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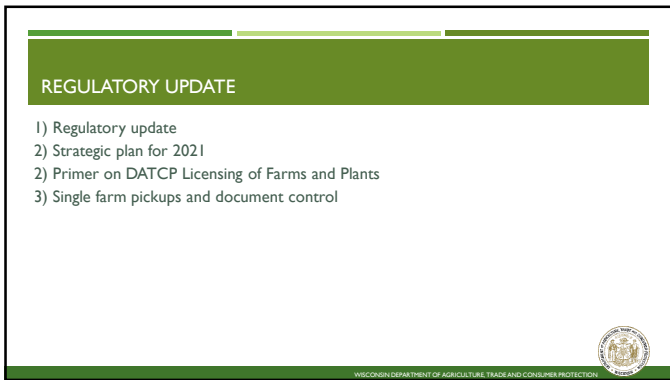
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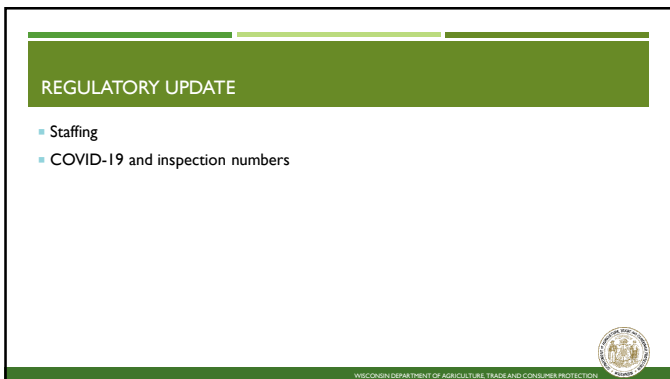
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**STAFFING - NEW FACES IN THE DEPARTMENT**

Dairy Supervisor  
Mary Rollins



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4

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**NEW FACES IN THE DEPARTMENT**

- Dairy Technical Specialists

Ali Collins      Anne Hagopian      Laurie Sippel



- [Area map](#) will be updated soon



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5

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**NEW FACES IN THE DEPARTMENT**

- Dairy Sanitarians

Nick Brost      Natasha Kowalchuk



- Currently two Sanitarian vacancies



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6

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**REVISED PANDEMIC RESPONSE FROM DAIRY SERVICES SECTION**

- Dairy Services Section's response
- Governor's face-covering mandate
- Maintaining Wisconsin's Grade A Program IMS listings
- One small request for flexibility in December for about 18 farms



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7

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**REVISED SAFETY MEASURES**

- Measures are being taken by staff:
  - Staff conduct daily self-assessments for symptoms.
  - PPE shall be worn on all inspections; social distancing practiced when possible.
  - Minimizing number of DATCP staff to 3 people at a plant.
  - Removed the requirement that staff can visit only 1 plant per day.
  - Virtual record and food safety plan reviews when possible.
  - Staff are asked to call ahead for Grade B plants.
  - overnight travel is occurring as needed.



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8

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**2021 DAIRY SERVICES SECTION STRATEGIC PLAN**

- Preventive Control inspections
- CRM upgrades
- Document Control
- Communication and consistency



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9

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**PREVENTIVE CONTROLS IN 2021**

- 1) Five dairy staff in FD 254 training in January and February.
- 2) Up to 3 staff will be on each PC inspection.
- 3) Six plants will be inspected under the FDA manufactured foods contract.
- 4) Additional non-contract PC inspections.
- 5) Opportunity to partner for non-regulatory mock PC inspections.



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10

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**CRM UPGRADE**

- Internal database conversion
- Already completed
  - Haulers
  - Tankers
  - Milk distributors
- One improvement was the tanker renewal process
  - Reduced paperwork / processing
  - Went from annual to every 2 years



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11

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**CRM UPGRADE (CONT)**

Coming this year

- Farm licensing and permitting
- Plant licensing and permitting

Advantages for industry

- Online applications and payments
- Streamlining notifications to field staff



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12

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**DOCUMENT CONTROL**

- Converting to a standard process
- Updating all internal policies, procedure instructions, and guidance documents so they are fit for use by staff and industry
- Running all documents through the review work flows
- Posting accordingly



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13

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**COMMUNICATION AND CONSISTENCY**

Internal communication

- Document control – all levels of staff involved, team approach
- All work units are meeting at least monthly
  - Review updated documents
  - Discuss unusual issues
- Ongoing training, conferences, meetings
- Joint inspections with supervisors or subject matter experts
- Internal and external audits and surveys
- All GovDelivery to industry are shared with staff



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14

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**COMMUNICATION AND CONSISTENCY**

External communications

- This committee
- GovDelivery
- Website
- Trainings or conferences
- Direct communication with staff



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15

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**COMMUNICATION AND CONSISTENCY – CUSTOMER SURVEYS**

Timothy Anderson, RS  
 Manager, Dairy Section  
 Bureau of Food and Recreational Businesses, Division of Food and Recreational Safety  
 Wisconsin Department of Agriculture, Trade and Consumer Protection  
 Call: (920) 342-1229  
 Fax: (608) 224-4710  
[Timothy.Anderson@Wisconsin.gov](mailto:Timothy.Anderson@Wisconsin.gov)



Please complete this [brief survey](#) to help us improve our customer service. Thank you for your feedback!



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16

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**LICENSING – IDENTIFIED AS A TOPIC**

- Identified as a topic to discuss in the original DRAC meeting.
- We are starting with Dairy plants –
- White paper for next meeting
- Team approach
  - Sanitarians
  - Dairy Technical Specialists
  - MSRO's (Grade A)



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17

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**SINGLE FARM PICKUP DOCUMENT**

- Currently still in our new document review process
- As soon as it is completed we will post to the Department website, send out GovDelivery.
- We will also email out directly to the DRAC and all dairy plants receiving milk.



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18

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**IN CONCLUSION**

- 1) Regulatory update
- 2) Strategic plan for 2021
- 2) Primer on DATCP Licensing of Farms and Plants
- 3) Single farm pickups and document control



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19

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**QUESTIONS**

**???**



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**Tim Anderson**  
Dairy Program, BFRB, Division of Food and Recreational Safety

(920) 342-1729 [timothy.anderson@wisconsin.gov](mailto:timothy.anderson@wisconsin.gov)

WISCONSIN DEPARTMENT OF AGRICULTURE, TRADE AND CONSUMER PROTECTION (DATCP)  
November 4, 2020

21

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