



**FULTON COUNTY SHERIFF'S OFFICE**

**PATRICK "PAT" LABAT**  
FULTON COUNTY SHERIFF

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September 1, 2022

Anthony Nicks  
Office of the County Auditor  
141 Pryor Street, SW  
Atlanta, Georgia 30303

RE: Aramark Follow Up Review Response

Dear Mr. Nicks,

This letter serves as confirmation of the Sheriff's Office receipt of findings and response to the audit performed on the Inmate Food Service provider Aramark Food Service performed by your office dated August 15, 2022. The audit responses are as follows:

**Finding 1 – Organizational Structure Does Not Comply with the contract**

**Auditor Recommendation**

*We recommend Aramark Comply with the agreed upon contract and ensure the organizational structure meets the requirements of the contract as well. Additionally, we recommend invoices be submitted to the County for any position that has been vacant for more than fifteen (15) days*

**Aramark Response/Sheriff's Office**

To Aramark's management knowledge the intent has been achieved throughout the agreement. The Fulton County Sheriff's Office has reached out to Aramark's management and has requested that we receive the monthly vacancy position report on the 15<sup>th</sup> of each month as reports of staffing levels are an issue.

**Finding 2 – Lack of Supporting Documentation**

**Auditor Recommendation**

*To ensure the accuracy of records/files, we recommend that an effective recording system be implemented. Additionally, supervisory reviews of these records should be performed on a consistent basis so any issues can be readily identified and remedied.*

### **Sheriff's Office Response**

Invoices are picked up weekly with supporting documentation and reconciled via Excel spreadsheet. When differences are found Aramark is notified and a revised invoice is sent. The revised invoice is taken back to the jail where signatures are gathered and then returned for payment processing. Any supporting documentation may not be the final numbers; however, the final numbers are taken from the top two pages which reflect the total when all meals have been requested and recorded.

### **Finding 3 Invalid Health Certificates**

#### **Auditor Recommendation**

*We recommend that Aramark strengthens its review process to ensure potential employees complete the Aramark Safe Form A: Conditional Applicant health Form prior to employment. In addition, although the contract does not require annual, valid health certificates, we recommend that all vendor employees be required to submit valid health certificates annually. Adequate annual reviews of these forms will allow any health issues to be readily identified.*

#### **Aramark Response**

Aramark experienced a top-down change in management since the time of this audit. When going over these finding the Director was made aware of this and will adhere to the requirement. Director began having the employees complete the documentation.

### **Finding 4 Inaccurate Meal Counts**

#### **Auditor Recommendation**

*We recommend that management strengthen its internal review process to include verification and reconciliation phases of all meals to ensure payments made to the vendor are accurate.*

#### **Sheriff's Office Response**

Invoices are reconciled weekly. When a difference is detected, Aramark is sent an email informing them of the new balance. Aramark sends a revised invoice with the reconciled amount. The reconciled invoice is then taken back to the jail to gather signatures and then is processed for payment. This all occurs most often within the two billing cycles.

### **Finding 5 Unable to Determine Meal Count Submission Date**

#### **Auditor Recommendation**

*We recommend that the Sheriff's Office document the receive date on the meal count records in order to ensure meal count records are submitted timely in compliance with the contract.*

#### **Sheriff's Office Response**

The final invoice is timestamped after being reconciled and submitted for payment processing. The Meal Count Sheet is an internal FCSO document and printed from the Excel spreadsheet. The FCSO will continue to ensure that the Meal Count Sheet is timestamped and filed.

## **Finding 6: Untimely Payment of Invoices**

### **Auditor Recommendation**

*We recommend the terms of the contract, and County policies and procedures pertaining to payment of invoices for service, be routinely followed. Any exceptions should be noted, and justification provided for the exception.*

### **Sheriff's Office Response**

For this follow-up audit invoices were taken from year end 2021, January and February 2022. This is a period when the County is not processing invoices while the budget is being set. Invoices are reconciled immediately, and payments are done most often with a week lag.

## **Finding 7: Undocumented Guest Meal System**

### **Auditor Recommendation**

*We recommend the respective parties generate an agreed upon documented guest meal system to not only comply with the terms of the contract, but also to minimize confusion and improve business process.*

### **Aramark Response**

The new Aramark Management was unaware of this finding and had not been keeping accurate records of the guest meal ticket program. The Director stated that going forward they would keep the necessary information.

## **Concern 1: Lack of Computerized System**

### **Auditor Recommendation**

*We recommend the implementation of a computerized meal counting system to limit human errors*

### **Sheriff's Office Response**

The Sheriff's Office and Aramark continue to utilize Excel currently.

## **Concern 2: Insufficient Minimum Requirement for Employment**

### **Auditor Recommendation**

*We recommend Aramark ensure applicants meet the minimum requirements for all applicable positions, prior to obtaining employment.*

### **Aramark Response**

Applicants are screened through the Aramark H.R. Department. Only candidates that meet the requirements move on in the hiring process.

### **Concern 3: Condition of the Culinary Arts Program Not Fulfilled**

#### **Auditor Recommendation**

*We recommend that Aramark continue its efforts to provide Culinary Arts training to approximately 50 inmates annually, as stated in the contract.*

#### **Aramark Response**

No offenders are currently in the Culinary Arts program. Aramark will refocus its efforts on getting the program running. Additionally, the FCSO will work on identifying inmates that meet the qualifications for the class.

Sincerely,



Roderic D. Terrell  
Grants and Contract Manager

xc: Patrick "Pat" Labat, Fulton County Sheriff  
John Jackson, Sheriff's Office Chief Jailer  
Byron Lecounte, Sheriff's Office Lieutenant Colonel  
LaMarion Green-Hughey, Sheriff's Office Chief of Administration  
Amelia Joiner, Sheriff's Office Chief of Staff, General Counsel  
Rodney Stinson, Sheriff's Office Fiscal Administrator  
Wesley Landers, Aramark District Manager  
Eugenia Washington, Aramark General Manager  
Shauna Herbert, Audit Manager  
Queena Jenkins, Deputy County Auditor