

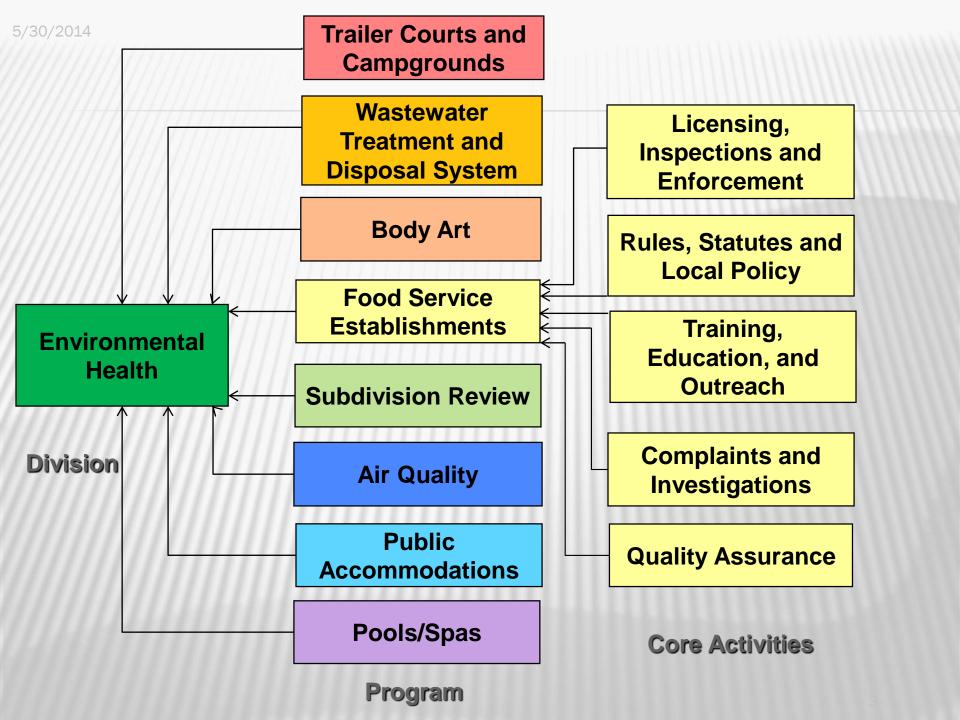
## Licensing, Inspections, Complaints and Enforcement: • License fees provide supplemental funding to conduct inspection, investigation and enforcement Establishments are compliant with health and safety rules Metrics: Percent of inspections completed (per DPHHS report) Time until initial action on complaints Percent of complaints resolved Number of critical violations recorded Pools and Spas Pools and spas are safe for the community to use Illnesses and injuries related to pools and spas are avoided **Quality Assurance** Metrics: Accuracy and consistency in data, inspections, training Number of onsite Certified Pool and enforcement Operators Number of pool closures with follow-Metrics: Number of verification audits completed

### Training, Education and Outreach:

- Sanitarians are competent to conduct inspections, investigations and enforcement
- Operators are knowledgeable of current pool and sparules

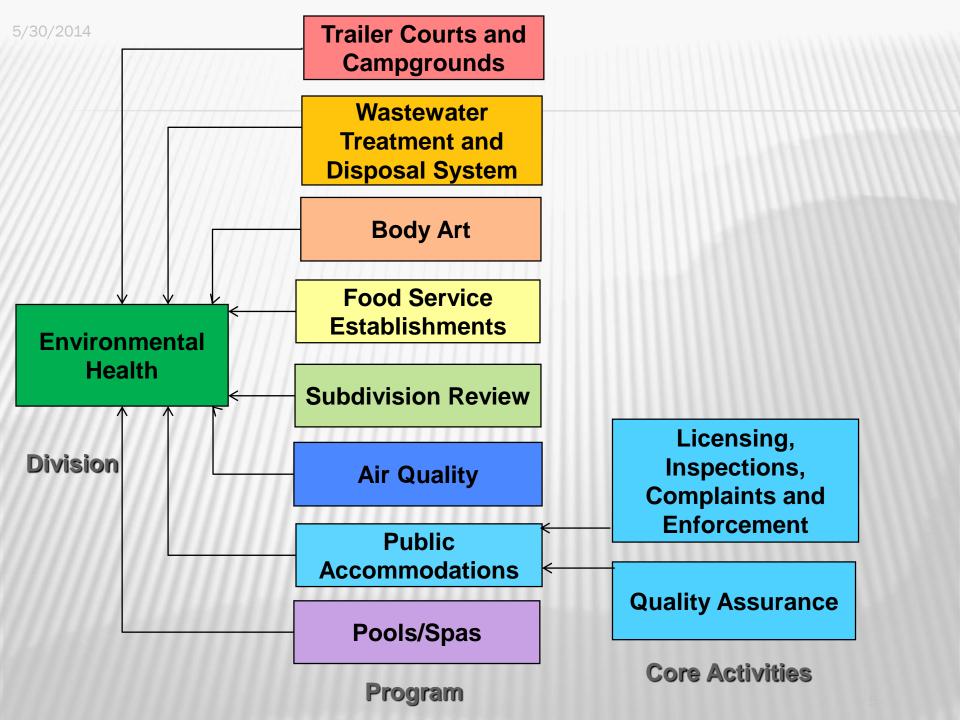
#### Metrics:

- Percent of pool and spa FCCHD sanitarians that are currently CPO certified
- Number of CPO educational packets distributed



#### Rules, Statutes and Local Policy: 5/30/2014 Knowledge is maintained on the most current rules, statutes and local policies and they are utilized in a consistent manner Rules, statutes and local policies are reviewed to determine the need for revisions and governing entities Licensing, Inspections and Enforcement: are informed of needed updates/amendments Public licensed establishments meet or exceed minimum sanitation and safety standards License fees provide supplemental funding to conduct Metrics: inspection, investigation and enforcement Standard 6: Percent of sampled establishments for Establishment compliance with health and safety which compliance and enforcement was taken correctly standards is observed and recorded Percent of local policies reviewed on an annual basis Establishment health and safety standard deficiencies are corrected if existing Metrics: Percent of reimbursement received Number of critical violations recorded Training, Education and Outreach Standard 3: Percent of Standard 3 quality records Sanitarians are competent to conduct plan review, completed inspection, investigation and enforcement **Food Service Establishments** Standard 9: Risk Factor Study Operators are knowledgeable of current food and The community has a safe product for consumer safety rules consumption The general public is informed about food safety Foodborne illnesses and related deaths are avoided Metrics: Standard 2: Percentage of retail food program sanitarians that have completed program standard 2 criteria Standard 4: Performance rating on standard 4 quality elements Standard 7: Number of industry and consumer **Complaints and Investigations:** Investigations are addressed in a collaborative, interactions Standard 7: Number of educational outreach activities consistent and timely manner All complaints are addressed and resolved in a Number of Gold Star Recipients Average duration of Gold Star Award consistent and timely manner Metrics: Time until initial action on complaints Quality Assurance: Percent of complaints resolved Accuracy and consistency in data, inspections, training Standard 5: Percent of protocol elements that are and enforcement written Metrics: Standard 8: FTE to inspection ratio Standard 9: Number of self-assessments completed

Standard 9: Number of verification audits completed



**Public Accommodations** 

and spas are avoided

Illnesses and injuries related to pools

# Licensing, Inspections, Complaints and Enforcement:

- License fees provide supplemental funding to conduct inspection, investigation and enforcement
- All establishments are inspected for compliance with health and safety rules

### **Metrics:**

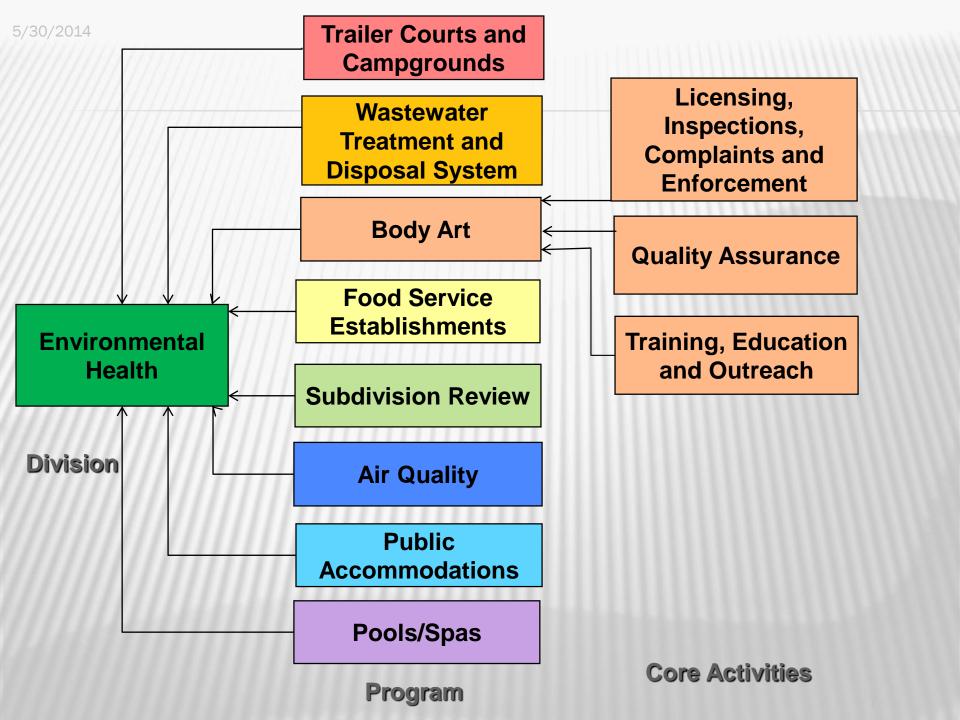
- · Percent of inspections completed
- Time until initial action on complaints
- · Percent of complaints resolved

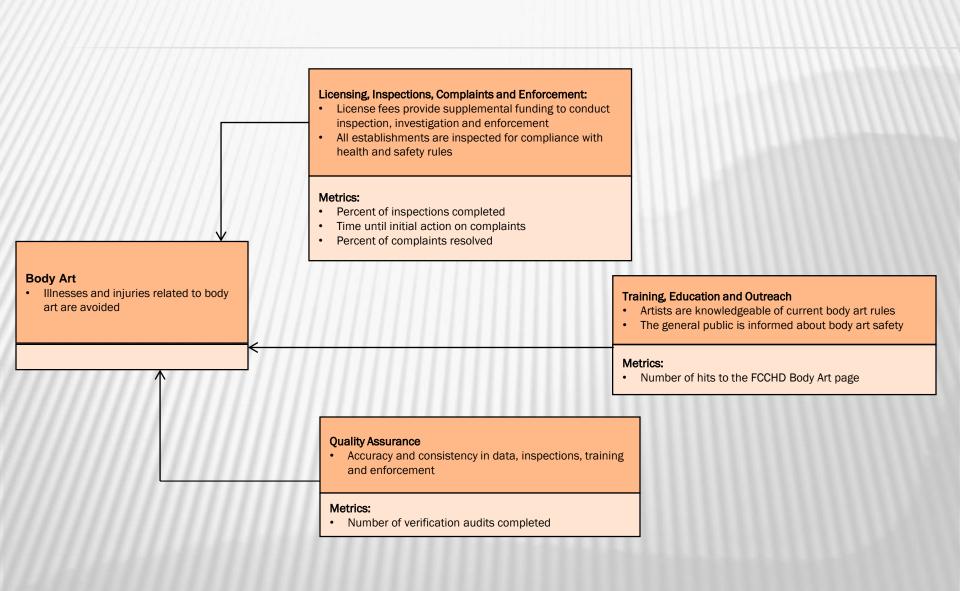
## **Quality Assurance**

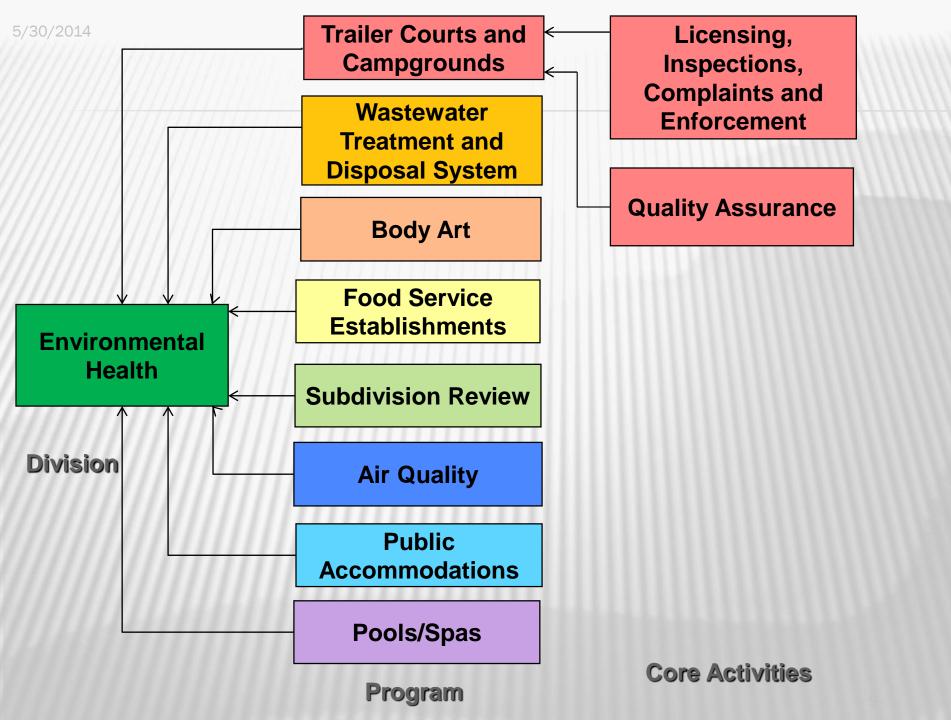
Accuracy and consistency in data, inspections, training and enforcement

#### Metrics:

Number of verification audits completed







**Trailer Courts and Campgrounds** 

• Illnesses and injuries related to trailer

courts and campgrounds are avoided

# Licensing, Inspections, Complaints and Enforcement:

- License fees provide supplemental funding to conduct inspection, investigation and enforcement
- All establishments are inspected for compliance with health and safety rules

### Metrics:

- Percent of inspections completed
- Time until initial action on complaints
- Percent of complaints resolved

## **Quality Assurance**

Accuracy and consistency in data, inspections, training and enforcement

#### Metrics:

Number of verification audits completed

