

MINNEAPOLIS
REGULATORY SERVICES
ENVIRONMENTAL HEALTH
& FOOD SAFETY



BUSINESS INITIATIVES
2003- 2004

DESCRIPTION	BUSINESS IMPACT	COMPLETION DATE	LEAD ROLE
COMMUNICATION & TECHNOLOGY – BE OPEN AND ACCESSIBLE			
Adopt ‘Information Age Government.’ Develop capability to conduct all business electronically by 2003.	Increases efficiency, long-term savings.	December 2004	Ryan Krick, Mandy Hang & Team
Standardize vehicles for departmental and interdepartmental communications (e.g., City-standard Microsoft products/software, BIIS/KIVA, GIS, etc.) Provide staff training.	Provide valid, reliable, up-to-date information to internal and external customers. Ability to quickly locate/access pertinent information in order to respond to departmental needs or outside entities (e.g., hearings, media, subpoenas, etc.).	December 2004	Ryan Krick, Mandy Hang & Team
Introduce department data in an easy-to-understand fashion to citizens via the internet (e.g., post inspection reports on the web).	Community perceives department as valuable resource. Promotes community awareness and recognition of the department.	December 2004	Ryan Krick, Mandy Hang & Team
Enhance current website to allow customers/community easier access to departmental services, and to provide feedback on how we can better service the community. (Website currently lists department sections, food code fact sheets, STFP, FMC and plan review information).	Increases communication and customer satisfaction.	December 2004	Ryan Krick, Mandy Hang & Team
Develop our resources for providing advice for the public citizens by piloting new approaches that will increase internal and external customer satisfaction, improvements in e-technology, and publish performance against targets.	Increases customer satisfaction.	December 2004	Ryan Krick, Mandy Hang & Team
Explore the possibility of using remote inspection system to increase efficiency	Enables inspectors to provide computerized inspection report onsite.	December 2004	Ryan Krick, Mandy Hang & Team
Produce newsletter twice a year to inform customers about changes in the food code, new opportunities for training, new tools for food safety, etc. Plan to provide online version.	Increases communication with customers/operators helps to prevent violations, which lessens time spent on enforcement.	Spring 2003 Fall 2003	Mandy Hang, Bette Packer, Tim Jenkins, Carl Samaroo
WORKFORCE PLANNING, PROFESSIONAL DEVELOPMENT			
Identify core competencies needed for each position, consistent with the mission of the organization. Provide employees with meaningful and challenging work assignments. Identify/modify selection processes based on core competencies, for all positions in the department. Make collateral assignments a part of	Creates workplace atmosphere where staff has personal commitment/accountability to carry out mission of the organization. Decreases turnover, promotes job satisfaction and increases productivity. Prepares individuals to assume leadership roles when	December 2001 to December 2004	Curt Fernandez, Human Resources

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<p>everyone's job.</p> <p>Provide staff professional and leadership development opportunities that prepare them for career advancement and provide big-picture or enterprise-learning opportunities (e.g., assign special projects, encourage participation in task forces and interagency work groups, involve staff in projects and activities that foster the growth of skills in the areas of budget development, planning, policy development, technology development, etc.).</p> <p>Review the department's organizational structure and make needed changes to support the customer service strategy. Assess and determine skill levels for future growth of the department.</p>	<p>opportunities present themselves.</p>		
<p>Encourage employees to participate in the City's "Leadership Development Program," and other training opportunities.</p> <p>Give employees an avenue of communication (i.e., 360-degree evaluations, survey tools, etc.).</p> <p>Ensure staff has opportunities to enhance professional growth. Develop additional promotional tracks, dual career tracks (i.e., supervisory and technical) or value-added options.</p> <p>Develop individualized training plan for each staff member.</p> <p>Implement on-time performance reviews.</p> <p>Develop cross-functional training opportunities for staff.</p> <p>Develop and define accurate productivity measurement systems for each classification in the department.</p>		<p>December 2003</p>	<p>Bette Packer, Tim Jenkins, Carl Samaroo</p>
COMMUNITY SERVICE/OUTREACH			
<p>Work with food and beverage operators in educating food safety, food code, and evaluate the facilities with establishment operators.</p> <p>Evaluate facilities with the person-in-</p>	<p>Community involvement will result in increased customer satisfaction, better assessment of community needs and greater recognition of department in the community.</p>	<p>2002 to 2004</p>	<p>Bette Packer, Tim Jenkins, Carl Samaroo, & Teams</p>

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charge to better understand their daily operations and to get operators to better comply with the MN food code.	Enhanced understanding of the food code will result in positive results during the inspection and increase customer satisfaction.		
Collect baseline data in order to develop and implement programs to reduce the total number of critical violations by 20 percent annually. Develop risk control plans, if needed, for all facilities.		June 2002 to December 2004	Bette Packer, Tim Jenkins, Carl Samaroo, & Teams
Develop and provide a food safety standards implementation guide to establishment operators in the community.		June 2002 to December 2004	Bette Packer, Tim Jenkins, Carl Samaroo, & Teams, Mandy Hang
Develop effective cross-functional teams in each precinct which involves community representation (restaurant owners) to listen to the voices of the customer to meet their needs in a timely fashion.		June 2002 to December 2004	Bette Packer, Tim Jenkins, Carl Samaroo, & Teams
Organize precinct teams and facilitate community townhall meetings to improve relationships with the community.		Ongoing	Bette Packer, Tim Jenkins, Carl Samaroo, Mandy Hang
Inventory all educational materials, assess needs for additional materials and determine which materials are to be provided to customers via the internet.		December 2003	Tim Jenkins & Team
Analyze the need and translate food safety fact sheets into Somali, Vietnamese, Chines, and Ethiopian.		December 2003	Tim Jenkins & Team
Provide plan review information sheet in different languages to non-native English-speaking customers.		December 2003	Tim Jenkins, & Plan Review Team
Recognize food safety month by having community outreach programs.		December 2003	Bette Packer, Tim Jenkins, Carl Samaroo & Teams
Develop customer surveys and measure the needs and level of satisfaction towards the department.		December 2002 to December 2004	Bette Packer, Tim Jenkins, Carl Samaroo, Mandy Hang
Develop and implement videos on food handling and handwashing.		December 2002 to December 2004	Bette Packer, Tim Jenkins, Carl Samaroo & Teams
Review the City ordinance recommendations and implement changes to support Food Safety.		December 2004	Bette Packer, Tim Jenkins, Carl Samaroo, Mandy Hang
Enhance and promote the current CHEFS		December 2002	Bette Packer,

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program.		to December 2004	Tim Jenkins, Carl Samaroo & Teams
FOOD SAFETY EDUCATION IN SCHOOLS			
Select schools and pilot education on food safety and hygiene. Work with MDA, MDH, USDA and FDA to coordinate food safety message to school-aged children.	Reinforcing good handwashing habits and food safety practices as a means to prevent spreading of germs and foodborne diseases. Early education of food safety and handwashing which reinforces our work with food establishment. Early introduction to students entering workforce to food safety standards.	September 2003	Bette Packer, Tim Jenkins, Carl Samaroo, Ryan Krick
TATTOO STANDARDS			
Develop standards and operational guidelines. Finalize operational procedures and standards.	Minneapolis will be setting standards for local agencies.	December 2003	Kathy Loudon, Anna Seime
DAYCARE STUDY			
Complete daycare study to address operating standards and food safety issues. Develop process to license daycares. Create licensing fees for daycares. Licensing process and fee level for daycares.	Increase food safety knowledge and operating standards for daycares. Give us leverage to enforce standards. Generate revenue for City efforts.	December 2003	Bette Packer, Anna Seime
BEACH MONITORING, WATER PROTECTION & POOLS			
Monitor bacterial levels and environmental factors affecting swimmability of lakes and waterways in Minneapolis using GIS predictive modeling and lab analysis. Collaborate with major cities utilizing the Mississippi river as the source of drinking water to address chemical and biological contaminants.	Clean water in the community.	Ongoing	Laura Huseby
Work in partnership with the Minneapolis Park Board to rewrite the pool ordinance that would make the city's public wading pools safer for our young constituents.		December 2003	Carl Samaroo, Ryan Krick
CHEFS PROGRAM			
Provide culturally relative educational services to immigrant communities and the	Increases consumer awareness of foodborne illness and food safety	December 2004	Tim Jenkins, Bette Packer,

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<p>community as a whole in the areas of food safety training for food workers, and food safety and foodborne illness awareness to consumers. Develop, select and educate lay educators in the community.</p> <p>Improve communication and relationships between food establishments and our department.</p> <p>Increase participation in government from immigrant communities.</p>	<p>knowledge.</p> <p>Empower consumers and food establishments.</p> <p>Provide career growth for food handlers and lay health educators.</p> <p>Reduce violations, reinspections and hearings.</p> <p>Increases cultural understanding among Environmental Health staff.</p>		<p>Carl Samaroo, Farhiya Farah, Anna Seime</p>
TRAINING AND DEVELOPMENT			
Develop and deploy a structured training process and training program for the new inspectors.	Reduces stress and anxiety in new inspectors so that they can focus on skills and knowledge to perform job duties.	December 2004	Tim Jenkins, Bette Packer, Carl Samaroo
Develop and implement a training program to include basic skills, to support the potential career growth for staff (e.g., process management, negotiation, consulting skills, organization savvy, decision making, quality, etc.).	<p>Increases inconsistency in all interactions with customers.</p> <p>Improved training will lead to effectiveness in decreasing critical violations and reducing foodborne illness outbreaks.</p>	December 2004	Tim Jenkins, Bette Packer, Carl Samaroo
STANDARDIZATION			
Develop a standardized manual for environmental health specialists.		December 2003	Sebastian Cherayil, Bette Packer, Tim Jenkins, Carl Samaroo
Standardize all inspectors to comply with State and Federal guidelines.		December 2003	Sebastian Cherayil, Bette Packer, Tim Jenkins, Carl Samaroo
HACCP			
Promote the use of HACCP (Hazard Analysis and Critical Control Point), and in particular, develop and consult on a strategy for the promotion of HACCP throughout the food chain. We will run a HACCP campaign to help ensure that educational and training mechanisms are in place. The campaign will target in particular small and medium food businesses.	<p>Provide safer food for the community.</p> <p>Increases food safety awareness for the operators and the food service workers.</p>	Ongoing	Sebastian Cherayil Tim Jenkins, Bette Packer, Carl Samaroo
CROSS-TRAINING FOR PROMOTIONAL OPPORTUNITIES & ALSO TO LEVERAGE SKILLS & KNOWLEDGE			
Maintain a database for tracking training	Increases skills and knowledge and	December 2003	Mandy Hang,

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provided by the department and individualized training course for staff.	the ability to serve a diversity of departmental, city and community needs.		Human Resources
Diffuse knowledge and skills throughout department: identify knowledge and skills that can be shared/transferred (e.g., plan review, pools, schools, wells, Children's Environmental Health/Lead, Environmental Management, IT positions, standardization, etc.) and implement cross-training plan to strengthen service to community.			Bette Packer, Tim Jenkins, Carl Samaroo, Mandy Hang
FARMER'S MARKET & COMMUNITY GARDENING			
To be developed...		December 2004	Anna/ Sonya
PROCESS REVIEW			
<p>Prioritize processes that need to be reworked or revamped.</p> <p>Improve customer service for establishments and the community.</p> <p>Identify and minimize any red tape issues that create barriers to provide good service.</p> <p>Develop an approved process for documenting inspections and gathering inspection data.</p> <p>Improve job efficiency—communication, save time, consistency in service, standardized procedures.</p> <p>Develop a user-friendly, food safety standards manual for operators to use in their daily food safety operations.</p>	<p>Overall increased consistency in evaluating the unit's operating standards against food safety standards.</p> <p>Improves economic performance for operator and consequently for City.</p>	December 2003	Bette Packer, Tim Jenkins, Carl Samaroo, Mandy Hang, Ryan Krick
<p>Develop an opening process flowchart for new operations (define and document) with a cross-functional team (Environmental Health, Licensing, Inspections, Zoning, Housing, GIS, KIVA, and ITS)).</p> <p>Develop a process for plan review.</p> <p>Develop and finalize the upgrade policy.</p> <p>Starting a food business in Minneapolis. How can Environmental Health help to open a new facility.</p>	<p>Increases customer satisfaction.</p> <p>Decreases frustration for business owners and environmental health specialists.</p> <p>Ensures consistent and effective openings.</p>		Tim Jenkins, Bette Packer, Carl Samaroo, Mandy Hang, Plan Review Team
STANDARD COMPUTER TEMPLATES			
Develop communications templates (administrative hearing, closures, plan	Ensures consistency.		Kathleen Hartzler, Pat

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review, etc.) for staff.			Poeschel

DISTRICT TEAMS:

NORTH CARL SAMAROO & TEAM	SOUTH TIM JENKINS & TEAM	DOWNTOWN BETTE PACKER & TEAM
Ryan Krick	Laura Huseby	Samuel Sun
Kathy Louden	Richard Swenson	Anna Seime
Farhiya Farah	Sebastian Cherayil	Kris Keller
Ellen Hoyt	Kim Johnson	Sonya Monzel

PARTNERS:

- Minnesota Department of Agriculture
- Minnesota Department of Health
- Food & Drug Administration
- USDA
- Local Agencies
- University of Minnesota
- City Departments
- Multi-Cultural Services
- Community