



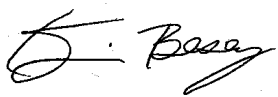
STATE OF MICHIGAN  
DEPARTMENT OF AGRICULTURE  
LANSING

JENNIFER M. GRANHOLM  
GOVERNOR

DAN WYANT  
DIRECTOR

**DATE:** September 16, 2004

**TO:** All Local Health Departments (LHD's)  
Attn: Health Officer/Director of Environmental Health/Chief Sanitarian  
Michigan Department of Agriculture (MDA)  
Attn: Food and Dairy Division Managers

**FROM:** Kevin Besey, Supervisor  
Food Service Sanitation Section  
Food and Dairy Division 

**SUBJECT:** Food Service Licensing Improvements for 2005

The LHD/MDA licensing workgroup met recently to review suggestions compiled for further improving Michigan's food service licensing process. The workgroup reviewed a large number of suggestions made over the past year and recommended numerous improvements and changes.

Please review the attached minutes from the workgroup's meeting for details. MDA intends to implement every feasible improvement recommended. MDA will develop and distribute an updated licensing procedures document within the next few months.

**Licensing Workgroup Meeting  
MINUTES  
August 18, 2004**

The following people were in attendance:

<b>NAME</b>	<b>AGENCY</b>
Tom Reichard	DHD #10
Karen Griffith	Branch-Hillsdale-St. Joseph District
Steve Tackitt	Wayne County
Valorie Gleason	Washtenaw County
Diane Gorch	Ingham County
Carmina Merz	Ingham County
Laura Riddell	Oakland County
Sherry LaBelle	Macomb County
Michelle Patton	Central Michigan District
Tom Crook	Michigan Dept. of Agriculture
Byron Beerbower	Michigan Dept. of Agriculture
Rosy Ruedger	Michigan Dept. of Agriculture
Kathryn Gearhart	Michigan Dept. of Agriculture
Kevin Besey	Michigan Dept. of Agriculture

General comments from members on overall satisfaction with 2004-05 licensing system changes. These are overall comments, suggestions that can't be implemented at this time, ideas that need further discussion, etc. Suggested changes made by the workgroup that will be implemented immediately have been included in the attached chart.

- MDA processes improved overall
- Increased handling of license and application materials, caused by sorting, hand folding of applications to put in envelopes.
- Our department resorts licenses into alphabetical order so that chain related applications can be grouped for mailing.
- Should move toward LHD's printing licenses in future if they wish to.
- New and corrected license turnaround from MDA is still very slow.
- Having a license good for 2 years, with 1/2 expiring each year would help eliminate license processing difficulties. It was recognized that this would take a change in the law and fee difficulties would make this challenging.
- MDA proposed that NO major changes to the application and license forms be made. This will allow us to fine tune last years work, without creating new potential problems. Minor changes can be made which do not require creating new acrobat electronic and word merge template masters.

The following quality control plan was introduced by MDA staff. Discussion was held that this should help eliminate many of the quality control problems experienced last year. Workgroup agreed that only minor changes to application and license forms would be made.

#### MDA Quality Control Plan

- **Quality Control Team Members-** Byron Beerbower, Rosy Ruedger, Tom Crook, Kevin Besey.
- **Detailed Procedures with QC elements will be developed for each step.** At least 3 of 4 members will sign off on each step.

The workgroup reviewed and discussed the "suggested changes for 2004-05" list. This list was a compilation of suggestions received by MDA. See the list for the decision made on each item.

Discussion held that MDA would produce an updated procedures document, incorporating workgroup direction, for the 2004-05 license year and circulate to the workgroup members for comment.

An update was presented by MDA staff regarding MDA internal license staffing and billing. In summary, MDA is struggling to maintain staffing levels that allow for prompt license processing. 2003 temporary licenses are now being processed. MDA will not process any changes until September 10, 2004 so renewal licenses can be processed and billed by the end of the state budget year. All LHD's licensing contacts will be notified of this by e-mail.

The workgroup recommended continuing an annual workgroup meeting.

**Michigan Department of Agriculture  
Food & Dairy Division  
2005-06 Proposed Food Service License Changes**

<b>Suggestion From / Date</b>		<b>Problem Description</b>	<b>Proposed Change</b>	<b>Date Complete</b>
Linda.DeLeeuw@kentcounty.org 4/1/04		<b>Change "Mail application &amp; fee to:" to read "Mail application &amp; fee payable to:"</b> . Some LHD checks are coming in made payable to State of Michigan.	<b>Make suggested change. Kevin Besey and Byron Beerbower will make changes to master documents.</b>	
Valerie Gleason Washtenaw County 3/29/04		<b>It appears that on many/most/all of the pre-printed applications under Section 3., establishment address CITY, that civil division information was plugged into this box.</b> Washtenaw County uses civil division information as "physical location codes". The CD information may or may NOT be the same as the establishment address (city). In many cases, instead of a proper city mailing address being printed out (such as Ann Arbor, for example), the information printed reads Pittsfield Township, Ann Arbor Township, Scio Township etc. etc. I want to verify that next year the city address portion will NOT be taken from anything relating to Civil Division. I assume our customers will read that incorrect information, cross it out, and write the correct city in. If this is a one-time data transfer problem, then we will retain the original changed applications here. My other option is to return every application where "corrected" information has been indicated. Please have Mr. Beerbower or someone involved with this process confirm what action will be taken regarding this item.	Develop a document for LHD's that shows what license 2000 database fields are used to complete fields on renewal application and license. This document will also indicate the number of characters available in each field so LHD's will know what information will be cut off if information exceeds maximum number of characters.  <b>Byron Beerbower will complete.</b>	
Ward Lindsay Genesee Co. 3/24/04		<b>Having to count the licenses and return the Record of Licenses Received form within 5 days is too short a time frame</b> for our department. A longer time frame is desired.	<b>1. Extend time to return "Record of Licenses Received" form from 5 days to 15 days. 2. MDA will work with DMB to determine if licenses can be packaged in groups of X licenses per pack for easy LHD counting. Licenses will come in order of license type. Byron Beerbower will complete.</b>	
Fred Benzie Marquette Co. 3/16/04		<b>Can license applications be received earlier to provide more processing time?</b> We mail our food license applications every year on March 31 to give operators 30 days to return them before horrific late fees go into effect. But before we can mail them we must hand write each unique fee on each application, add our information and stuff the envelopes.	<b>MDA goal- Applications and licenses in LHD hands by 3/7/05.  MDA quality control team will monitor progress towards this goal.</b>	

**Michigan Department of Agriculture  
Food & Dairy Division  
2005-06 Proposed Food Service License Changes**

<b>Suggestion From / Date</b>		<b>Problem Description</b>	<b>Proposed Change</b> <b>Per Workgroup Meeting 8/18/04</b>	<b>Date Complete</b>
MDA staff, 2/04		Some LHD's submitted license 2000 database updates 1-2 months past the 12/31/03 deadline	MDA will not process corrections received after 12/31 prior to printing applications and licenses in order to meet printing and mailing deadlines.  <b>Licensing section staff will complete</b>	
Fred Benzie, Marquette HD		Fixed food operators don't understand what the term STFU means under renewal instruction D. they have never been asked to provide 2 paid inspections along with the application and are being confused. Suggest change to: D. If you are a Special Transitional Food Unit (STFU) as identified in box # 2 on the application you must include a copy of the two paid inspections, along with your application form and a check.	Spell out STFU, plus make suggested change on application instructions.  <b>Kevin Besej and Byron Beerbower will make changes to master documents.</b>	
Tom Reichard, DHD#10		Eliminate requirement to sign and date license applications that are not physically sent to MDA. Signing for receipt of licenses should indicate approval by LHD.	Approval date and signature are needed. OK to sign or stamp by an authorized agency representative. ??? will add to procedures document.	
Tom Reichard, DHD#10		Eliminate requirement to put seasonal dates on license application. Include a column in the licensing database for LHD's to identify seasonal establishments to MDA.	Remove seasonal date lines from application. Create a checkbox on application that indicates if an establishment is seasonal. <b>Kevin Besej and Byron Beerbower will make changes to master documents.</b>	

**Michigan Department of Agriculture  
Food & Dairy Division  
2005-06 Proposed Food Service License Changes**

<b>Suggestion From / Date</b>		<b>Problem Description</b>	<b>Proposed Change Per Workgroup Meeting 8/18/04</b>	<b>Date Complete</b>
Dave Kraker & Bill Anstey Kent County 3/24/04		<b>Sorting and counting process is labor intensive above previous years.</b> We received a box of 2300+. The "Record of Licenses Received" form was blank. Post-it-notes were stuck on the bundles with the total count for each bundle. We are also sorting and counting. After it's over and done, let's reconsider the "process" to gain efficiency or look at cost reimbursement issues. <b>It is recommended that a count by establishment type be included in the total count.</b>	Remove # sent column from "Record of Licenses Received" form. Add instructions for agencies to match received materials with electronic file supplied and notify MDA of discrepancies / sign and return if none. Resolve discrepancies as able during licensing process. <b>Byron Beerbower will complete.</b>	
Bill Anstey, Kent Co. 4/04		<b>Sorting shipped licenses by establishment type would be helpful.</b>	Sorting will continue by license # for both application and license.	
Bill Anstey, Kent Co. 4/04		<b>Add "Area" and "Civil Division" fields to application in LHD area to assist in sorting and distribution.</b>	Remove term "district #" from application in LHD area. Agencies can change civil division # to a more locally meaningful # (4 characters maximum). Ask LHD's to make these changes sparingly as it involves increasing data entry work at MDA at a time when staffing is short. <b>Kevin Besey and Byron Beerbower will make changes to master documents.</b>	
Rene Hewitt-Lichota, Macomb 4/7/04		<b>Applications arrived in alphabetical order or no discernible order, instead of license number order</b>	This will be corrected through internal MDA quality control plan. Applications will be provided sorted by license number.  <b>MDA quality control team will monitor progress towards this goal.</b>	

**Michigan Department of Agriculture  
Food & Dairy Division  
2005-06 Proposed Food Service License Changes**

<b>Suggestion From / Date</b>	<b>Problem Description</b>	<b>Proposed Change</b>	<b>Date</b>
<p>Carol Snider, Monroe HD</p>	<p>In the past couple years, MDA switched to an ALPHABETICAL format. We changed all our spreadsheets and files to match MDA. We found it to be very user friendly. This year, both the licenses and applications were sent in NUMERICAL order. Also, all FSE, SST, SVN and SMF applications and licenses were co-mingled. Also, the "Record of Licenses Received" is not completed by MDA, yet you are requesting that we sort and count the applications and licenses when they are received. Suggested Change: Send all applications and licenses to LHD in alphabetical order, broken down in groups by FSE, SST, SVN and SMF. Complete "Record of Licenses Received" before it is mailed to LHD to determine if we match.</p>	<p>This will be corrected through internal MDA quality control plan. License # order will sort prefixes by groups.</p> <p><b>MDA quality control team will monitor progress towards this goal.</b></p>	<p>Complete</p>
<p>Ward Lindsay Genesee Co. 3/24/04</p>	<p><b>Some renewal apps. move signature line to a 2<sup>nd</sup> page</b></p>	<p>MDA will contact LHD's/review records to find out who had this problems and with what fields. County of Location is one known field. Solutions are reduce font size or truncate. MDA improved quality control will correct. <b>Byron Beerbower will do research and make necessary changes. MDA quality control team will monitor.</b></p> <p>Addressed in item on page 1.</p>	
<p>Ward Lindsay Genesee Co. 3/24/04</p>	<p><b>Record of Licenses Received form had no count in the "Count of Licenses Sent" Column</b></p>		
<p>Ward Lindsay Genesee Co. 3/24/04</p>	<p><b>The instruction page was missing from application forms.</b></p>	<p>MDA improved quality control will correct. <b>MDA quality control team will monitor.</b></p>	

**Michigan Department of Agriculture  
Food & Dairy Division  
2005-06 Proposed Food Service License Changes**

<b>Suggestion From / Date</b>		<b>Problem Description</b>	<b>Proposed Change Per Workgroup Meeting 8/18/04</b>	<b>Date Complete</b>
Valorie Gleason Washtenaw Co. 3/19/04	Owner's name on renewals was printed in "Establishment Name" field. (The establishment name was printed properly in the mailing label area that is visible on the window envelope)	MDA improved quality control will correct. <b>MDA quality control team will monitor.</b>		
MDA staff	Food service license misprint – licenses expired 2004	MDA improved quality control will correct in 2005 <b>MDA quality control team will monitor.</b>		
MDA staff, 4/04	Renewal applications were not printed on colored paper as specified in the procedures document	MDA improved quality control will correct <b>MDA quality control team will monitor.</b>		
Kevin Besev, MDA, 4/04	Suggest we print new applications (those that are printed by MDA and sent to LHD's on request for new licensees) on appropriate colored paper since the year must be changed on applications each year anyway.	Print applications on white paper. This makes copying more legible. Having the licenses on colored paper is sufficient. <b>MDA quality control team will monitor.</b>		
Various LHD's	Reprinted licenses had "LHD Copy" and "Operator Copy - Failure to Post..." both on large side. If large side was mailed, folding created problems with window envelopes. When small side mailed, the "Operator Copy- Failure to Post..." was on LHD copy.	MDA improved quality control will correct <b>MDA quality control team will monitor.</b>		
Steve Tackitt, Wayne Co.	The original batch of licenses (had to be retracted) were printed on 8.5 x 9.25 size paper which fit into a window envelope. The replacement licenses were printed on 8.5 x 11 which do not fit. The licenses have to either be folded or cut to fit the envelope.	MDA improved quality control will correct. Also MDA will investigate how to better work with DMB to monitor potential and reduce problems with DMB printing. <b>Byron Beerbower will contact DMB. MDA quality control team will monitor.</b>		
Licensing Workgroup Meeting Suggestion 8/18/04	Investigate methods to increase the differences between the LHD and establishment license copies.	MDA will attempt to do this. <b>Byron Beerbower will research options.</b>		

**Michigan Department of Agriculture  
Food & Dairy Division  
2005-06 Proposed Food Service License Changes**

<b>Problem Description</b>		<b>Proposed Change</b>	<b>Date</b>
<b>Suggestion From / Date</b>	<b>Problem Description</b>	<b>Per Workgroup Meeting 8/18/04</b>	<b>Complete</b>
Licensing Workgroup Meeting Suggestion 8/18/04	Add verification step to assure all LHD's receive electronic list when sending electronic license information list at beginning of December (i.e. ask LHD's for return e-mail was discussed as simplest method to verify that all agencies receive this list).	MDA will do this. <b>Rosy Ruedger will obtain verification. MDA quality control team will monitor.</b>	
Licensing Workgroup Meeting Suggestion 8/18/04	Provide clearer directions for processing changes and updates.	MDA will do this. <b>This will be added to updated procedures sheet by ???</b>	
Licensing Workgroup Meeting Suggestion 8/18/04	Suggestion that a version of electronic new application should be available that will allow the LHD information area to be typed into. The "public" version of the electronic application does not have form fields in the LHD area to keep public from typing information into this area.	MDA agreed to provide this for LHD only use. <b>Kevin Besey will complete. Rosy Ruedger will distribute to licensing contacts.</b>	
Valorie Gleason, Washtenaw HD	<p>Problem Found: In top under Item #1, where section is that shows in a window envelope, the length of the fields needs to be longer. On this newly designed form, there must be the ability to add extra space(s). Customers whose store #'s are being cut off are adding them back on, which is useless if they can't show up next year in pre-printed information. <u>More importantly</u>, where a street name or other information is listed on one line and then a p.o. box on the same line, part of the box # is being cut off, therefore the paperwork is returned to us by the post office as undeliverable.</p> <p>Also, Item 5. Vending. The spacing in this box needs to be at the maximum to allow us room for more information. MUCH OF THE INFORMATION (such as room #'s etc.) was cut off, making it impossible to identify the location in a multiple-site building.</p> <p>Suggested Change: Increase the space available.</p>	<p>LHD document described on page 1, will help LHD's understand maximum number of characters that will fit in a field. Then LHD's can help make sure information provided is within that maximum.</p> <p>Modify procedures to more clearly explain the difference between street address (location of establishment) and the mailing address.</p> <p>Currently truncates. MDA will determine if use of smaller font is feasible and provide information on number of characters available to fit in field. <b>Byron Beerbower will research options.</b></p>	

**Michigan Department of Agriculture  
Food & Dairy Division  
2005-06 Proposed Food Service License Changes**

<b>Suggestion From / Date</b>		<b>Problem Description</b>	<b>Proposed Change</b>	<b>Date Complete</b>
MDA licensing staff		"LHD #" is not on many applications. Be sure this number is on regular and temporary applications. MDA can't easily process without it.	<b>Per Workgroup Meeting 8/18/04</b> This will be added to procedures document.	
MDA licensing staff		Request that for "change of owner" or "delete", it would help if the license being returned was stapled behind application.	This will be added to procedures document.	
MDA licensing staff		Request that LHD's organize <b>hard copy</b> applications for submission to MDA as described below. Group and label applications as follows: 1. <b>Renewals</b> - renewals that can be processed with no changes (hard copy not needed if submitted electronically) 2. <b>Database Changes Only</b> - only need a change to the licensing database 3. <b>New Owner</b> - Change in ownership, also attach license to be deleted 4. <b>Changes/New License Needed</b> - Other changes that require new license to be printed (i.e. spelling corrections, additions to corporate name, etc.) 5. <b>New Establishments</b> <b>Note: Please also separate fixed and temporary licenses/applications</b>	This will be added to procedures document.	
<b>Items Complete</b>				
Numerous people		<b>Typo in application header</b>	Corrected on all MDA masters & on web application.	3/04
MDA staff, 2/04		<b>Some LHD's submitted signed agreement up to 1 month+ past deadline</b>	Agreement language moved into CPBC contract. <b>Completed by Tom Crook.</b>	6/04