

USDA Agricultural Marketing Service (AMS) National Organic Program  
Organic Integrity Learning Center Listening Session Chat Record

<b>Participant Name</b>	<b>Message</b>
Thea O'Carroll	Thea O'Carroll - YieldOrganic
Tricia Ryan	Hello. I am Tricia Ryan and I am the Program Manager (with AP Ventures) for the USDA NOP Organic Integrity Learning Center Project.
Kelly A. Monaghan	Kelly Monaghan from Ash Street Organics in Toronto
Stephen Forbes	Stephen Forbes - QCS
Jon	Good morning - Jon Handy with Foster Farms making organic poultry feed for internal use
NICS	NICS here!
Lisa McMillan	Lisa McMillan -Keurig Green Mountain
Chelsey Lenczyk	Chelsey Lenczyk, Bejo Seeds, vegetable breeding & production company for organic & conventional seed
Dhurpatti	Hello, Dhurpatti from Fleischmann's Vinegar
Margaret Anne Weigelt	Margaret Anne Weigelt, International Organic Inspectors Association, board chair - thanks for this webinar!
Johanna Mirenda	Johanna Mirenda, Organic Trade Association
Peter Nell	Peter Nell - CCOF
Jared Clark	Jared Clark, Oregon Tilth
Gretchen Elsner	Gretchen Elsner, Elsner Law & Policy
Jodi Snyder	Jodi Snyder, GOA
Elise George	Elise George OEFFA
Gwen Ayres, ISDA	Hi, its Gwen Ayres with ISDA
Sandy Johnson	Akara and Sandy with NOP
Katie Hawkins	Katie Hawkins - OEFFA
Christie Badger	Christie Badger, Organic Inspector & NOC
Liz	Liz Amo, PCO
Gibbs Wilson	Gibbs Wilson, Valent USA
Kelly A. Monaghan	Confirmed. I hear you.
Tessa Tripp, ICS	Tessa Tripp, ICS
Krista Coleman, IR-4 Project	Krista Coleman, IR-4
Katherine DiMatteo	Katherine DiMatteo, Wolf, DiMatteo + Associates
Meaghan Donovan	Meaghan Donovan, CCOF Foundation
Mariana del Rio	Mariana del Rio, Simon Gluck & Kane LLP

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Michael Miller	<--USDA AMS S&T
Cullen Carns-Hilliker - MOSA	Cullen Carns-Hilliker - MOSA Inspection Manager
Jackie Sleeper	Jackie Sleeper and Sally Lammers, Oregon Tilth Certified Organic
Jenny Cruse	Jenny Cruse, Accredited Certifiers Association
Andrea Holm	Andrea Holm - certification specialist at MOSA
Jessica Walden	Jessica Walden QAI
tami king	Tami King - compliance officer
Beth Rota	Beth Rota, Quality Certification Services
Harriet Behar	Harriet Behar
Jenny Cruse	"The Path" but related specifically to imports. Audience: inspectors and reviewers.
Elise George	imports and uncertified entities for inspectors and reviewers
Cynthia Morphet	I would suggest reaching out to OTA to develop course material for farmers/handlers around Supply Chain Organic Integrity/Best Practices
Sarah Reed CCOF	Great work. If NOP has trainings for Farmers/Handlers, we can require operations to complete as part of settlement agreements.
Jenny Cruse	Hands-on activities related to imports. Exercises actually using online resources -- exposure, exposure, exposure. Working with "real" sets of paperwork. Audience: reviewers.
Lori Kenyon - NOFA-NY	Please include audit and audit examples for inspectors and reviewers.
Scott Rice	Auditing essentials for inspectors & reviewers: mass balance, trace back, etc.
Abby Youngblood	basic and advanced farm literacy; i.e. pasture management on a dairy operation; audience = inspectors
NICS	Please be sure to include other ruminants besides dairy cattle for the ration and DMD calculations.
Harriet Behar	As an organic inspector, I see a few different databases used by many different processors, such as SAP, can a basic training on how these databases be taught, so I can understand and navigate their databases during my organic inspection. It was easier when much of the documentation was kept on paper and I could review the documents that way.
Mike Dill, OGC	For Organic Handlers: Risk-based supply chain monitoring (i.e. how to identify supply chain partners, products, business relations that pose a higher risk to integrity).

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Bonnie Wheeler	Retail food establishments and where to draw the line on whether certification is required, such as if they sell foods labeled as organic and prepared ahead of time; audience: inspectors, reviewers, certifiers, handlers
Christie Badger	Engaging with NOSB - Farmers & Handlers
Gwen Ayres, ISDA	In regards to the "Import Oversight" be sure to include how uncertified brokers and importers are to be dealt with. For inspectors.
Lori Kenyon - NOFA-NY	International is a much needed topic for Inspectors, reviewers and certifiers - Agreement & Equiv.
Kyla Smith, PCO	assessing complex legal entity structures in regards to "who needs to be certified"
Mike Dill, OGC	Inspectors: Auditing complex supply chains; beyond "one step back"
Cullen Carns-Hilliker - MOSA	Inspector audience: Efficient inspection preparation; Risk assessment; Pasture management assessment; import verification @ inspection; Audit basics and advanced (farm, livestock and processing).
Cindy Elder (OCIA)	Responding to various kinds of residue test results. Audience: Reviewers.
Drew Afton	How about coaching for Farmers interested in going through certification? I see some topics where it could fit but guidance for both farmers and certifiers on transition, major hurdles, etc...
Sarah Reed CCOF	Organic standards basics for industry could be very helpful for new certification applicants, and new entry level staff, e.g. basic standards, NOP Handbook, NOP structure, NOSB function
Natasha Lee	Essential requirements for Certifiers
Sam Welsch	Special Topic for Inspectors and Reviewers: Assessing compliance with Facility Pest Control practices under 205.271.
Jackie Sleeper	Please address assessing change in ownership and legal structures for certified entities
Lori Kenyon - NOFA-NY	Organic farmers topics recordkeeping and uncertified distributors.
Beth Rota	We really appreciate the NOP investing in this type of training program! For inspectors of grower groups - how to evaluate the effectiveness of the internal control system.
Sean Feder, CCOF	Resources for learning about particular food systems, industries.
Christie Badger	NOP/NOSB updates after each NOSB meeting - all
NICS	Please include more Processing modules that include better information about labeling for difference scenarios of packaging and manufacture

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Kyla Smith, PCO	Label review in relation to FDA stuff (where does our scope end re: organic content (juices, etc), natural flavor language in an ingredient statement, standards of identity, distributor info, and other FDA/FSIS stuff that directly affects what ACAs are reviewing)
Sam Welsch	Special Topic: Training for internal inspectors of grower groups.
Mike Dill, OGC	Farm Reviewers: retail label review and approval.
Lori Kenyon - NOFA-NY	Please include evidence examples in enforcement training
Jake Lewin	It's interesting to consider training for staff when often our own training is very process and concept based at the same time. That said, how to approach evidence and what matters and what doesn't etc. could be really interesting to have for staff to learn at the beginning.
Natasha Lee	Compliance and enforcement activities for imports
Christie Badger	On-boarding for new NOSB members
Meaghan Donovan	How NOP regulations overlap with other regulations such as FSMA.
Lori Kenyon - NOFA-NY	Certifiers - Mediation training in an effort to avoid going to appeal
Abby Youngblood	pasture rule compliance; audience: inspectors
Connie Karr	advanced labeling and composition for multi ingredient products - such as CO2 calculations etc.
Jessica Walden	Complex labeling examples (eg, "organic" modification of nonorganic ingredients, labeling of variety packs where there are products that are certified to different claims, personal care products) and material review (synthetic/nonsynthetic). we appreciate this and also are excited about the "donation" opportunity.
Sarah Reed CCOF	For certifiers & inspectors - overview of organic-specific critical control points for specific types of industries, e.g. what to watch for at a winery, a broker, a walnut huller.
Natasha Lee	Overview of the NOP requirements
Gwen Ayres, ISDA	You could probably look at all of the questions that certifiers send to their Accreditation Managers to find subjects that certifiers need more info on.
Lori Kenyon - NOFA-NY	1. position and geographic
Angela DeStefanis	Information for the entities that are exempt or excluded on how to comply.
Harriet Behar	Provide "virtual" examples in real situations to illustrate the techniques or methods being taught.

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Bonnie Wheeler	1. Differences to consider: geographic location, experience with farming, and crop familiarity/types of crops common in that geographic location
Jackie Sleeper	While it's good to adapt the course to your audience (e.g. inspector vs. reviewer), it is also VERY helpful for inspectors to understand the reviewer perspective and vice versa
Cynthia Morphet	1. Will there be courses aimed specifically at inspectors/certifiers of international suppliers/processors
Christie Badger	Agree with Jackie - was thinking that inspectors should be able to take some of the certifier courses and such..
Sarah Reed CCOF	1. For trainings for Farms, consider offering training in Spanish
Jon	2. IFPTI developed curricula on FSMA - should consider how NOP intersects with FDA rules
Kyla Smith, PCO	Absolutely agree with Jackie (OTCO) RE: cross training
Elise George	3. Linking the perspectives of and examples for the different audiences would be very helpful
Jake Lewin	In Five years I know the learning program is effective because we have all new staff run through Modules x-y. All inspectors are required to do module z. etc. Or, i will know the learning program is effective if it appears as a positive qualification in job announcement.
Sam Welsch	OneCert, both domestic and international, has content experts and learners for beta testing the material.
Gwen Ayres, ISDA	1. Geographic location/water availability is hugely important to consider when providing guidance for certain systems/operations.
Harriet Behar	Effective program: track use by certifiers/inspectors and if evaluations of these entities by operations have improved over time
Abby Youngblood	2. NOC NOSB Consultant Christie Badger is also an independent organic inspector and would be good beta tester
Jackie Sleeper	4. More consistency amongst certifiers on the course topics, high rate of use
Kyla Smith, PCO	1: position to some degree and support cross training and geographic location
Sarah Reed CCOF	2. CCOF Certification Services and CCOF Foundation have extensive high quality content and recorded trainings on a variety of topics, for operators, reviewers, and inspectors. Happy to support NOP in this venture.
Sam Welsch	1 & 3: material that is developed for a high school education level would be most broadly usable. Complex topics can be taught with simple language.

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Lori Kenyon - NOFA-NY	5. improved consistency in applying the regulations. NOP audit NONC reduced
Beth Rota	1. for producer audience, considering the size and complexity/diversity of operation may be helpful
Abby Youngblood	2. NOC can provide names of certifier staff, inspectors, and trainers in our network who would be good beta testers
Meaghan Donovan	1. Note that different people have different learning styles and learn best through different media (audio, visual, written, etc.). Include multiple means of communication (and modes of assessment) on the online courses to address this diversity of learners.
earthbound farm	are you offering CEUs with these courses?
Scott Rice	I know the learning program is effective when NOP accreditation managers are not answering the same/similar question repeatedly from different certifiers.
Lori Kenyon - NOFA-NY	4. Feedback, attendance, two way engagement
Beth Rota	5. there is greater consistency in certifier interpretation and enforcement of the organic standard.
Sarah Reed CCOF	5. CCOF staff and inspectors know it exists, use it, and our internal work instructions reference it as a resource (and required for our training program).
Sarah Reed CCOF	5. NOP is continuing to manage it, update, and improve it.
Kyla Smith, PCO	4: increased participation rate, increased assessment scores, increased consistency of ACAs, decreased NCs on accreditation audits
Abby Youngblood	5. Certifiers and inspectors consistently enforce the organic regulations
Drew Afton	4. This will be succesful if it can assist more growers to succesful certification so then can help fill gaps in the organic supply chain while also meeting consumer demand both in terms of supply and perception of the integrity of the program. Those of us selling products to the general public rely on this integrity as a primary componant of marketing these products. Maybe a consumer education section would be helpful?
Christie Badger	Good question, earthbound farmers - did talk about being able to track engagement hours earlier. Will be interesting to see how this fits into the Inspector/Reviewer Qualification requirements that are being discussed..

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Gwen Ayres, ISDA	5. I will know the learning program is effective when I have to ask my Accreditation Manager fewer (or no) questions about NOP's position on a certain subject and that my inspector/certifier staff ask me fewer questions because they are able to find the answer in the learning center.
Jessica Walden	2. QAI has extensive training presentations, reviewers, and experts on all aspects of certification and is happy to assist however we can.
Margaret Anne Weigelt	Keep in mind operators are involved in parallel production/conventional; how to bridge the gap
Bonnie Wheeler	5. We will know the learning program is effective if we are able to use it to thoroughly train our inspectors
Beth Rota	2. QCS is happy to contribute.
Sean Feder, CCOF	2. We are happy to assist.
tami king	please don't make it to expensive to take the courses
Sam Welsch	How do we share ideas after this session has ended. It would also be useful to see other submissions.
Michelle Kozlowski	2. Julia Barton and Michelle Kozlowski would like to help. OEFFA has substantial training resources and people who can contribute.
Sarah Reed CCOF	1. Mixed versus all organic
Lori Kenyon - NOFA-NY	suggest including NOP FAQ in training from for each audience section
Christie Badger	Good question, Sam W. - how do we continue to share ideas post webinar?
Jackie Sleeper	5. Will be effective if NOP continues to develop content to address the needs of the industry as it changes - even proactively if possible, but at least reactive to current events and issues
Christie Badger	Farmers - Benefits of transitioning to organic - a baseline training opportunity, or something that certifiers could share with potential new operations - this one should be free, and should be used to promote the organic program and domestic production.
Sean Feder, CCOF	3. i would think some courses would address broad audiences, and then trainings with more in-depth focus, could aim for specific audiences.
Jenny Cruse	The ACA has materials that might be adapted for use in the LMS. We plan to submit a specific proposal for this as discussed with Jenny Tucker.

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Gwen Ayres, ISDA	Courses: I can't say it enough-we need lots of examples, not just theory. Preferably examples would apply to some of the various differences in geographic locations, culture, position, etc.
Lori Kenyon - NOFA-NY	Use NOP Annual Certifier training as an opportunity to identify future training modules
Leslie Z	Someone asked about the fee. Should note that it is free?
Natasha Lee	I am interested in volunteering
Natasha Lee	Thank you for the presentation!
Jackie Sleeper	Thank you Jenny and NOP, this is exciting and we appreciate the efforts thus far.
Johanna Mirenda	Where do we direct future comments and feedback on the discussion questions? to Jenny's email or elsewhere?
Sam Welsch	Will access be open to international participation?
Steve Walker, MOSA	Probably separate from this system, would like to see NOP accommodate some sort of streaming of NOSB meetings.
Christie Badger	Jenny, thank you for your continued willingness to listen!
Meaghan Donovan	3. Including presentations or information from people who are doing the work on the ground. (I.e. if you are doing an inspector training, include the experiences current inspectors and how they address the the topics being presented during their inspections). I'd also like to echo the folks noting examples from different geographic locations, culture, etc. would be great.
Kevin Edwards	We will be interested in contributing, perhaps on the international side
Margaret Anne Weigelt	Many thanks Jenny and Tricia.
Meaghan Donovan	Thanks!
Scott Rice	This is a great start--thanks very much!
Jenny Cruse	Thank you!
Sabine Carey	Thanks so much to Jenny and Tricia for this great start!
Cynthia Morphet	Future courses: developed to address non-compliance trends noted during inspections
NICS	In regard to Farmer training: Please ensure information is available and accessible to the Plain Communities - Amish Mennonite etc. Thank you for this - WE are excited.