

Retail Standards Assessment Tool User Guide

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Purpose

NEHA's new Retail Standards Assessment (RSA) Tool streamlines the completion of the Self-Assessment of All Nine Standards (SA9) and Comprehensive Self-Improvement Plan (CSIP) by providing a standardized, cloud-based platform modeled after [FDA's Gap Analysis spreadsheet](#).

NEHA developed the RSA Tool for many reasons. First, the tool helps to standardize the formats of SA9 and CSIP submissions so that all jurisdictions are working from the most recent version of the Retail Program Standards. Secondly, the tool creates a more user-friendly experience for jurisdictions completing their SA9 and CSIP, making these documents more sustainable and accessible to multiple users from the same jurisdiction. Finally, the tool will help NEHA and the FDA better collect data on Retail Program Standards progress across the nation.

This guide is meant to walk you through the steps of using the tool. While modeled off the FDA Gap Analysis spreadsheet, we wanted to provide users with a full user guide that covers all the features and nuances of this new tool.

Process Overview - Administrator

1. Log In

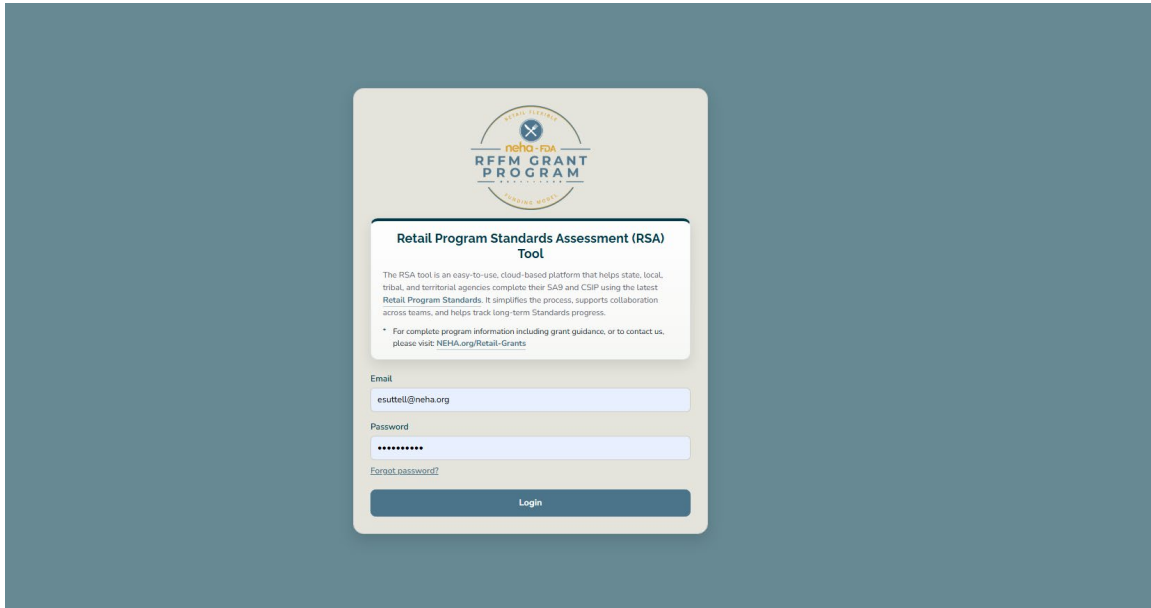


Figure 1: Log-in Screen

To begin, navigate to the RSA Tool login page and enter your email and password. After logging in, you can review tutorial pages designed for both administrators and self-assessors. Click the *Continue* button at the bottom of the page to proceed to the main tool interface.

The Administrator portal is used for assigning users to the system, creating SA9s, viewing project management boards, and executing some administrative tasks. All work around inputting SA9/CSIP information and updating your Standards work will be done in the **Self-Assessor Portal** (guide begins on page 24).

Welcome, Admin

This guide walks you through your Admin workspace and how to oversee CSIP progress, manage users, and complete the FDA form submission.

Workspace Switching

As an Admin you have **elevated access** and can switch contexts:

- Use the **profile dropdown** (top-right) → *Switch Workspace* to jump between **Admin** and **Self-Assessor** views.

SA9 Selection

Use the **SA9 selector** to set the active SA9 you're reviewing. All dashboards, exports, and management actions apply to the selected SA9.

Profile & Preferences

- Update your profile details
- Switch site themes
- Change your password (enforces strong password policy)
- Switch Workspaces
- Log out

Progress Overview

The Admin dashboard shows overall progress and per-Standard breakdowns for the active SA9. Use it to spot gaps and drill in as needed.

Project Management

- **Invite Self-Assessors** (email invite flow with expiring link).
- **Assign Standards** and track per-user progress bars.
- Revoke access if needed (idempotent and auditable).

Invite Management

- **Track Self-Assessor** invites.
- **Resend/cancel** Self-Assessor invites.
- View status of an invite.

Self-Assessor Request

- **Approve/Deny Helper Requests** to grant temporary access to subparts/subsections (auto-approve in specific cases).

Reports & Exports

Export CSIP data to CSV or a printable PDF view of SA9.

FDA Submission

Once the active SA9 reaches 100% (all required action items accounted for), the **Submit to FDA** flow is available. Upload the required Form 3958 and finalize submission from the Admin workspace (you can do this in one file at the end or as you complete the Standards).

Video Walkthrough

Coming Soon!

Continue

Figure 2: Admin Landing Page

Upon opening the tool, you may see a message that reads “**Screen Size Not Supported**” if you are using a laptop with no external monitor. To fix this, all you need to do is zoom out your web browser.

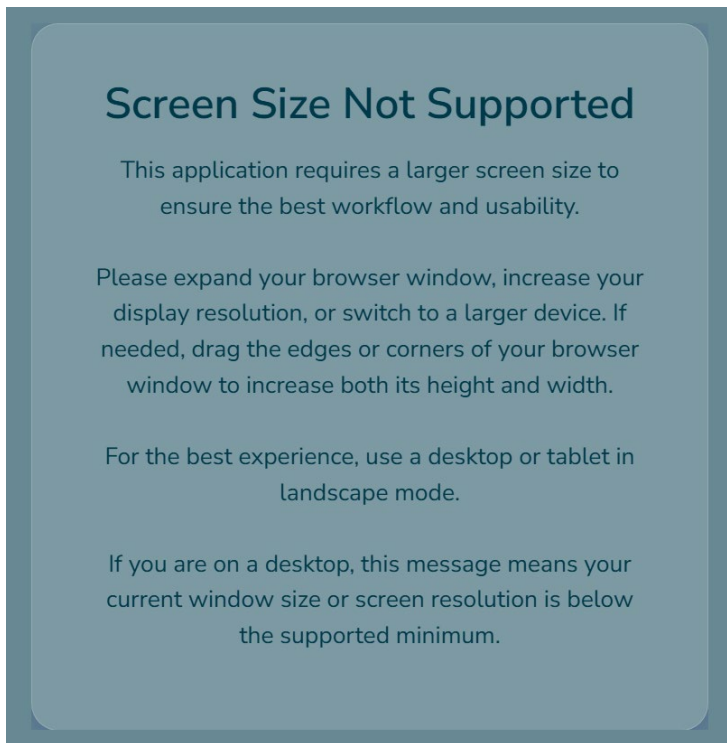


Figure 3: Screen Size Not Supported Error

2. Access the Admin Workspace

If you are both an administrator and a self-assessor, you can switch to the Self-Assessor Workspace at any time to edit your SA9 or CSIP directly.

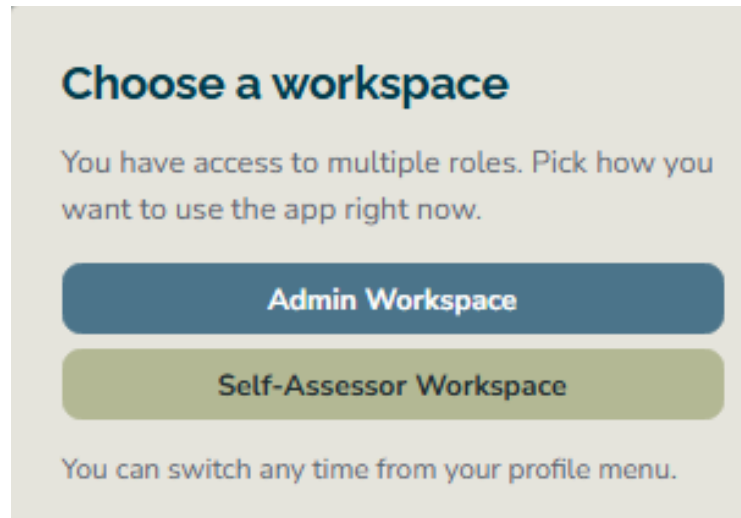


Figure 4: Choose a Workspace

Administrators have access to a comprehensive workspace that includes an overview of all projects and tools to manage SA9 and CSIP activities. From here, you can create and manage projects, add and manage users, and view project progress.

The Self-Assessor Workspace is for you to directly edit the SA9 and CSIP yourself if you are the admin; we will cover this workspace later. This is the same workspace your team who are not administrators will have access to in order to complete their Self-Assessment and CSIP work.

3. Step 1 - 1a: SA9 Selection

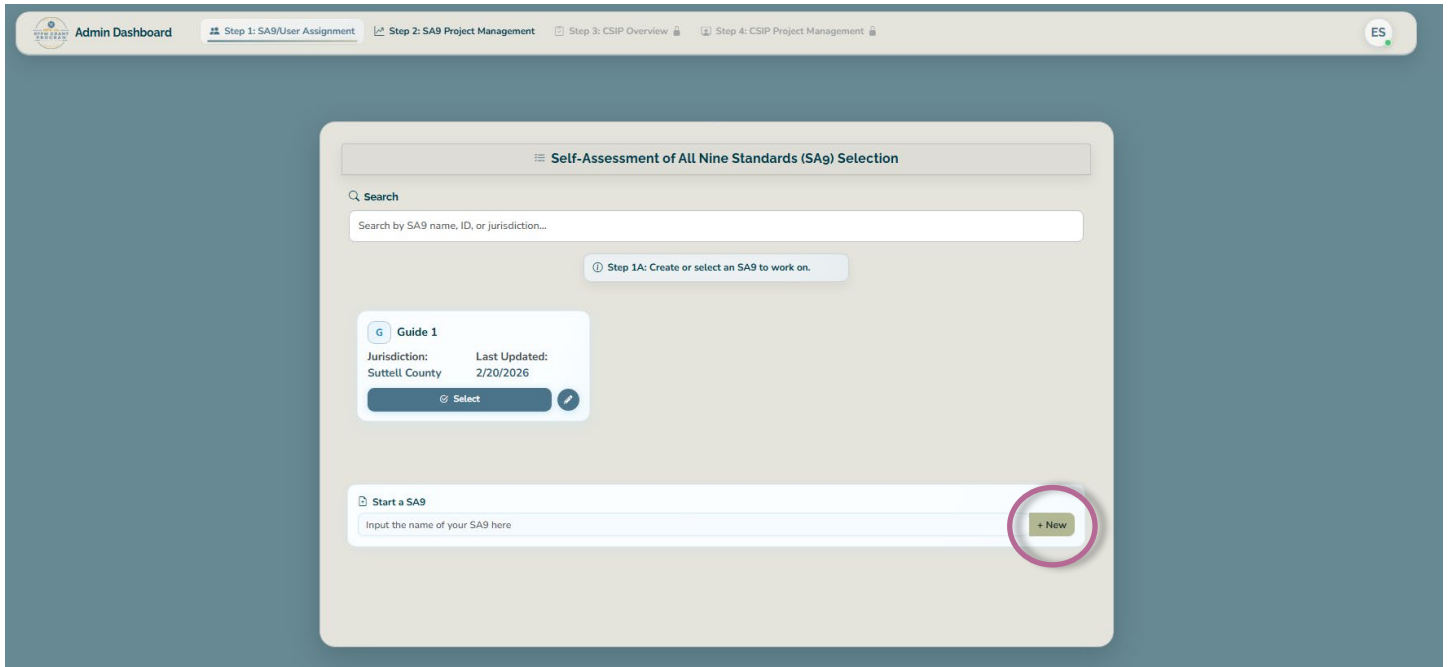


Figure 5: Select or Create an SA9

To begin your self-assessment, go to the SA9 Selection tab. Click the + New button to create a new SA9.

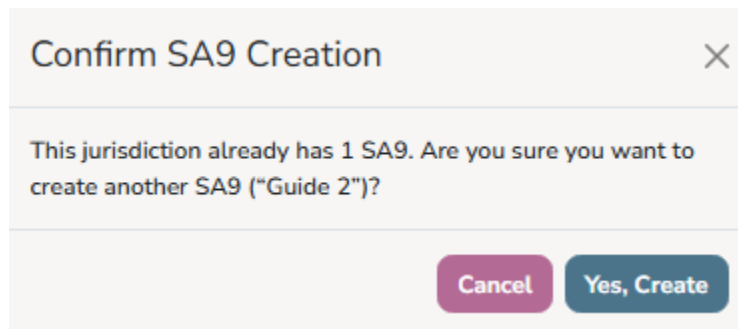


Figure 6: Confirm SA9 Creation

You may create multiple SA9s to reflect different self-assessment periods. Each record can be renamed for clarity using the *Edit* button (the pencil icon).

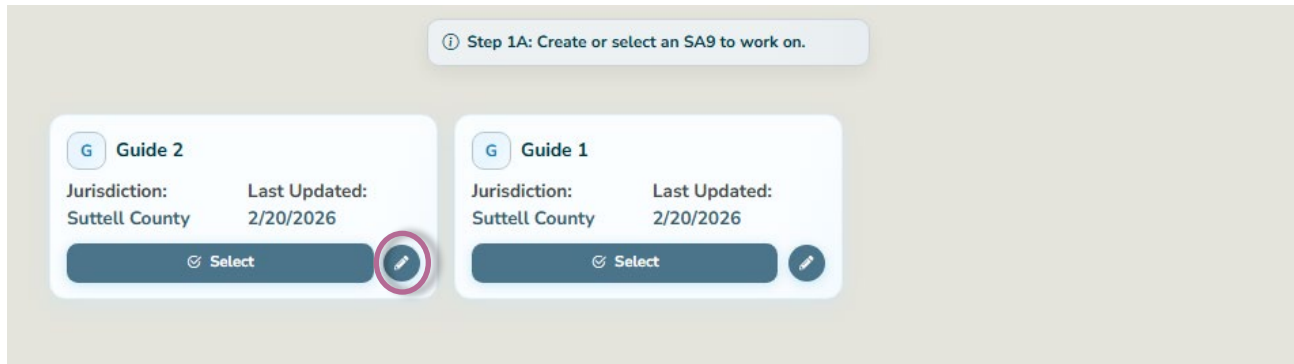


Figure 7: Multiple SA9 Records

If you are a Track 2 or 3 Grantee with an already-existing SA9 that does not need to be updated (i.e. the 5-year Self-Assessment Cycle does not end in the next year), you can use our new Self-Assessment Bypass feature when creating an SA9 in the tool.

When starting a New SA9, you will now be asked if the SA9 was previously completed. Selecting “Yes” will allow you to input the date of when that SA9 was completed along with any met and verified Standards.

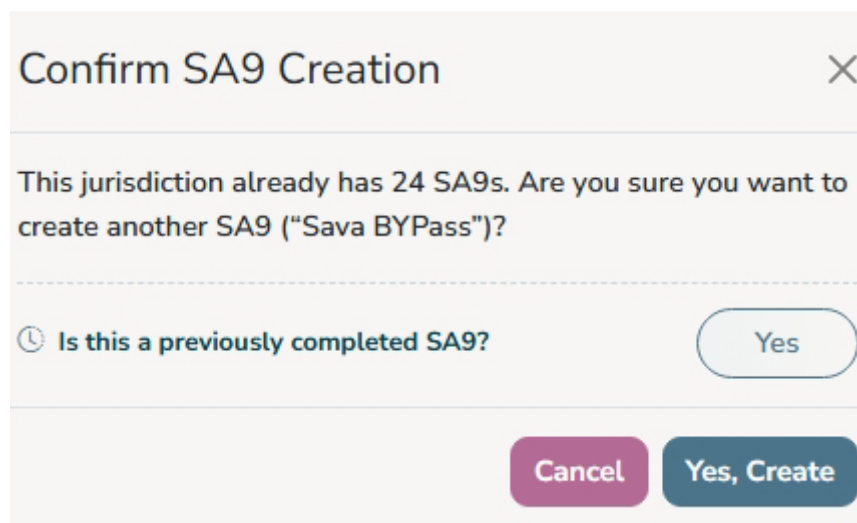


Figure 8: Previously Completed SA9

Previously Assessed SA9 — Bulk Entry

① For each standard, mark whether it was fully Met (all action items completed) or only assessed. Met standards will be auto-completed; the rest are recorded as assessed so you can fill in their plans later. Fields marked with an asterisk (*) are required.
SA9: Sava Bypass • Jurisdiction: Suttell County

☒ When was the assessment of this entire SA9 completed? *

01/01/2024

The date the full SA9 assessment was completed. Use the date picker or type MM/DD/YYYY.

Standards 1 of 9 marked Met

Standard 1 ✓ Not Met Met
Standard 1: Regulatory Foundation

Standard 2 Not Met ✓ Met
Standard 2: Trained Regulatory Staff

When was this standard actually met? *

01/02/2024

The date all of Standard 2's action items were completed.

☒ Verified by a Retail Food Specialist?

Verification (audit) date *

01/20/2025

Must be on or after the date the standard was met.

RFS email * First name Last name

esuttell@neha.org Evan Suttell

Cancel Create & Complete SA9

Figure 9: Input Information for Previously Completed SA9

Using this Bypass feature will skip Step 2 of the Administrator steps. You will still be able to edit action plans for all un-met Standards in the Self-Assessor portal.

4. Step 1 – 1b: Add and Assign Users to SA9

Once an SA9 is created, you can assign users to help complete the self-assessment. Click *Select* on your SA9 record to access assignment options. Administrators automatically have access to all nine Standards.

To add staff, click *Add Assignee* and enter their details; an invitation will be sent automatically. You can monitor invitation status under the *Manage User Invites* tab, where you can also resend or cancel invitations.

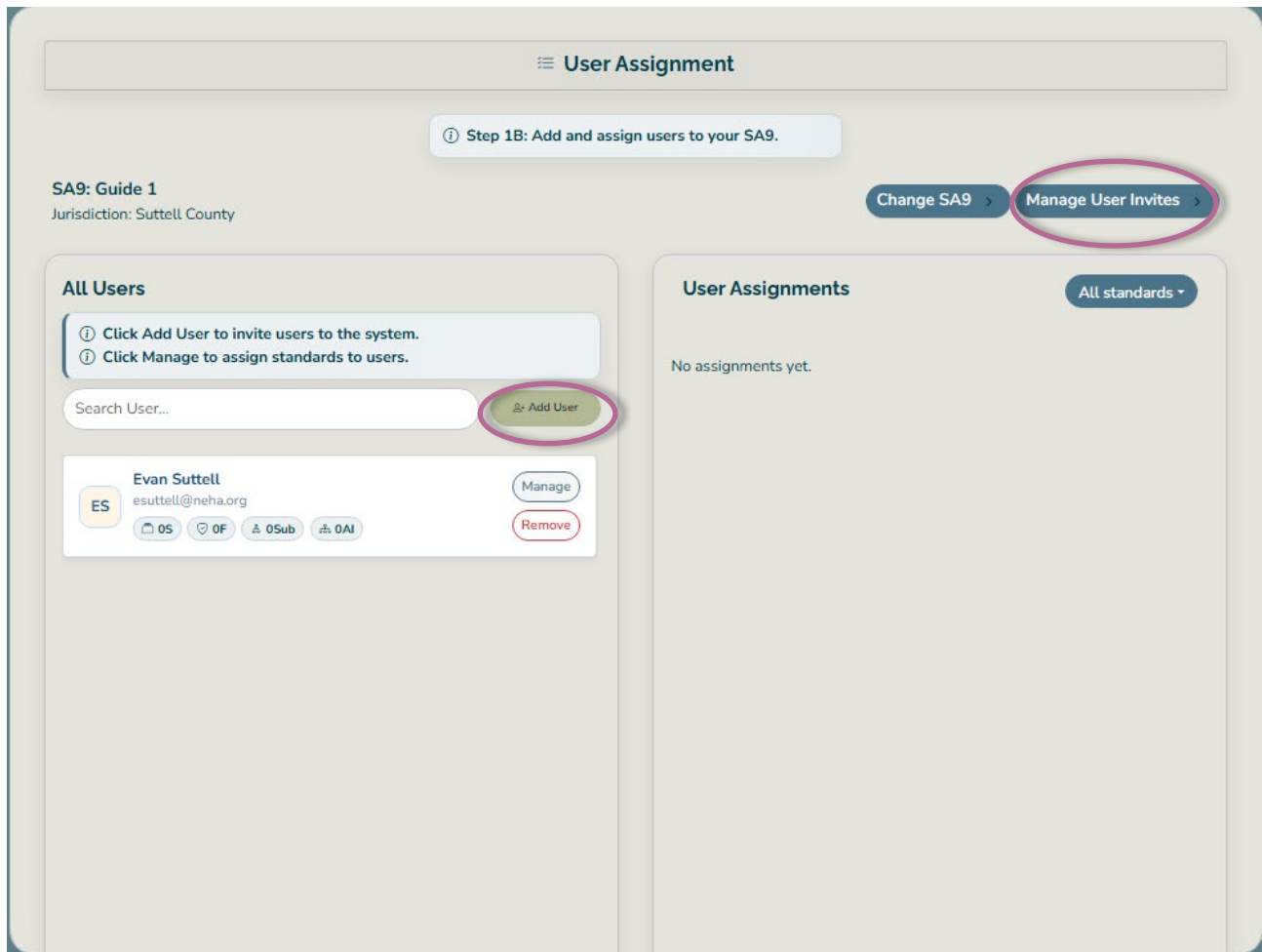


Figure 10: User Assignment Screen with Add User and Manage User Invites highlighted

The image shows two parts of a user management interface. On the left is the 'Add User' form, which includes fields for First Name (Test), Last Name (User), Email (eztraining@neha.org), Confirm Email (eztraining@neha.org), and Jurisdiction (Suttell County). It has 'Cancel' and 'Add' buttons at the bottom. On the right is a confirmation message titled 'Invite Sent!' with a green checkmark icon. The message states: 'eztraining@neha.org has been sent an invitation to join Suttell County. They'll receive an email with instructions to join.' and a 'Close' button.

Figure 11: Invite Self-Assessor

You can check the status of the invitation by clicking the *Manage User Invites* tab at the top right of the **User Assignment** screen. You can resend and cancel invites in the *Manage User Invites* tab and see whether an invite is pending or has been accepted.

The image shows the 'Invited Users Management' screen. It has a search bar at the top. Below it, there is a table of invited users. The first row shows the email 'eztraining@neha.org' with a 'Pending' status. To the right of the email are two buttons: 'SA' and 'Guide 1'. Below the email, it says 'Name: Test User', 'Invited: Feb 20, 2026', 'Expires: Feb 27, 2026 (in 6 days)', and 'Accepted: —'. At the bottom of the row are two buttons: 'Resend Invite' and 'Cancel Invite'.

Figure 12: Pending User Invite

User status will change from “Pending” to “Accepted” when the user creates a log-in.

Invited Users Management

Search by name or email...

eztraining@neha.org

Accepted

SA

Guide 1

Name: Test User

Invited: Feb 20, 2026

Expires: Feb 27, 2026

Accepted: Feb 20, 2026

Resend Invite

Cancel Invite

Figure 13: Accepted User Invite

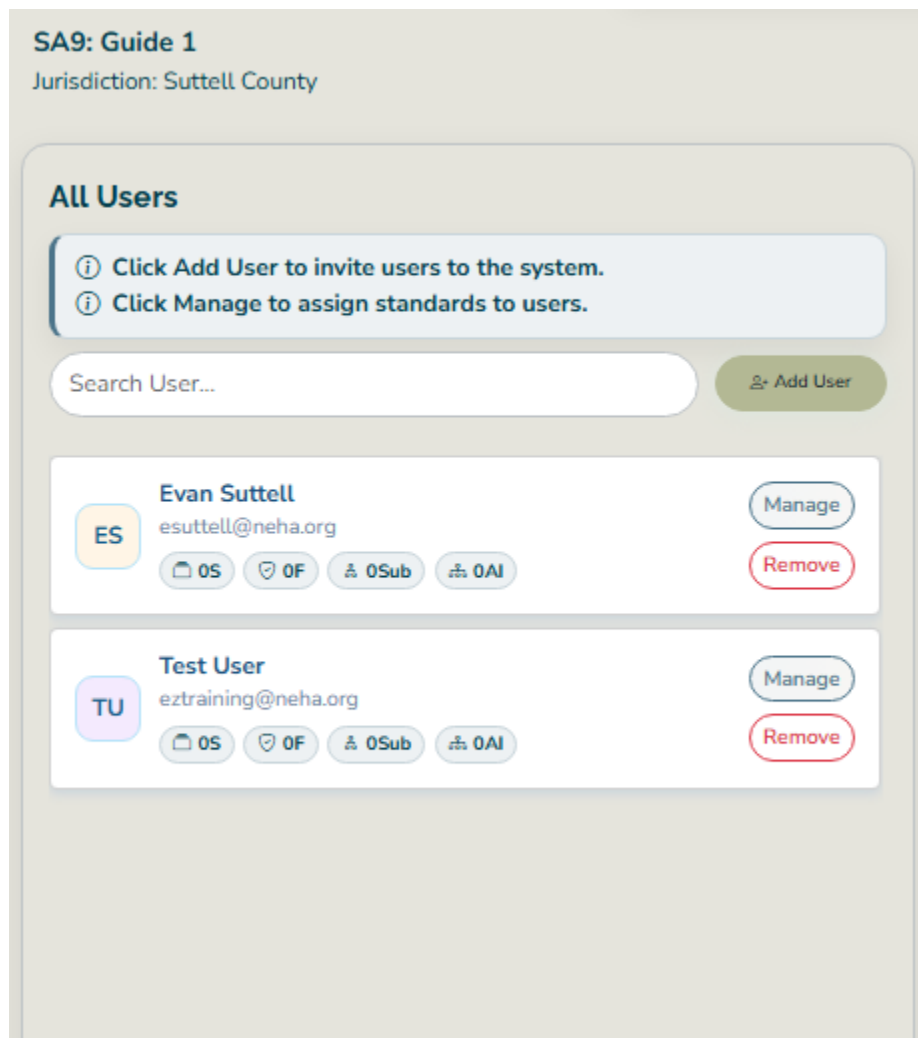


Figure 14: List of Self-Assessors who have Accepted an Invite (as well as Administrator)

After a user accepts the invite and creates their account, the admin will be able to assign specific Standards or sub-elements to the Self-Assessor via the *Manage* button. You can also assign yourself specific Standards, but the admin will have access to all 9 Standards by default.

You can grant full or partial access for each Standard to a user depending on their role. Use the check box on the left side to assign Standard access. You can also assign a target date for completion of each Standard's assessment. This date represents when the self-assessment should be completed, not when the Standard must be met.

Assign Standards to **Test User** <eztraining@neha.org> **Self-Assessment**

Select standards, set target dates, and toggle Full access or pick subsections per standard.
Fill empty with
Pick date
Clear dates on selected

Standards
Search standards...
4 selected

Standard	Title	Access	Target date	Status
☒ S1	Standard 1: Regulatory Foundation	☒ Full access	Set date	Full access No date yet
☐ S2	Standard 2: Trained Regulatory Staff	☐ Full access	Set date	Not selected —
☒ S3	Standard 3: Inspection Program Based on HACCP Principles	☒ Full access	Set date	Full access No date yet
☐ S4	Standard 4: Uniform Inspection Program	☐ Full access	Set date	Not selected —
☐ S5	Standard 5: Foodborne Illness and Food Defense Preparedness and Response	☐ Full access	Set date	Not selected —
☒ S6	Standard 6: Compliance and Enforcement	☒ Full access	Set date	Full access No date yet
☒ S7	Standard 7: Industry and Community Relations	☒ Full access	Set date	Full access No date yet
☐ S8	Standard 8: Program Support and Resources	☐ Full access	Set date	Not selected —
☐ S9	Standard 9: Program Assessment	☐ Full access	Set date	Not selected —

4 selected items have no date. You can still save or use "Fill empty with...".
Cancel
Save & Close

Figure 15: Assigning Full Access to Standards to Self-Assessor

Standard	Title	Access	Target date	Status
☒ S1	Standard 1: Regulatory Foundation	☐ Full access Done	Set date	Subsections: 3 No date yet

Select one or more subsections for this standard.
Clear
Select all
Done

☒ 1a (Assessment of the Program's Regulatory Foundation)
☒ 1b (Assessment of the Program's Regulatory Foundation)
☒ 1c (Assessment of the Program's Regulatory Foundation)
☐ 2a (Food Code Interventions and Risk Factors)
☐ 3a (Good Retail Practices)
☐ 4a (Compliance and Enforcement)

Figure 16: Assigning Partial Access of a Standard to Self-Assessor

Quick picks

End of week End of next week

End of month End of next month

End of quarter End of next quarter

+14 days +30 days

Specific date

mm/dd/yyyy  Clear Done

Figure 17: Assign Date to Complete Self-Assessment

A summary of all assignments appears on the right-hand side of the **User Assignment** screen. The admin is not automatically listed on this screen as you will have full access to all 9 Standards by default. You can assign yourself specific Standards as the admin to track progress.

User Assignments

All standards ▾

ES Evan Suttell
esuttell@neha.org Manage Remove

✓ Full Access 9

S1 S2 S3 S4 S5 S6 S7 S8 S9

⚙ Subsection Access 0

None

⚙ Narrow Access 0

None

TU Test User
eztraining@neha.org Manage Remove

✓ Full Access 3

S3 S6 S7

⚙ Subsection Access 3

S1 - 1a S1 - 1b S1 - 1c

⚙ Narrow Access 0

None

Figure 18: Summary of Assigned Standards to Self-Assessors

5. Step 2: SA9 Project Management

The **SA9 Project Management** step provides a detailed view of self-assessment progress across all 9 Standards. It shows completion status for assessment activities but does not indicate whether specific action items are “met.” If you do meet an entire Standard, the Standard will be highlighted in green and listed as “Met and Not Audited.” You can also view uploaded Evidence for each Standard as well as comments left by Assessors.

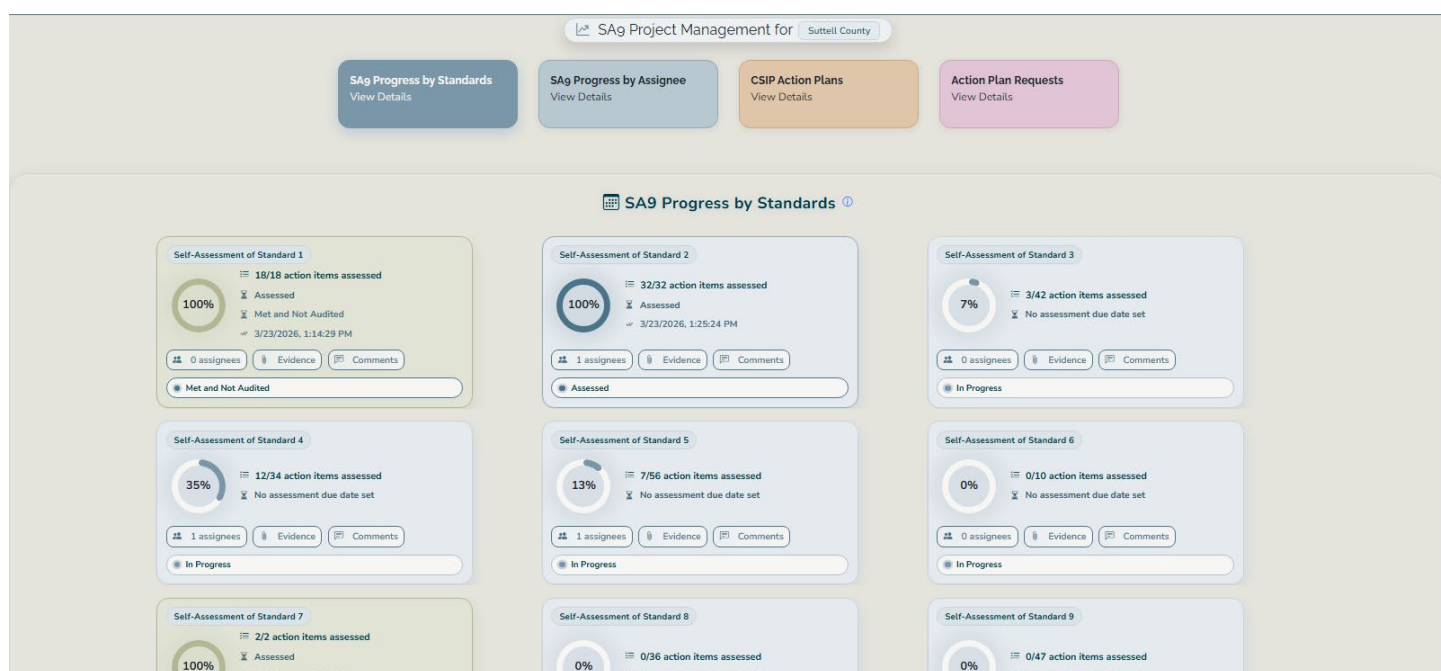


Figure 19: SA9 Progress by Standard

The **SA9 Progress by Standards dashboard** shows you the progress of the Self-Assessment on all 9 Standards. For Standards with a set Assessment due date, the system will tell you how many days until the due date/how many days overdue the Assessment is.

Assessors will work through action items associated with each non-met Standard subsection. If you do not know when or who can start working on an Action Item, you can click the *Not Planned* button when your Action Item status is set to *Not Started Yet* to record that you have not met the Action Item without needing to complete your CSIP. We highly recommend completing the CSIP fields as they will be required for final reports; if you do choose to check the *Not Planned* box, you will need to complete these fields later.

The **SA9 Progress by Assignee dashboard** allows you to see progress made on specific Standards by assignees. **PLEASE NOTE:** Admin progress does not show on this dashboard as you will have access to all Standards by default. The Admin will have to assign themselves specific Standards to appear on this dashboard.



Figure 20: SA9 Progress by Assignee

When all action items have been assessed (they do not need to be met), there will be a new **Mark Self-Assessment as Complete** box on the SA9 Project Management screen. Completing the Self-Assessment does not mean you have met the Standard, just that you have reviewed and assessed the status of all action items. If you do meet an entire Standard, the Standard will be highlighted in green and listed as “Met and Not Audited.”



Figure 21: SA9 Project Management Screen when SA9 is Completed.

Mark Self-Assessment Complete
View Details

SA9 Progress by Standards
View Details

SA9 Progress by Assignee
View Details

CSIP Action Plans
View Details

Action Plan Requests
View Details

 **Finalize Self-Assessment for SA9**

 You are about to mark the SA9 Self-Assessment as Fully Assessed. This means the following:

 All 9 standards have been fully assessed.

 After you confirm, you will NOT be able to return to Step 2.

 You'll gain access to Step 3: CSIP Overview and Step 4: CSIP Project Overview.

 All worker dashboards will now convert to CSIP Action Plan Portals.

 **FDA Form 3958 Acknowledgement** Required before finalizing

☐

By checking this box and clicking “Yes, my SA9 is fully assessed”, I acknowledge that I am required to submit FDA Form 3958 to my jurisdiction's FDA Retail Food Specialist.

Ready to continue?

Cancel

Yes, my SA9 is fully assessed

Figure 22: Finalize SA9

Confirm SA9 is Fully Assessed ✕

✓ Finalize Self-Assessment (SA9) Final step

Are you sure you want to mark the Self-Assessment as Fully Assessed?

⚠ By completing this process, you acknowledge that you are required to submit FDA Form 3958 to the Retail Food Specialist for your jurisdiction.

⚠ Once finalized, SA9 is locked for editing. To reopen the Self-Assessment phase, you'll need to contact the NEHA support team at rsatool@neha.org.

☒ I understand and want to finalize SA9 now.

Cancel Yes, finalize SA9

Figure 23: Finalize SA9

Once all Standards have been assessed, you can mark the Self-Assessment as complete, which unlocks access to the **CSIP Overview**. You will still be able to edit all action items in the CSIP overview section after you finalize your SA9.

NOTE: You must download and complete a copy of FDA Form 3958 and submit it to your FDA Retail Food Specialist if completing a new SA9. A directory of all FDA Retail Food Specialists can be found here: [Directory of FDA Retail Food Specialists | FDA](#). Please report all new Self-Assessments of All 9 Standards, met Standards, and Verification Audits to your Retail Food Specialist via Form 3958.

6. Step 3 – CSIP Overview

Admin Dashboard | Step 1: SA9/User Assignment | Step 2: SA9 Project Management | **Step 3: CSIP Overview** | Step 4: CSIP Project Management

CSIP Overview for **Sutell County**

Complete CSIP View Details | CSIP Planning Tool View Details | Action Plan Requests View Details

Complete CSIP

Search action, deliverable, contact, comment | Status: All | Standards: All | Refresh | Export CSV | Export PDF

Action ID	Action	Deliverable	Start	End	Duration	Team Members	Status	Comments
B-4cA11	Assess staffing, budget, and equipment needed for Standard 3. Outline staffing...	Assessment of staffing, budget, and equipment needs	—	—	—	—	Completed	—
B-4dA11	Assess staffing, budget, and equipment needed for Standard 4. Outline staffing...	Assessment of staffing, budget, and equipment needs	—	—	—	—	Completed	—
B-4eA11	Assess staffing, budget, and equipment needed for Standard 5. Outline staffing...	Assessment of staffing, budget, and equipment needs	—	—	—	—	Completed	—
B-4fA11	Assess staffing, budget, and equipment needed for Standard 6. Outline staffing...	Assessment of staffing, budget, and equipment needs	—	—	—	—	Completed	—
B-4gA11	Assess staffing, budget, and equipment needed for Standard 7. Outline staffing...	Assessment of staffing, budget, and equipment needs	—	—	—	—	Completed	—
B-4bA11	Assess staffing, budget, and equipment needed for Standard 2. Outline staffing...	Assessment of staffing, budget, and equipment needs	—	—	—	—	Completed	—
B-4aA11	Assess staffing, budget, and equipment needed for Standard 1. Outline staffing...	Assessment of staffing, budget, and equipment needs	—	—	—	—	Completed	—
B-3bA11	Assess the data collection, analysis, and reporting systems to see if they meet the...	—	—	—	—	—	Completed	—
B-2bA14	Determine the cost to maintain these supplies and add to budget. Include...	Budget	—	—	—	—	Completed	—
B-2bA13	Develop written procedures outlining how to obtain items that cannot be purchased...	Equipment Request Procedures	—	—	—	—	Completed	—

Figure 24: Complete CSIP View

After marking the SA9 as complete, you can view all CSIP Action Items in one place with the **Complete CSIP** view in the Step 3: CSIP Overview. This section allows you to export data to Excel or PDF. You can edit your Action Items here to ensure that all of them have the required submission criteria filled out for non-completed Action Items (Start Date, Team Members, and Status).

The **CSIP Planning Tool** view will allow you to break down action items by Standard, subsection, completion status, and grant year in which you plan to work on the item. The **NEHA-FDA RFFM Planning Tool** is meant to help you plan your work for the next two years of the RFFM Grant Cycle. You can export each year of the Planning Tool as a PDF workplan.

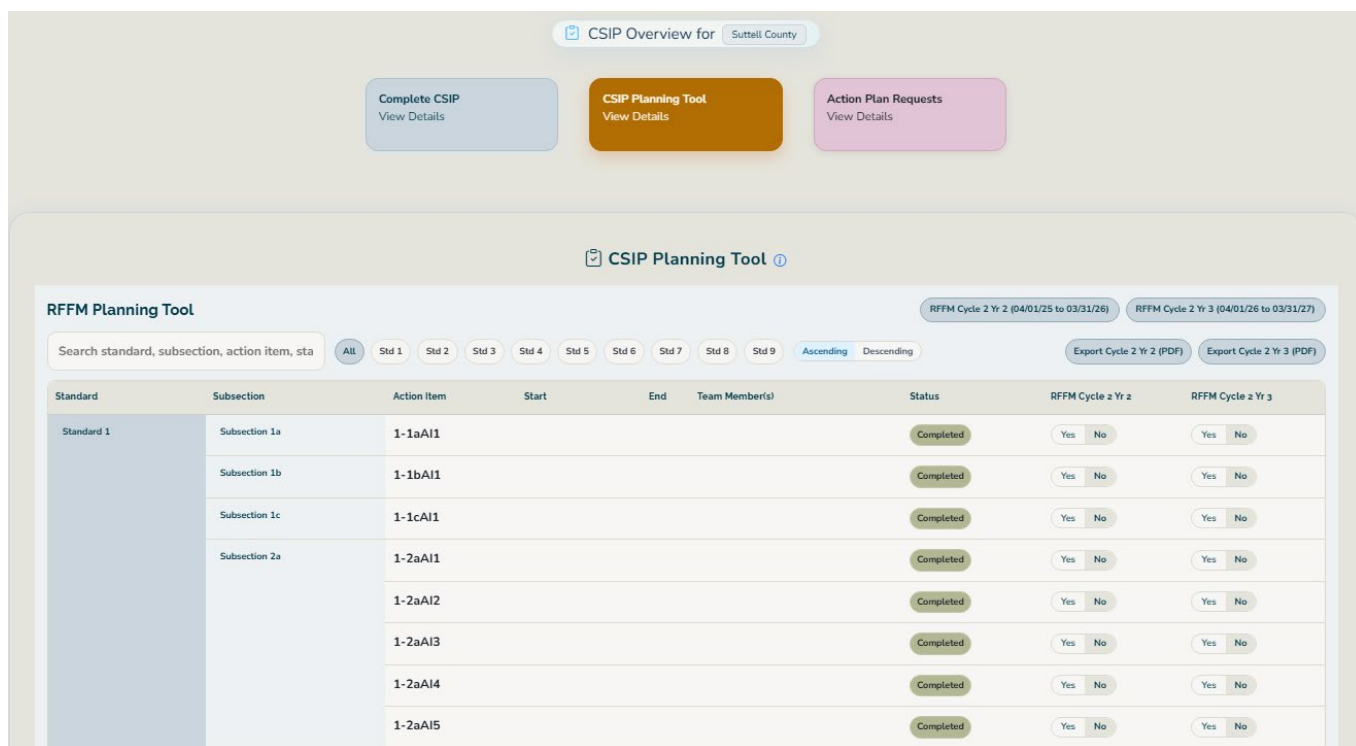


Figure 25: CSIP Planning Tool

7. Step 4: CSIP Project Management

The CSIP Project Management view provides a high-level overview of all completed and ongoing action items.



Figure 26: CSIP Progress By Standard

Having completed all elements of a Standard will prompt you to complete FDA Form 3958 to submit to your FDA Retail Food Specialist. You can also submit documentation for met Standards to external auditors for a Verification Audit.

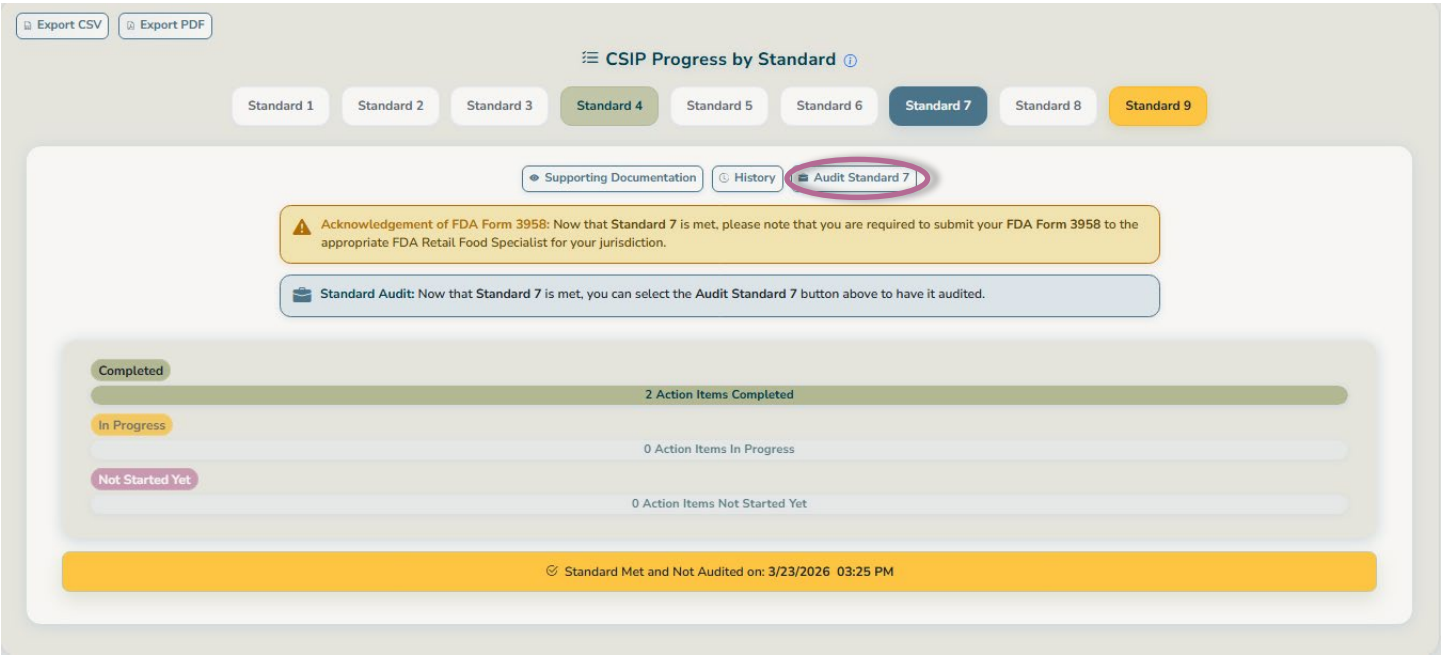


Figure 27: Completed Standard with Prompt to Submit Form 3958

The **CSIP Progress by Assignee** tab allows you to see the completion status of Action Items assigned to your staff members.

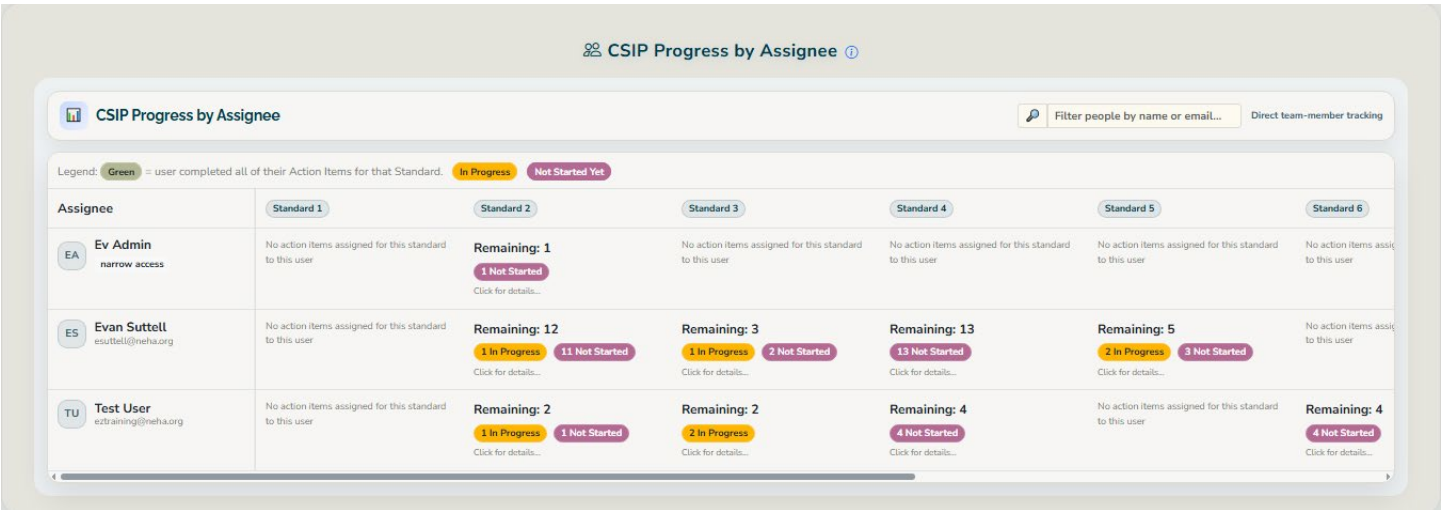


Figure 28: CSIP Progress by Assignee

Process Overview - Assessor

1. Accessing Assessor View – Admin Accounts

Administrators can switch to the Self-Assessor workspace using the profile icon in the top-right corner and selecting “Switch Workspace.” Clicking *Switch Workspace* will allow you to view/edit the SA9/CSIP as a Self-Assessor.

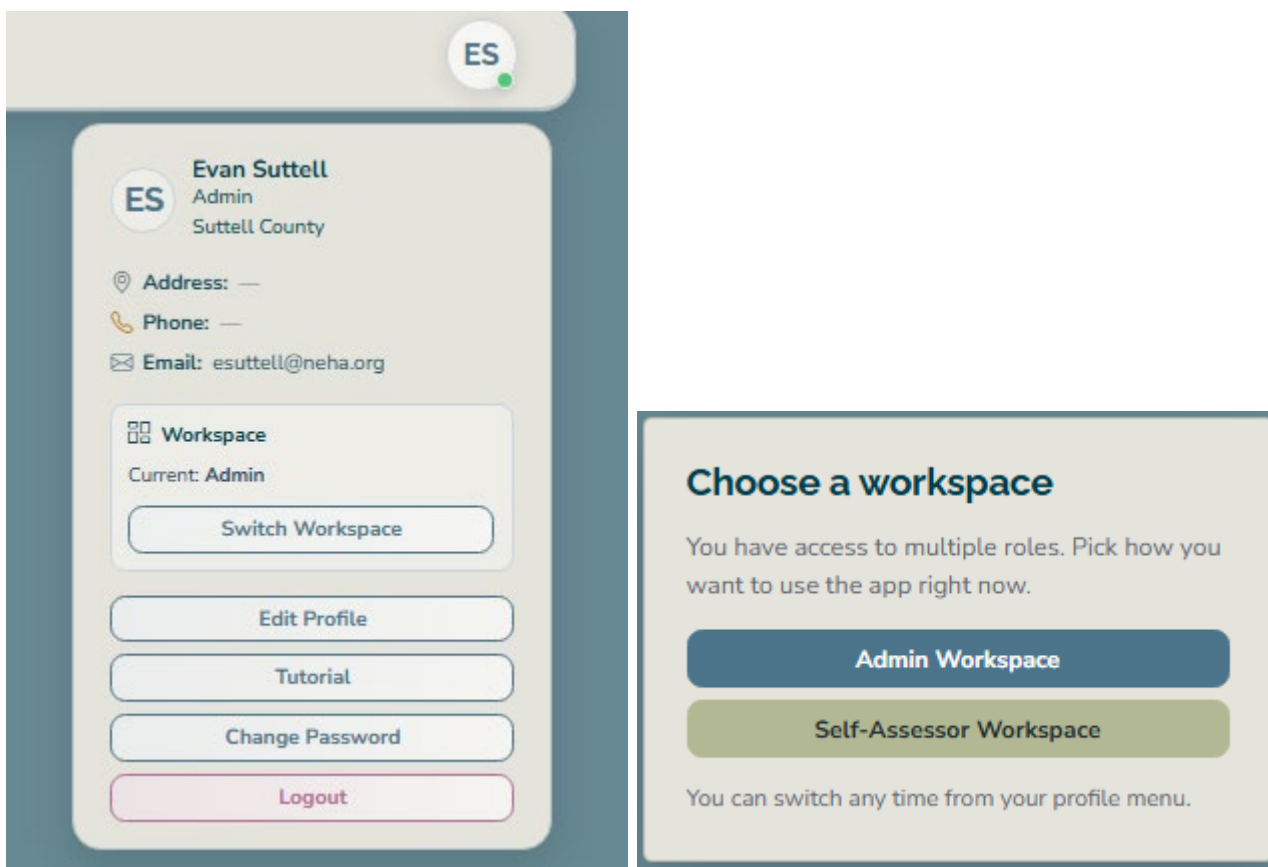


Figure 29: Admin Switch Workspace

As an admin, you will have full access to all SA9/CSIP records that you have created.

2. Accessing Assessor View – Assessor Accounts

Assessors, upon accepting an invitation, will set up their password and be taken directly to the SA9 selection screen. They will only have access to the SA9/CSIP records and Standards on those records assigned to them by the admin. The figure below shows a Self-Assessor who has been assigned to multiple SA9 records with different levels of Standards access.

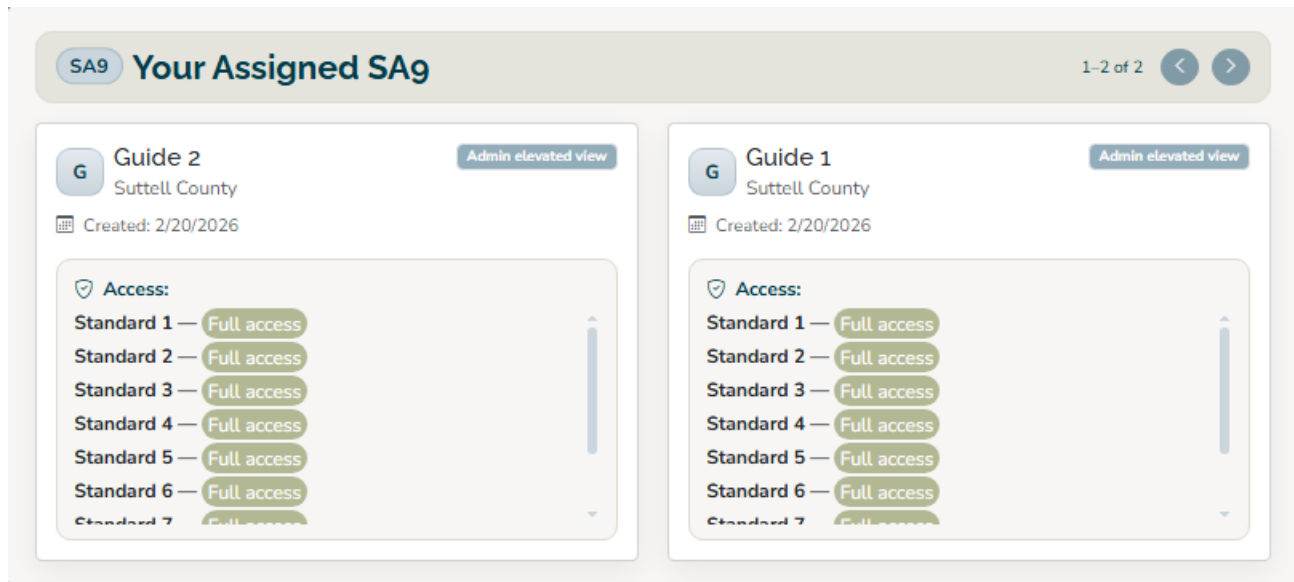


Figure 30: Assessor Assigned SA9 Selection

3. Editing SA9/CSIP

SAVA Gap Analysis Tool
Self Assessment of All 9 Standards

Next step: Click each subsection below to complete it.
Admin Assignments: Use the dropdown below to filter through your assignments.

Admin Elevated: All standards

My Work Progress for Standard 1: Regulatory Foundation

Self Assessment Completed

Standard Information | Standard Instructions

Assessment of the Program's Regulatory Foundation

1a **Action Item(s) Status**

1b **Action Item(s) Status**

1c **Action Item(s) Status**

Food Code Interventions and Risk Factors

2a **Action Item(s) Status**

Good Retail Practices

3a **Action Item(s) Status**

CSIP
Comprehensive Strategic Improvement Plan

Purpose: Action Plans will auto-populate here as you add them! Click on a row to edit.

Search...

Status: All Standards: All

Standard #	Action	Deliverable	Start	End	Duration	Team Members	Status	Comments
1-1aA1	Complete side-by-side co...	SLT's statute, regulation...	---	---	---	---	Completed	---
1-1bA1	Include the assessment of...	SLT's statute, regulation...	---	---	---	---	Completed	---
1-1cA1	Cross-reference local/stat...	SLT's statute, regulation...	---	---	---	---	Completed	---
1-2aA1	Assess if rule/statute has t...	Documentation showing a...	---	---	---	---	Completed	---
1-2aA2	Draft language to update ...	Rule/Statute draft langua...	---	---	---	---	Completed	---
1-2aA3	Conduct a meeting with le...	---	---	---	---	---	Completed	---
1-2aA4	Revise language based on...	Revised rule/statute langu...	---	---	---	---	Completed	---
1-2aA5	Implement rule change pr...	Final rule/statute	---	---	---	---	Completed	---
1-3aA1	Assess if rule/statute has ...	---	---	---	---	---	Completed	---
1-3aA2	Draft language for each G...	Rule/Statute Draft Langua...	---	---	---	---	Completed	---
1-3aA3	Conduct a meeting with le...	---	---	---	---	---	Completed	---
1-3aA4	Revise language based on...	Revised rule/statute langu...	---	---	---	---	Completed	---
1-3aA5	Implement rule change pr...	Final rule/statute	---	---	---	---	Completed	---
1-4aA1	Assess if rule/statute cont...	Documentation showing a...	---	---	---	---	Completed	---
1-4aA2	Draft language for each C...	Rule/Statute Draft Langua...	---	---	---	---	Completed	---
1-4aA3	Conduct a meeting with le...	---	---	---	---	---	Completed	---

Figure 31: SA9 and CSIP View for Assessors

The RSA Tool integrates both the SA9 and CSIP, allowing assessors to complete their Self-Assessment and improvement plans in one place.

In the SA9 section, assessors indicate whether each Standard subsection is met or not. If the subsection is met, corresponding CSIP action items automatically mark as completed. You will also be able to add evidence in the form of a link or file if you do indicate you met a Standard subsection.

Subsection 1a

Subsection Description

The jurisdiction maintains a written training record for each employee that includes the date of hire or assignment to the agency's retail food protection program.

This subsection has 7 action items.

Self Assessment Met? Yes

Self-Assessor's Comments Enter your comments here...

Verification Audit Met

If No, why criterion not met

[View History](#) [Edit Action Plan](#) [Supporting Documentation](#) [Save & Close](#)

Figure 32: Marking Standard Element as Met

In the SA9 section, assessors indicate whether each Standard subsection is met or not. If the subsection is met, corresponding CSIP action items automatically mark as completed. You will also be able to add *Supporting Documentation* in the form of a link or file to all Standard sub-sections.

Review Action Subpart

Review checklist

FDA Action Items 7

7 items to complete

Please review each item and ensure it is addressed individually.

FDA Action Items Action Item 1

Standard 2 · Subsection 1a AI1

Action
Draft department training and standardization policy based on CFP Training Manual (see 2.2b).

Deliverable
No deliverable specified.

Viewing 1 / 7 action items

How would you like to proceed?

Mark as Complete
I've reviewed this item and it is fully done

Not Complete
Start your action plan

< Previous Next >

Done Reviewing Action Items

Figure 33: Completing Action Items for Non-Met Subsections

If the subsection is not met, a window prompts the assessor to complete or update related CSIP action items, including timelines, team members, and progress status. If you click **Not Complete**, you will be redirected to another window where you complete the CSIP action plan for that action item. You can also mark specific action items as Complete even if you have not met the Standard element fully.

The requirements for the CSIP have changed. We require start dates and team members for Standards you plan to work on in the next few years. Feel free to use the “Not Planned” function—discussed below—for elements of Standards you will not work on in the near future.

⚡

Action Plan

✕

🚩

Recommended Action

Draft department training and standardization policy based on CFP Training Manual (see 2.2b).

💎

Deliverable

No deliverable specified.

Required to Save:

! Start Date

! Team Members

! Status

📅

Start Date

!

📅

End Date

🕒

Duration

mm/dd/yyyy

📅

mm/dd/yyyy

📅

e.g., "2 weeks"

Team Members

!

Type a name or email...

☰

Status

!

-- Select --

💬

Additional Comments

Add comments...

💾

Save & Close

Figure 34: CSIP Action Plan for Not Complete Action Items

PLEASE NOTE: for the purpose of completing your Self-Assessment in Step 2 in a timely fashion, selecting the *Not Planned* box when your status is *Not Started Yet* will remove the requirements to add a Start Date and Team Members.

Action Plan [X]

Recommended Action
Draft department training and standardization policy based on CFP Training Manual (see 2.2b).

Deliverable
No deliverable specified.

Required to Save: ☒ Start Date (bypassed) ☒ Team Members (bypassed) ☒ Status

☒ Start Date

☐ End Date

☐ Duration

Team Members

☒ Status

Not Started Yet

☒ **Not Planned** ⓘ

Additional Comments

Figure 35: "Not Planned" Box To Bypass Requirements

This *Not Planned* box was created so jurisdictions looking to complete their full self-assessment before completing their CSIP are not forced to create action plans for all action items before their Self-Assessment was finished.

The date function will allow you to select dates up to 5 years in the future to fit with the 5-year Self-Assessment period. The status of the Action Item will change based on the start date entered (such as if the date is before today's date, the status will automatically be set to "In Progress").

⚡

Action Plan

✕

🚩

Recommended Action

Draft department training and standardization policy based on CFP Training Manual (see 2.2b).

💎

Deliverable

No deliverable specified.

Required to Save:

✓ Start Date

! Team Members

✓ Status

📅 Start Date

03/20/2026

📅

📅 End Date

mm/dd/yyyy

📅

🕒 Duration

e.g., "2 weeks"

March 2026 ▾

↑ ↓

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

Clear

Today

💬 Additional Comments

Add comments...

💾 Save & Close

Figure 36: Date Function

Add team members to a task using their email address. When adding team members to a task, you can either add users who already have been granted access to the system by the admin, or you can invite users not in the system. If listing an email that has not been invited to the system, an administrator must approve the invitation. You can add multiple team members to any action item.

⚡

Action Plan

✕

🚩 Recommended Action

Assess available IT systems for tracking and maintaining staff training and standardization records.

💎 Deliverable

IT System or Tracking Method

Required to Save:

✔ Start Date

❗ Team Members

✔ Status

📅 Start Date

06/01/2026

📅

📅 End Date

mm/dd/yyyy

📅

🕒 Duration

e.g., "2 weeks"

Team Members

❗

eztraining@neha.org

Test User

eztraining@neha.org

Not Started Yet

Add comments...

☐ Not Planned

❗

💾 Save & Close

Figure 37: Adding a User who has already been invited by the admin

⚡ Action Plan

×

Recommended Action

Finalize the training and standardization policy

Deliverable

Field Training Manual

Required to Save:

Start Date

Team Members

Status

Start Date

End Date

Duration

06/01/2026

mm/dd/yyyy

e.g., "2 weeks"

Team Members

esuttelladmin@neha.org

Invite esuttelladmin@neha.org

Status

Not Started Yet

Add comments...

☐ Not Planned

Save & Close

Start Date

End Date

Duration

06/01/2026

mm/dd/yyyy

e.g., "2 weeks"

Team Members

esuttelladmin@neha.org x Type a name or email...

Helper access status (pending admin approval)

esuttelladmin@neha.org

Invites show as pending until an admin approves.

Status

Not Started Yet

Additional Comments

Add comments...

☐ Not Planned

Add names for invited helpers (optional but recommended)

Team Member — esuttelladmin@neha.org

First name

Last name

Save

We'll notify your admin for approval. If they already have an account, these names are ignored.

Save & Close

Figure 38: Adding users not invited to the system

While working on the SA9, Assessors will be able to see the percentage of the Standard assessed. This is **not** a measure of how much of the Standard is met, but simply if you have completed the self-assessment for each Standard. In this view, Standard elements that have been assessed will become green.

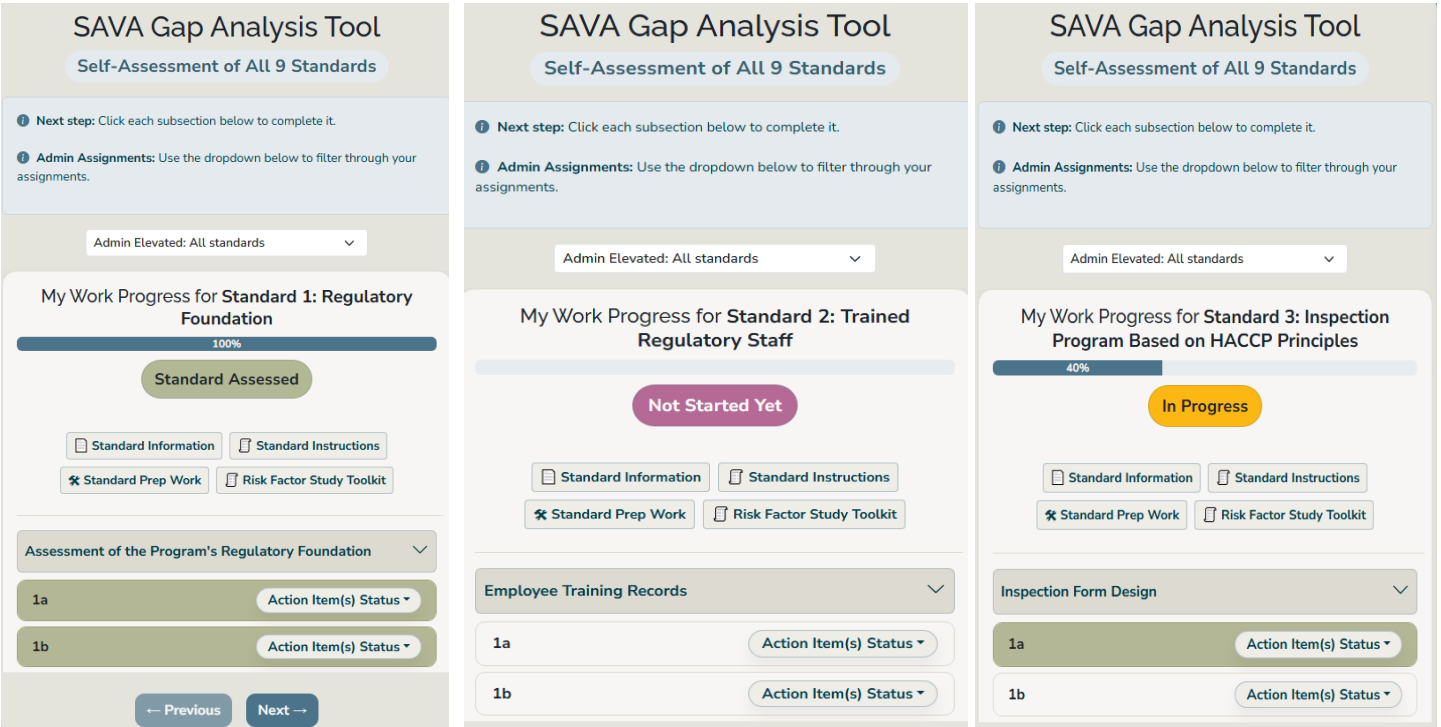


Figure 39: SA9 Assessment Completion Percentages for 1.) Fully-Assessed Standard, 2.) Standard that has no Assessment progress, and 3.) Partially-Assessed Standard

After **Step 2 (Self-Assessment)** is completed by the Admin, the Standard progress percentages will change from the percentage of Self-Assessment completed (i.e. percentage of Action Items assessed) to the percentage of Action Items **met**.



Figure 40: Completion by Standard on Top Bar

The language in the **My Work Progress** box in the Self-Assessor View will change after the Admin finalizes the SA9 in Step 2. In this Post-SA9 view, only Standard elements that you fully meet will be highlighted in Green.

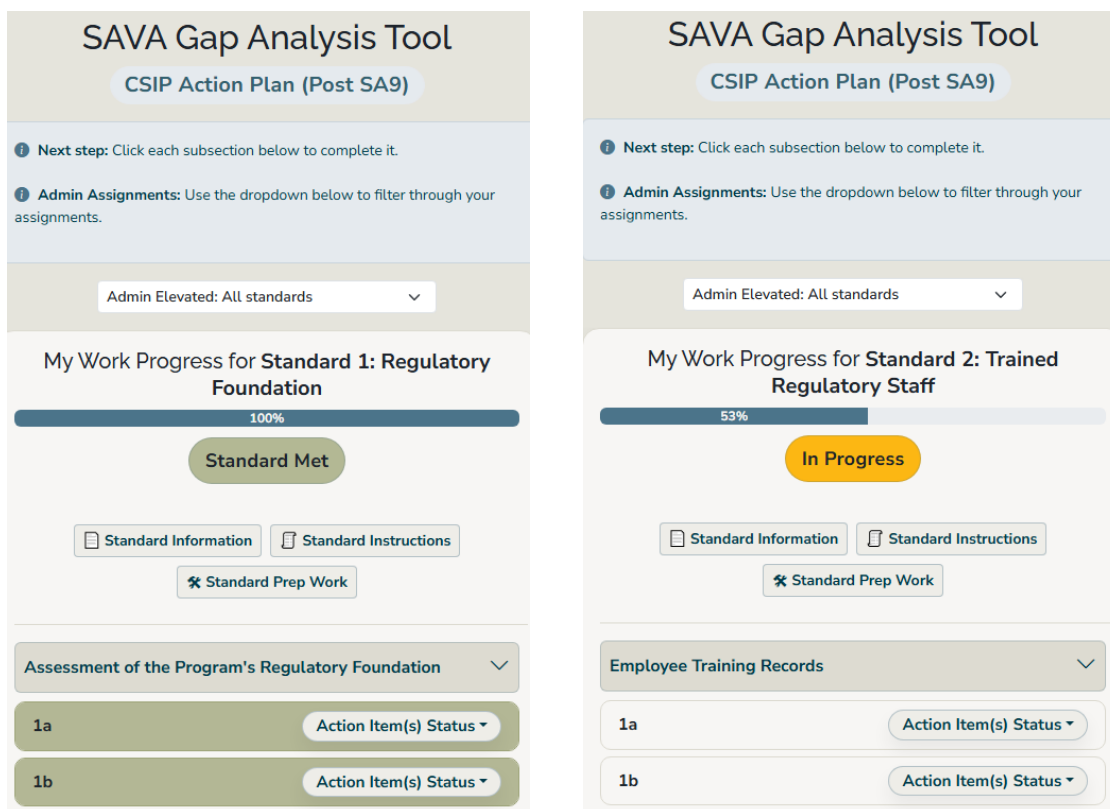


Figure 41: Post-SA9 CSIP Progress on Met and Partially-Achieved Standards

The CSIP section on the right-side will allow you to sort by Standard and completion status.

CSIP								
Comprehensive Strategic Improvement Plan								
Purpose: Action Plans will auto-populate here as you add them! Click on a row to edit.								
Search... Status: All Standards: All								
Standard ▲	Action	Deliverable	Start	End	Duration	Team Members	Status	Comments
1-1aAI1	Complete side-by-side co...	SLTT's statute, regulation...	---	---	---	---	Completed	---
1-1bAI1	Include the assessment of...	SLTT's statute, regulation...	---	---	---	---	Completed	---
1-1cAI1	Cross-reference local/stat...	SLTT's statute, regulation...	---	---	---	---	Completed	---
1-2aAI1	Assess if rule/statute has t...	Documentation showing a...	---	---	---	---	Completed	---
1-2aAI2	Draft language to update ...	Rule/Statute draft langua...	---	---	---	---	Completed	---
1-2aAI3	Conduct a meeting with le...	---	---	---	---	---	Completed	---
1-2aAI4	Revise language based on...	Revised rule/statute langu...	---	---	---	---	Completed	---
1-2aAI5	Implement rule change pr...	Final rule/statute	---	---	---	---	Completed	---
1-3aAI1	Assess if rule/statute has ...	---	---	---	---	---	Completed	---
1-3aAI2	Draft language for each G...	Rule/Statute Draft Langua...	---	---	---	---	Completed	---
1-3aAI3	Conduct a meeting with le...	---	---	---	---	---	Completed	---
1-3aAI4	Revise language based on...	Revised rule/statute langu...	---	---	---	---	Completed	---
1-3aAI5	Implement rule change pr...	Final rule/statute	---	---	---	---	Completed	---
1-4aAI1	Assess if rule/statute cont...	Documentation showing a...	---	---	---	---	Completed	---
1-4aAI2	Draft language for each C...	Rule/Statute Draft Langua...	---	---	---	---	Completed	---
1-4aAI3	Conduct a meeting with le...	---	---	---	---	---	Completed	---

Figure 42: CSIP

The three buttons at the bottom of the CSIP will allow you to **Export to CSV**, **Export to PDF**, or **Open Full Page**.

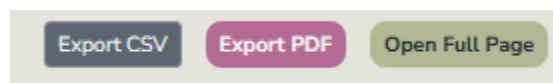


Figure 43: Export CSIP

Full page view:

CSIP								
Comprehensive Strategic Improvement Plan								
Purpose: Action Plans will auto-populate here as you add them! Click on a row to edit.								
Search... Status: All								
Standard	Action	Deliverable	Start	End	Duration	Team Members	Status	Comments
1-1aA1	Complete side-by-side comparison of rules and statutes against current FDA code or one of the two most recent versions. Ensure elements from 1.1.b and 1.1.c are included.	SLTT's statute, regulation, ordinance or rule. Regulatory Foundation Assessment document such as the "Regulatory Foundation Self-Assessment Worksheets"	---	---	---	---	Completed	---
1-1bA1	Include the assessment of Food Code Interventions and Risk Factors, Good Retail Practices, and Compliance and Enforcement in side-by-side comparison	SLTT's statute, regulation, ordinance or rule. Regulatory Foundation Assessment document such as the "Regulatory Foundation Self-Assessment Worksheets"	---	---	---	---	Completed	---
1-1cA1	Cross-reference local/state rules/statute sections with Food Code provisions. Provide code references.	SLTT's statute, regulation, ordinance or rule. Regulatory Foundation Assessment document such as the "Regulatory Foundation Self-Assessment Worksheets"	---	---	---	---	Completed	---
1-2aA1	Assess if rule/statute has the required number of Risk Factor and Interventions from the Food Code. If not, proceed with A12 below.	Documentation showing adequate number of Risk Factor and Intervention sections met.	---	---	---	---	Completed	---
1-2aA2	Draft language to update or add Risk Factor and Intervention items missing from state/local code. Provide public health reason for the proposed change.	Rule/Statute draft language with public health reasons support document	---	---	---	---	Completed	---
1-2aA3	Conduct a meeting with leadership explaining proposed revisions and the public health reasons.	---	---	---	---	---	Completed	---
1-2aA4	Revise language based on leadership input.	Revised rule/statute language	---	---	---	---	Completed	---

Figure 44: CSIP Full Page View

4. Editing SA9/CSIP from Bypass function

If you do choose to use the Bypass function, you will still need to input information for Standards that you do not meet. You can edit the status of Standards by editing the action plans under each element of the Standard.

Subsection 1a

Subsection Description

The jurisdiction has documentation that it has performed a side-by-side comparison of its prevailing statutes, regulations, rules and other pertinent requirements against the current published edition of the FDA Food Code or one of the two most recent previous editions of the FDA Food Code.

This subsection has 1 action item.

Self-Assessment Met?

No

Self-Assessor's Comments

Enter your comments here...

Verification Audit Met

If No, why criterion not met

View History

Edit Action Plan

Supporting Documentation

Save & Close

Figure 45: How to Edit Standard from Bypass function

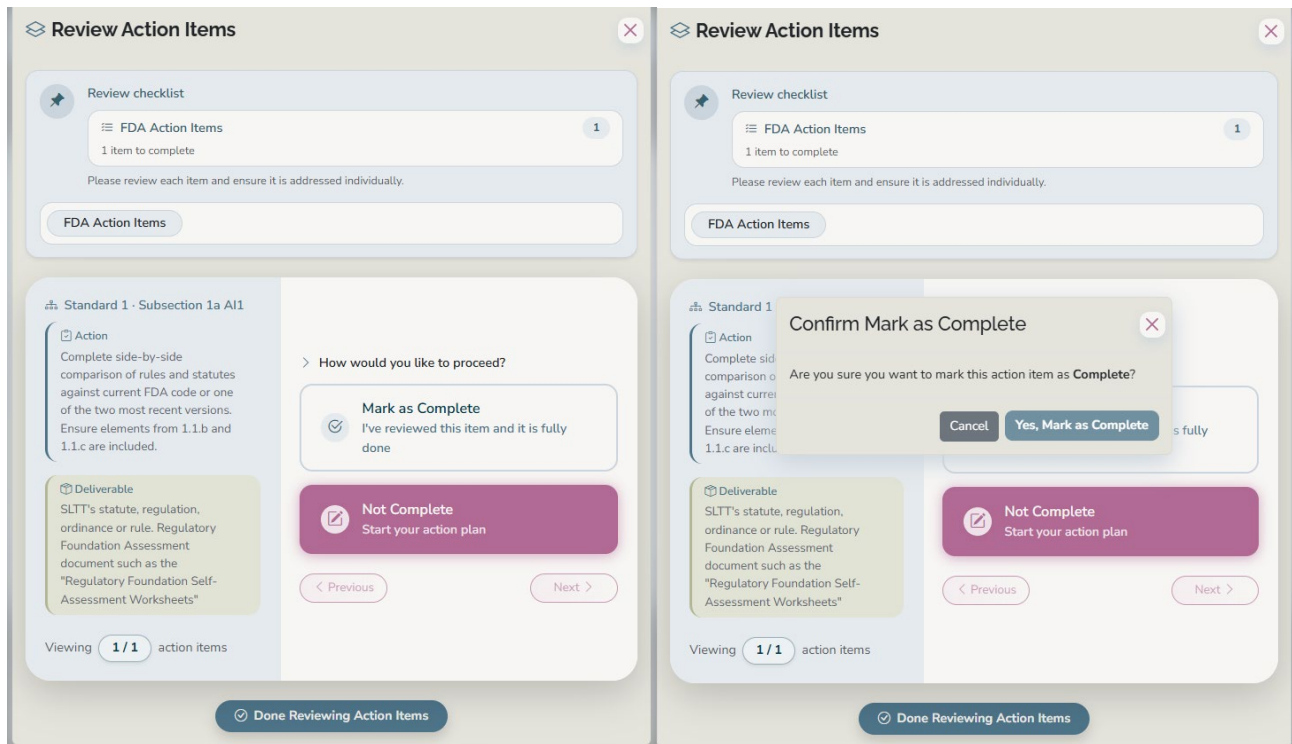


Figure 46: Marking Action Items as Complete to Show Standard Element as Met

Subsection 1a

Subsection Description

The jurisdiction has documentation that it has performed a side-by-side comparison of its prevailing statutes, regulations, rules and other pertinent requirements against the current published edition of the FDA Food Code or one of the two most recent previous editions of the FDA Food Code.

This subsection has 1 action item.

Self-Assessment Met? **Yes**

Self-Assessor's Comments

Enter your comments here...

Verification Audit Met

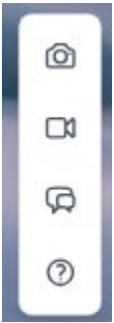
If No, why criterion not met

View History Edit Action Plan Supporting Documentation Save & Close

Figure 47: Marking all Action Items as Complete will change Self-Assessment to Met

Technical Feedback

If you run into any technical issues, we have added a feedback snapshot tool for you to screenshot and screen record any problem you see.



Use this bar on the right side of your screen. You will be able to take screenshots, screen recordings, and view all feedback with this bar.

Thank you!

You have finished reading our tutorial guide to the Retail Standards Assessment Tool. Please reach out to me at rsatool@neha.org if you have any questions or concerns about the guide or tool. We would appreciate your feedback on how this guide could be improved