Michigan Food Safety Success
Getting More Dollars and Staff

MFRP Alliance
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Michigan’s Food Program

- Retail - 16,000 establishments
- Processing - 2,000 establishments
Michigan’s Story of Obtaining More Food Program Resources

• Elements:
  – Business Improvement Effort
    • Demonstrate we are doing the most with existing resources
    • Agency already had a positive customer service reputation and good industry relationships.
  – Talked with Industry About Needs and How to Increase Budget
    • Developed a 4 year plan
    • General Fund Request and Fee Increase
  – Improve IT Systems
Business Improvement Effort

Using a Business Consultant, entire Department:

- Identified low performing staff and worked with HR to improve performance.
  - Increased food inspections by 7.6%
- Developed position specific SOP’s, which included Quantity, Quality and Timeliness Elements.
- Began intentional conversations with direct reports every 2 weeks, with written feedback (Y,N,+). Replaced traditional annual reviews.
4 Year Improvement Plan

- Identified the need for 12 additional food inspectors, a Food Supervisor, an Admin. Support, a Quality Assurance Supervisor and QA Specialist.
- Inspection/licensing system-improve efficiency.
- $1.2M General Fund Food Program Request
- $2.5M Fee Proposal- 3 year phase-in
- $3.7M for food staff, plus IT costs.
- With MFRPS, RRT, FSMA- App. $6M
Legislative Messaging

• “MDARD is at a point where it can no longer meet the demand for business compliance assistance and also evaluate food establishments often enough to assure the public’s food safety.”

• “In the last 15 years MDARD has lost 4 inspector positions (8% reduction) while adding 2,200 licensed establishments (15% increase), with the largest growth in complex food processors. MDARD also reduced management and support staff and closed regional offices during this period.”
Value of a Food License

- License globally recognized as a trusted sign of food safety
- Exceptional Customer Service
- Locally Stationed Food Safety Consultant
- 24/7/365 Emergency Response and On-Site Assistance
- Export Certificates
Food Inspector Increase with New GF and Fees

-3.8 FTE Time Loss  -8.8 FTE Time Loss  -4.2 FTE Time Loss

FY14 47  →  FY15 48  →  FY16 53  →  FY17 58  →  FY18 59  =  59 Trained

Annual Average Inspections Per Inspector

Phones/Computers  New IT System  IT System Replaced?

278  →  279  →  256  →  294  →  Estimated 340  =  365

Total Inspections Done and Due

13,360 21,568 62%  →  13,382 20,535 65%  →  13,543 21,413 63%  →  17,025 20,500 83%

Estimated 20,060 21,500 93%  =  21,000 21,000 100%

All evaluations current by June 2020
Questions?

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Stay connected with MDARD!

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