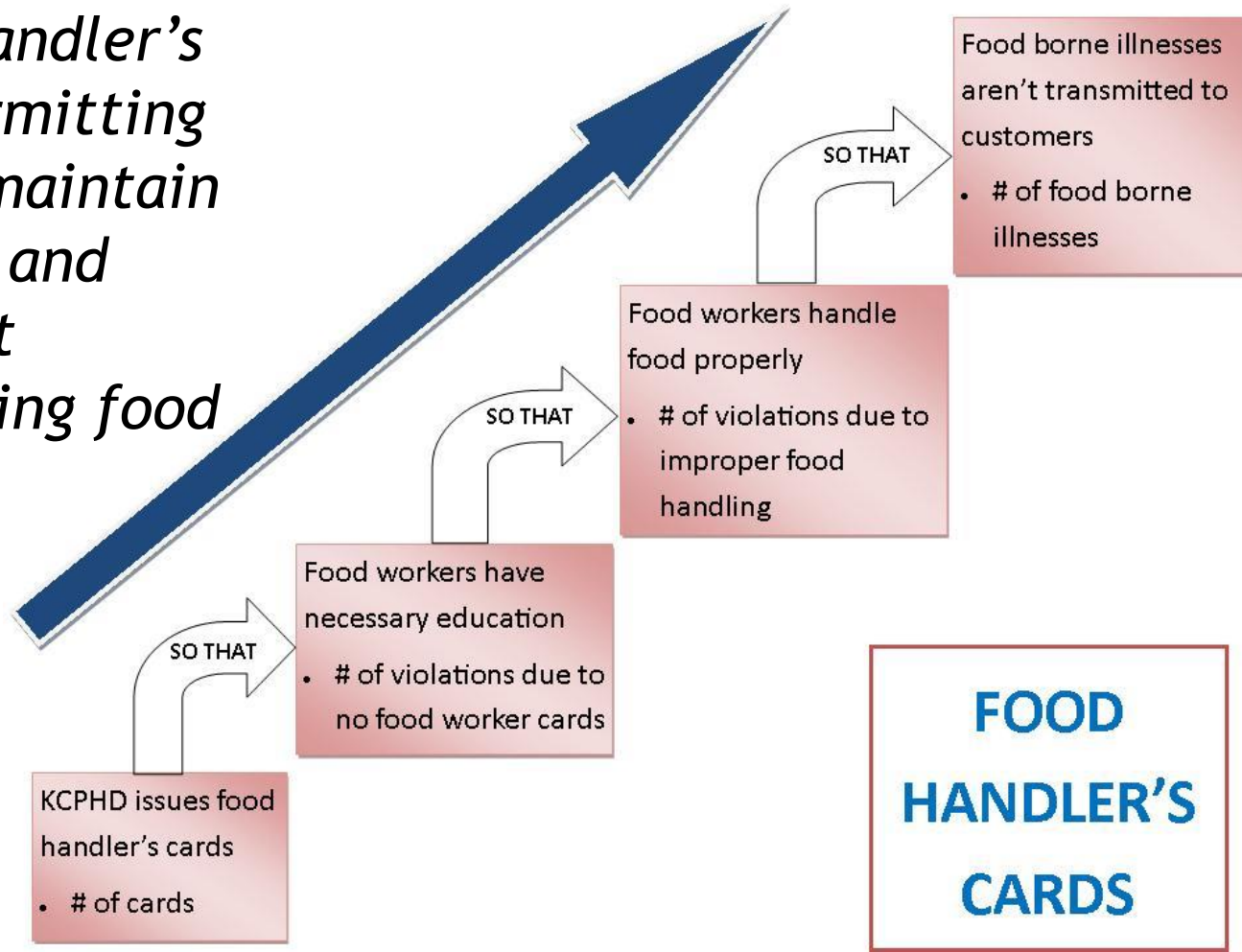


Food Handler's Education and Permitting Quality Improvement – 2013 Follow Up



A Reminder...

The Kittitas County Public Health Department will fully transition to a new method of food handler's education and permitting while striving to maintain customer service, and addressing current barriers to obtaining food handler permits.



What was studied...

- Measured baseline data

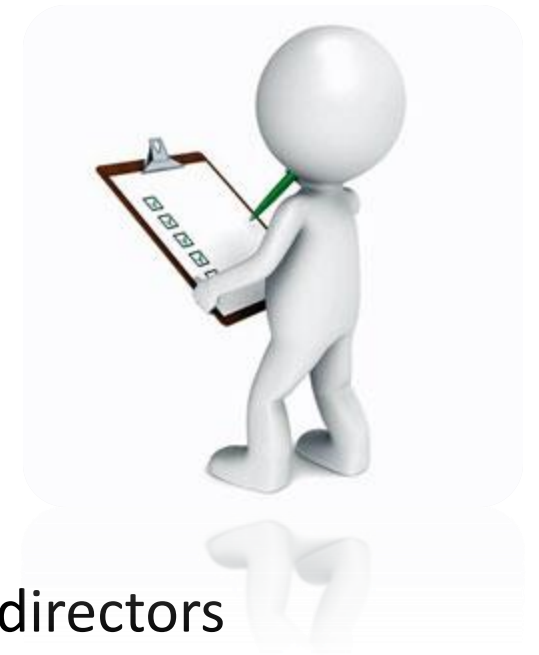
- Number of permits issued: 175/month (2100/year)
- 8-9 food worker card violations/month
- Revenue: \$2.97 made per card

- Collected survey data

- Food Worker Customer Survey
- Establishment Owner Survey

- Determined best practices

- Conversations/surveys with other EH directors



What was done...

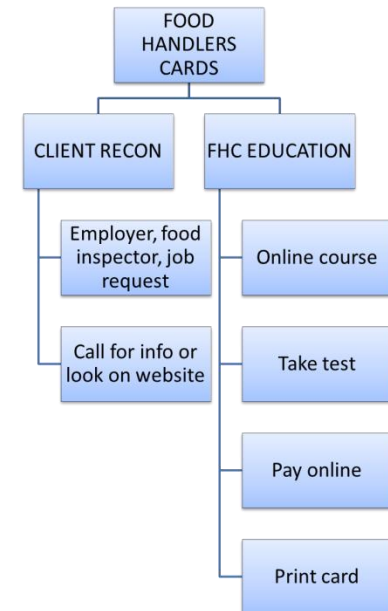
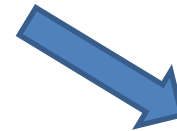
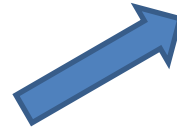
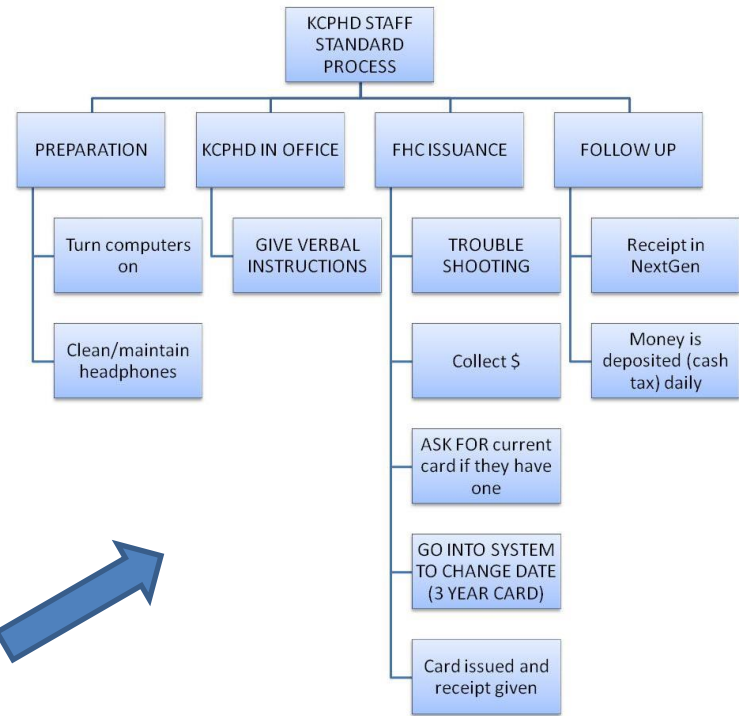
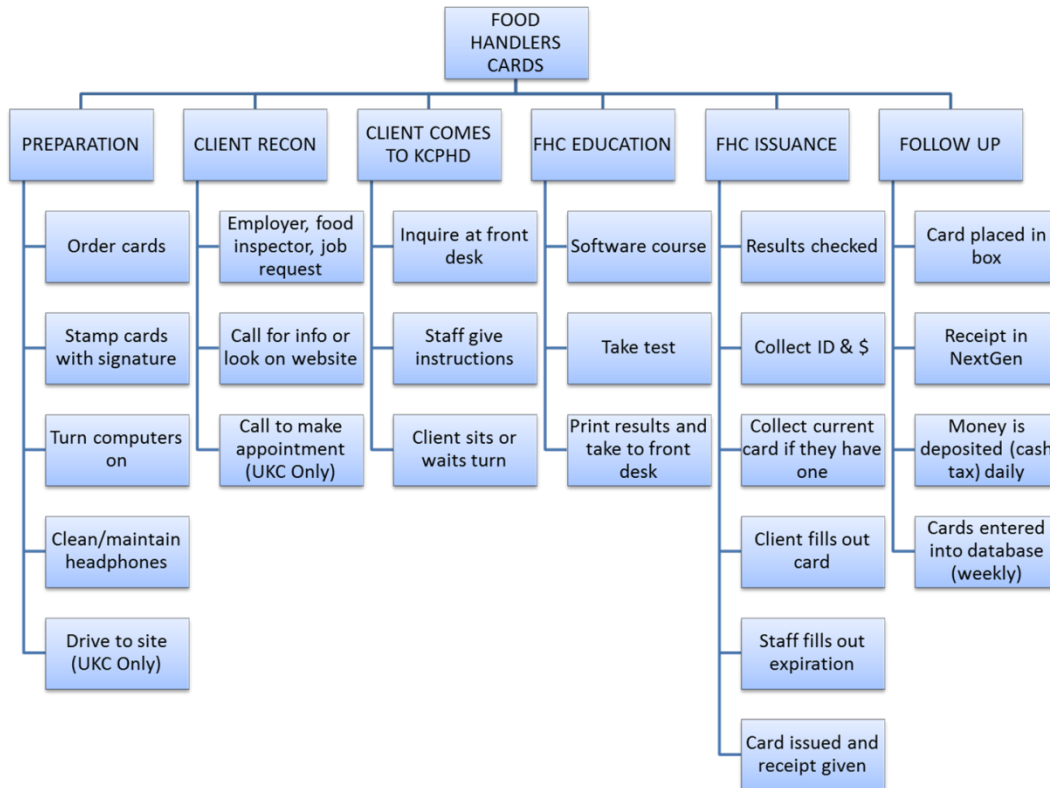
- Online Food Handler's Permitting class set up through Tacoma-Pierce's system January 2013
- In-person classes reduced, but still offered, as needed



The screenshot shows a dark blue website interface for the Washington State Food Worker Course. At the top, the text reads "Do it Right, Serve it Safe!" in a light blue font, with "Washington State Food Worker Course" below it in a smaller white font. In the center, there is a white-bordered image of a "Washington State Food Worker Card" issued to "Muller, Diane" on "09/08/2011". Below the card, the text "Please select a language to begin" is displayed in white. At the bottom, there are seven orange buttons with white text, each representing a language: English, Spanish (Español), Korean (한국어), Russian (Русский), Mandarin (普通话), Cantonese (粵語), Vietnamese (Tiếng Việt), and Cambodian (ភាសាខ្មែរ).

Streamlining

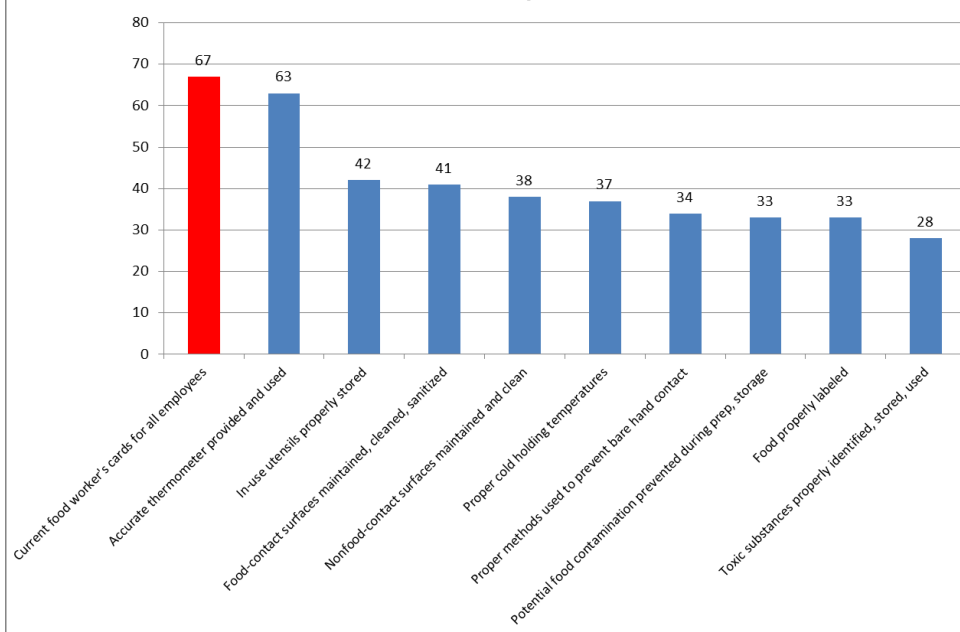
- Reduction of overall steps for both customers and staff



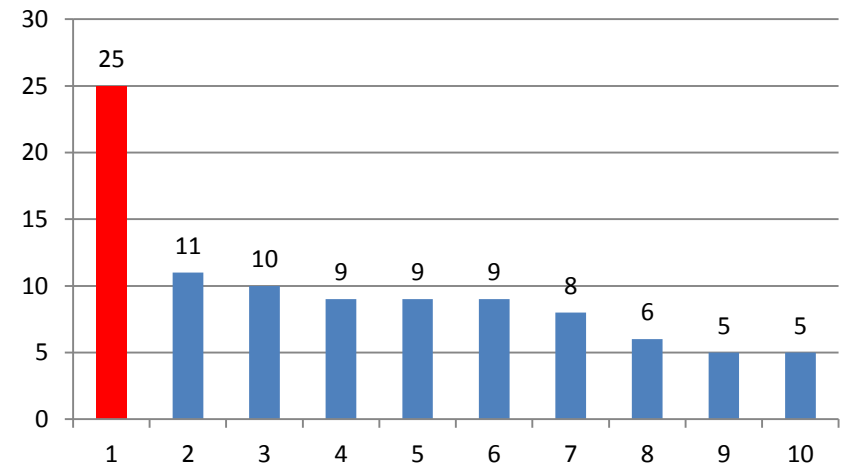
The bad news...

- Unfortunately, no noticeable decrease in violations
 - Before: 67 violations in 820 inspections in a 2 year period (8.1%)
 - After: 25 violations in 282 inspections in an 8 month period (8.8%)

Number of Food Establishment Inspection Violations 2010-2011



Number of Food Establishment Inspection Violations 2013 (Jan - Aug)



The good news...

- Customer Survey – post-online implementation
 - 96% of respondents rate the overall experience as “good” or “excellent”
 - 100% of respondents would recommend using this system to a friend
 - Of those who had gotten food handler’s permits before, 95% found the online system either the “same” or “easier” than past experiences
 - The average time for the overall process went from 45-50 minutes to 38 minutes
 - The average travel time went from 19 minutes to 6 minutes



More good news...

- Total number of permits issued increased from 175 to 216 per month
- Total number of on-site permits decreased from 175 to 46 per month
- The amount of time staff need to spend on on-site permit time decreased from 10 hours down to 3 hours per week
- We increased our revenue from \$2.97 up to \$5.42

