



November 28, 2017

Will Garber, Deputy Director  
Oregon Secretary of State, Audits Division  
255 Capitol Street NE, Suite 500  
Salem, OR 97310

Dear Mr. Garber:

The Oregon Department of Agriculture is pleased to share its one year progress report in response to Secretary of State audit report published in November 2016. Attached is the audit follow-up form summarizing our progress to implement each recommendation, as well as supporting documentation.

We believe the audit recommendations have been tremendously helpful to the program. As a result of the audit recommendations, the program has improved tracking and oversight of its inspection backlog, and has developed and deployed an electronic inspector time tracking system. The program has also reduced its federal work to free up both managers and staff to spend more time in the field on routine inspections.

Field operations managers are spending more time in the field with staff and tracking their time in the field. We recently completed two assessment forms, one for written reports and one for inspection ride-alongs, that field operations managers will use to promote quality assurance and consistency. We have also re-classified the field operations managers so that their salary more accurately reflects the expectations of these positions.

The program has reduced its backlog of overdue inspections significantly through a combination of data quality improvements, communication with inspectors, and training. At the time the audit report was published, the program's backlog was at 2,841, and today, it is 739.

While many of the report recommendations have been completed, some are still in progress. We will continue to place a high priority on completing the remaining recommendations, and we plan to continue reducing our inspection backlog, prioritizing high risk establishments.

Once again, we are grateful for the outside review of the Food Safety program and believe the program has been strengthened as a result of the auditing and audit implementation process. We also welcome any additional feedback that you have for us after reviewing our progress report and supporting documentation. If you have any questions about the enclosed report, please contact Stephanie Page at (503) 986-4727.

Sincerely,

Alexis M. Taylor, Director

