occurrences of foodborne illness risk factors as compared with non-participating establishments. Efficiencies created by the program's innovative inspection process reflect a 21 percent reduction in inspection times in CY 2013. MCESD proudly has 1,170 establishments currently enrolled in Cutting Edge and this number continues to grow as more establishments become aware of program benefits.

Contact:
Mr. Andrew Linton
Environmental Health Division Manager

Part III: Stakeholder Engagement

Summary of Ad Hoc Stakeholder Recommendations:

Maricopa County **July 2015**
Environmental Services Department
Environmental Health Division

SUMMARY OF TASKFORCE RECOMMENDATION IMPLEMENTATION

With the direction of the Board of Supervisors, an ad hoc task force committee was formed to review the service level and processes of the food-related programs of the Environmental Health Division. The table below contains a high-level summary of the recommendations proposed by the committee and approved by the Board of Supervisors on June 9, 2014, along with the status of their implementation.

Target Date	Objective	Recommendation	Status
5/30/14	***Implementation***	***To extend an inspector's rotational time period in a specific area from every two (2) to every three (3) years.***	***Completed***
Inspectors' rotational time period has been extended to three years. These rotations generally occur at the end of the calendar year inspection cycle.			
5/30/14	***Implementation***	***To amend the definition / guideline for Minor Remodel Plan Review projects by only inspecting the facilities and equipment directly affected by the work being reviewed – not the full location.***	***Completed***
Plan Review staff was trained on the new policy and are practicing this approach. Supervisory staff is working closely with the Plan Review inspectors to ensure a consistent approach in this regard.			
6/30/14	***Develop and Send First Newsletter***	***To improve communication between the department and the industry by establishing a subscriber-based newsletter that may be segmented by industry. Further, provide for a subscriber option to receive notices, updates, best practices, and other topics of interest via email.***	***Completed***
A subscriber-based newsletter, "EnviroConnections," was developed and e-mailed to stakeholders on 6/19/14. The newsletter is managed via the County's existing GovDelivery system. Stakeholder contacts were compiled using e-mail addresses in the Accela database, along with known e-mail addresses for stakeholder organizations. Each of the contacts was subscribed to the newsletter via GovDelivery. There are currently over 10,000 subscribers to the newsletter.			
6/30/14	***Schedule and Send Invitation to Stakeholders***	***To open the quarterly Internal Standards Committee to a public meeting format where the meetings and agenda are posted for stakeholders to attend and participate. Further, to have staff hold an annual stakeholder meeting to foster ongoing communication and feedback from the industry.***	***Completed***
An invitation was sent to stakeholders on 6/28/14. The invitation informed stakeholders that Standards Committee meetings are open for stakeholder attendance and explained the purpose of the Standards Committee. Agendas for these meetings will be available via the website two weeks prior to each meeting. In addition, stakeholders can subscribe to receive alerts when new agendas are posted. The first Standards Committee meeting was held on 8/19/14. The annual stakeholder meeting is scheduled for 10/1/15.			
7/15/14	***Implementation***	***Institute a 5-Minute Ice Breaker conversation between the inspector and operator at the start of each inspection.***	***Completed***

Part III: Stakeholder Engagement

Training was held with all Environmental Health field personnel regarding the 5-minute Ice Breaker conversation. Staff was trained on setting a more collaborative, educational tone for the inspection. Specifically, as recommended by the taskforce, staff will ask a couple of questions prior to initiating each inspection. First, they will ask the manager or person in charge if they need 2-3 minutes to wrap up anything they may have been doing upon the inspector's arrival. Second, staff review 1-2 key items found on the prior inspection and give the manager an opportunity to discuss any follow up they may have accomplished. This 5-minute ice breaker training has also been added to the training curriculum for new staff.

7/31/14	***Send Invitation / Announcement to Stakeholders***	***To form a committee of stakeholders to develop a comprehensive marketing plan for the Cutting Edge Program for long-range, high level promotion to drive public awareness.***	***Completed***

An e-mail was sent to stakeholders on 7/31/14 announcing the formation of the Cutting Edge marketing committee and providing details on the first meeting.

As of 10/23/14, the committee had held three meetings and had recommended the Department move forward with the following ideas:

- Redesign the annual Cutting Edge award – COMPLETED
- Redesign the Cutting Edge logo – COMPLETED
- Develop a poster advertising the Cutting Edge Program and its benefits to the customers – COMPLETED
- Develop a decal with summarizing the information from the poster – COMPLETED
- Feature Cutting Edge participants in a Department mobile app. – SCHEDULED FOR COMPLETION IN JUNE 2015
- Produce 30 second promotional videos for customers and industry – COMPLTED
- Product a training video for industry on the Cutting Edge Program and the Verification Visit process – SCHEDULED FOR COMPLETION IN JUNE 2015
- Reorganize the information on the Cutting Edge webpage to make it more customer friendly – COMPLETED

These materials will be put into a toolkit for industry (electronic materials to be provided on a flash drive) and, per the committee's recommendation, will be launched in late spring 2015.

**UPDATE: marketing package launched in August 2015.*

7/31/14	***Send Invitation / Announcement to Stakeholders***	***To form a committee of citizen stakeholders to design and develop a coversheet for inspection reports explaining the nature of the comments in everyday terms. This will help customers understand which violations are considered minor and not putting the consumers at risk.***	***Completed***

An e-mail was sent to stakeholders on 7/31/14 announcing the formation of the citizen stakeholder committee to design and develop a coversheet for the food inspection report. The invitation solicited stakeholder involvement and provided information on the first meeting.

The committee held two meetings and recommended the Department move forward with the following ideas:

- The terms priority, priority foundation, and core are currently used to convey the severity of the violations. The committee developed simplified definitions for each of these terms. These new definitions will be displayed on the website and on the new food inspection report.
- The severity of the violations noted on inspection reports will be conveyed on the website by summarizing the number of Priority violations found during each inspection. The terms priority foundation and core will only be seen on the detailed inspection view.
- Provide a consistent view of the inspection information on each of the different restaurant ratings webpages.
- The committee's definitions of priority, priority foundation, and core, along with the items observed out of compliance during the inspection, will be summarized and featured prominently at the beginning of the food inspection report provided during by the EHS staff during inspections.

IT enhancements for stakeholder committee's recommendations were completed and implemented in December 2014.

12/31/14	***IT Solution***	***To add an area on the annual renewal permit form for the owner / operator to list their preferred language.***	***Completed***
This item was pushed into the production environmental in Accela Automation on 8/27/14. The preferred language is captured in the permit information in Accela Automation and is reported in the Annual Inspection Summary report (this is the report referenced by staff to track and organize inspection workload).			
8/31/14	***Implementation***	***To research and contract with a language interpreting services that allow the owners / operators to have a greater ability to communicate with staff in their preferred language.***	***Completed***
The Department will provide enhanced language interpreting capability through the use of a mobile translation app. This app provides translation in several languages. The language liaisons will continue provide assistance for situations requiring more advanced technical assistance, such as long-term corrective action plans, and cultural understanding.			
10/31/14	***Initiate Amendment***	***To require new and current owners or a local corporate representative to attend the Division's 90-minute Active Managerial Control Class within a specified period time after application.***	***Completed***
The Department's approach to increase AMC class attendance for new and current customers has been to incentivize the AMC class attendance. AMC attendance has been incorporated into procedures for stipulated settlement agreements and Cutting Edge Program participation (for re-qualification and when "D" grades are received). Additionally, the class will be advertised through the use of new marketing materials that are being developed. These will be provided in a new customer package and the EnviroConnections newsletter.			
10/31/14	***Initiate Amendment***	***Offer an After-Hours / On-Demand inspection option at an appropriate fee to meet the operational demands of owners or operators.***	***Completed***
An "Inspection Upon Request" will be used for after-hour inspection requests from customers. This is an existing fee in the fee table of $240.			
12/31/14	***Initiate Amendment***	***To direct staff to perform a fee analysis and present a revised fee structure that would reflect a fee adjustment for Cutting Edge members.***	***Completed***
Fee analysis was initiated via EROP. The case did not progress beyond the County Manager's approval to initiate the case.			
12/31/14	***Initiate Amendment***	***To adopt the 2013 FDA Food Code. Authorize staff to initiate an amendment to the Maricopa County Environmental Health Code***	***Completed***

		that would proceed through the stakeholder process of the Enhanced Regulatory Outreach Program (EROP).	
Adoption of the 2013 FDA Food Code proceeded through the EROP process and was approved by the BOS on 12/10/14.			
12/31/14	***Implementation***	***To establish a single point of contact for each of the four (4) industry classes: Full Serve, Quick Serve, Retail (Grocers, Markets, Convenience), Specialty (Special Events, Mobile, etc.)***	***Completed***
The regional office Managing Supervisors will serve as the single points of contact for each of the four industry classes. An advisory CAP has been created to manage information internally. This CAP can be related to an establishment's permit which provides a means whereby the inspector can review relevant information as part of the inspection history (i.e. information on product assessments). Training with staff on the use of this new tool was conducted in December 2014. Additionally, information on this tool will be provided to industry partners via the EnviroConnections newsletter.			
12/31/14	***IT Solution***	***To improve and advance the understanding of the program to the industry through increased communication via targeted informational emails, discussions, newsletters, and presentations by staff to various industry associations.***	***Completed***
The Cutting Edge Marketing committee has made recommendations for promoting and advancing the understanding of the program to industry, which include increasing recognition for participants, developing a promotional video and training video on program enrollment and participation. The ability to capture additional e-mail addresses and the launch of the EnviroConnections newsletter also provide new tools for communicating Cutting Edge information.			
12/31/14	***IT Solution***	***To allocate resources for an Information Technology solution in order to implement and support several of the recommendations submitted by the Task Force. All of the system enhancements would be to improve service and communication.***	***Completed***
IT resources were allocated to support IT solutions for all of the recommendations. Additionally, solutions were developed that allow the Division to capture unlimited e-mail contacts; automatically e-mail inspection reports to all listed contacts under a permit within 1 day of an inspection; and to list supervisory contact information in every inspection report. The goal of these solutions was to improve communication between the Division and stakeholders regarding inspection information.			
12/31/14	***IT Solution***	***To add a checkbox to the inspection report in which the operator may request a supervisor review.***	***Completed***
Completed as described above. Training with staff on the use of this new tool was conducted in December 2014.			
12/31/14	***IT Solution***	***To delay online posting of all inspection reports for a period of 3 business days to allow the operator an opportunity to clarify or challenge items on the report.***	***Completed***
Completed as described above.			
12/31/14	***IT Solution***	***To post a corrected inspection report online rather than an "Advisory" entry or note.***	***Completed***

Completed as described above. Training with staff on the use of this new tool was conducted in December 2014.			
12/31/14	***Implementation***	***Institute the option of executing a Compliance Order for a new owner of an existing establishment to remain in business for a specified period while the required permits are being obtained.***	***Completed***
After consultation with MCAO, it was learned that implementation of this recommendation required a change to MCEHC via the EROP. A "New Owner Transition" EROP case was initiated in January 2015 and approved in July 2015.			

National Association of Counties Achievement Award for the Citizen Consultancy Program:

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NACo Home Page Award Search

Citizen Consultancy Program

Maricopa County, AZ
Program Year: 2016
Best in Category

Abstract:
On the heels of the Great Recession, the public sector, and in particular regulatory agencies, faced increased customer demands to be more effective and efficient in service delivery. Maricopa County government includes five regulatory departments: Air Quality, Department of Transportation, Environmental Services, Flood Control District and the Planning and Development Department. Survey results and customer feedback regarding these departments indicated concerns with permit review times, burdensome review requirements and regulations, and inconsistent customer service. In response, the Maricopa County Board of Supervisors (BOS) directed the County Manager to convene members of the public and the business community to serve as volunteer "process improvement consultants" for these five departments. These citizen consultants were tasked with identifying sustainable strategies to ensure delivery of good customer service while both reducing unnecessary regulation and protecting public safety. Since the first process improvement citizen committee was initiated in 2013, 110 recommendations spanning four of the five departments have been approved by the BOS of which 90 have been implemented. The Citizen Consultancy Program has resulted in a greater understanding of customer needs, better service for citizens, less bureaucratic red tape, increased staff engagement and improved public trust in Maricopa County's regulatory departments.

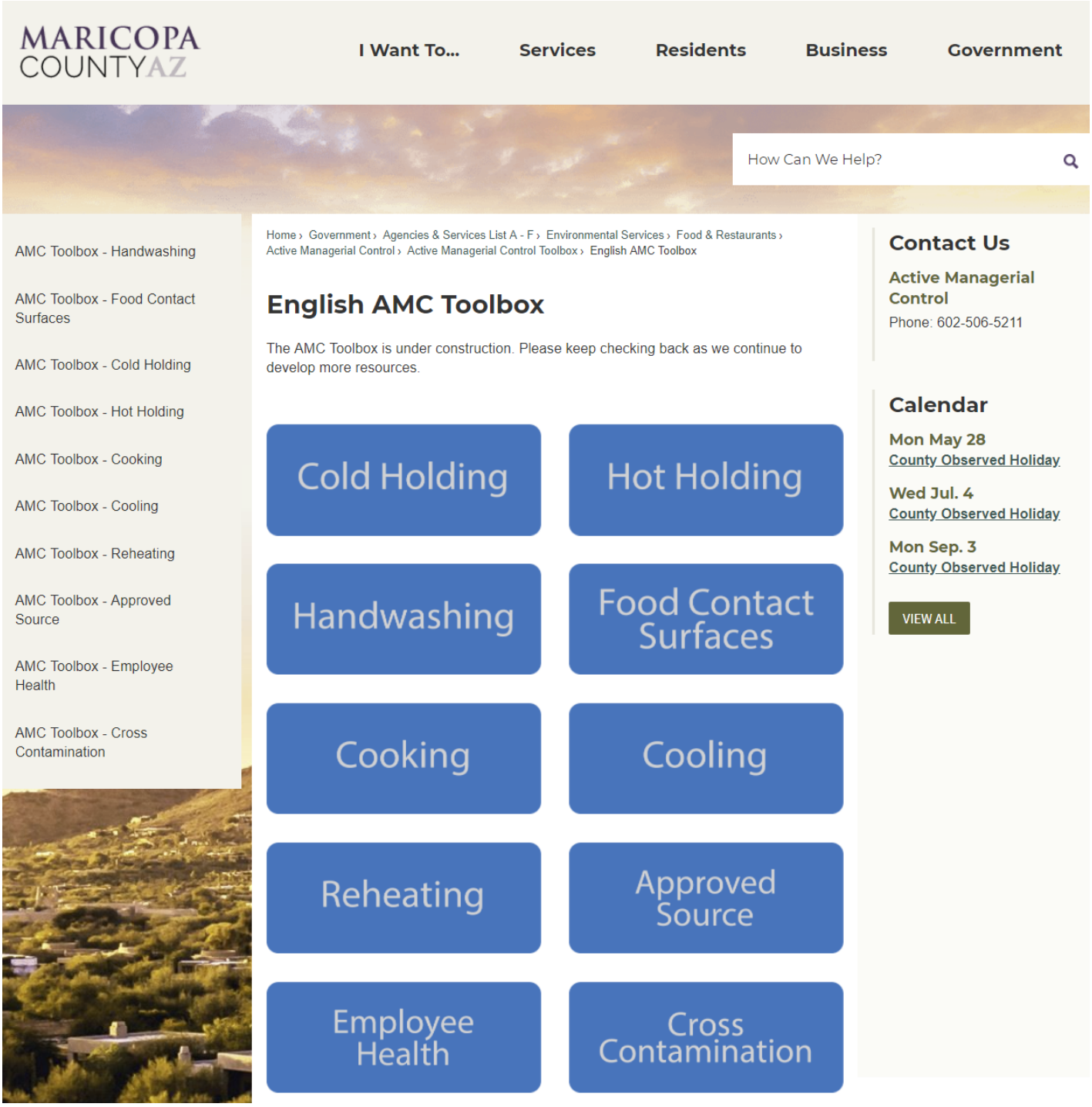
Contact:
Ms. Jennifer Pokorski
Ombudsman

Part IV: Longevity

AMC Toolbox Website:

Part IV: Longevity

AMC Toolbox Website:



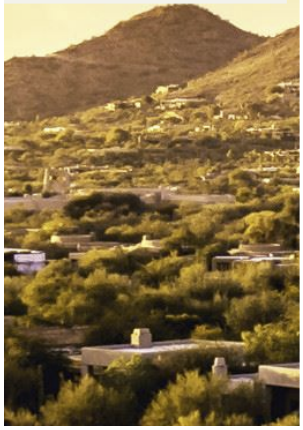
AMC Toolbox Website:

MARICOPA COUNTY AZ

I Want To... | Services | Residents | Business | Government

How Can We Help?

- Home - ESD
- Active Managerial Control
- Administrative Change Request Form
- Cutting Edge Program
- Fee Waivers
- Food Safety/Operator Resources
- Food Employees
- Get Involved - ESD
- Pay Fees
- Permitting & Approvals
- Public Records Request
- Report a Concern
- Restaurant Ratings
- Subscribe for Notifications



Home › Government › Agencies & Services List A - F › Environmental Services › Food & Restaurants › Active Managerial Control › Active Managerial Control Toolbox › English AMC Toolbox › AMC Toolbox - Handwashing

Handwashing Toolbox

How to Get Started Developing Your Plan

1. Let's Start With These Videos

Develop Policies

Implement Training

Verify Methods

2. Review These Documents

- AMC Features (PDF)
- AMC Overview Guidance (PDF)
- Handwashing Challenges Guidance (PDF)

3. Need Help Developing Your Policy?

- Handwashing Policy Poster (PDF)
- Policies Are Actions (PDF)
- Handwashing Policy Guidance (PDF)
- Handwashing Policy Sample Language (PDF)
- Handwashing Policy Template (PDF)

4. Need Help Implementing a Training Program?

- Handwashing Training Poster (PDF)
- Teach Demonstrate Practice (PDF)
- Handwashing Training Guidance (PDF)
- Handwashing Training Log (PDF)

5. Need Help Establishing Verification Methods?

- Handwashing Verification Poster (PDF)
- Verification Ensures Success (PDF)
- Handwashing Verification Guidance (PDF)

6. Need Additional Resources?

- Communication Is Key (PDF)
- When to Wash Hands (PDF)

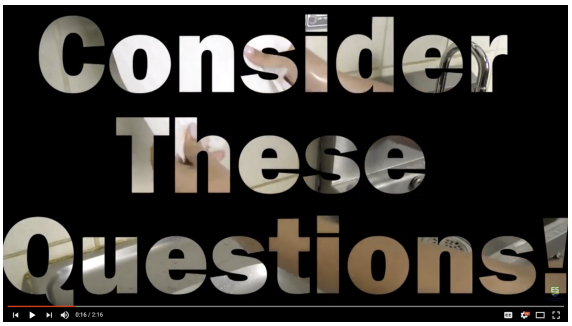
Contact Us

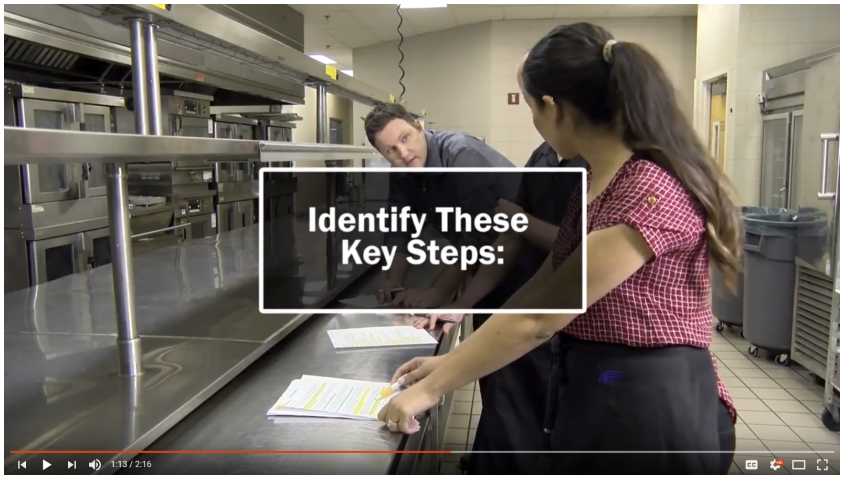
Active Managerial Control

Phone: 602-506-5211

Part IV: Longevity

AMC Toolbox - Video for Developing Handwashing Policy:





Other Highlights

Presentations and Information Sharing:

- NEHA AEC, Las Vegas (2012) – Presentation on Cutting Edge
- FDA Pacific Region Retail Food Seminar, Phoenix (2014) – Presentation on Cutting Edge
- Arizona Department of Health Services Sanitarians' Conference (2014) – Presentation on Cutting Edge
- NACCHO Annual Conference, Kansas City (2015) – Poster on Cutting Edge
- NEHA AEC, Orlando (2015) – Super Bowl XLIX
- Southwest Environmental Health Conference, Laughlin (2015) – Presentation on AMC and Cutting Edge
- NEHA AEC, San Antonio (2016) – Presentation on Engaging Your Customer Base
- NEHA AEC, San Antonio (2016) – Presentation on AMC Methodologies
- FDA Pacific Region Retail Food Seminar, Reno (2016) – Presentation on AMC Methodologies
- FDA Pacific Region Retail Food Seminar, Spokane (2017) – Presentation on AMC Toolbox
- Southwest Environmental Health Conference, Laughlin (2017) – Presentation on Engaging in AMC
- Southwest Environmental Health Conference, Laughlin (2017) – Presentation on Risks of Sous Vide
- NACCHO Sharing Session (2017) – Webinar on Risk Factor Survey
- NEHA Annual Educational Conference, Grand Rapids (2017) – Presentation on EH Program Collaboration
- NEHA Annual Educational Conference, Grand Rapids (2017) – Panel on AMC and Food Safety Consultation

Other Highlights

Regional and National Leadership:

- Audit on Standard 3 “Inspections Based on HACCP Principles” for Mohave County, AZ, (2013)
- Chairperson and Vice-Chairperson for the NAMA health and safety committee (2014-2016)
- AFDO workgroups to develop guidance for shared kitchens and micro markets (2015-2017)
- Audit for Standards 1 and Standard 7 for Washoe County Health District in Reno, NV (2017)
- Conference for Food Protection Committee for Clean In Place (2016-2017)
- Conference for Food Protection Committee for Demonstration of Knowledge (2016-2017)
- President(s) of the Arizona Environmental Health Association (2012-present)
- President of the Arizona Directors of Environmental Health Services Association (2014-present)