

Ohio | Department of Rehabilitation & Correction

John R. Kasich, Governor
Gary C. Mohr, Director

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OFFICE OF
INSPECTOR GENERAL

August 9, 2017

Randall J. Meyer
Ohio Inspector General
30 East Broad Street, Suite 2940
Columbus, Ohio 43215-3414

RE: IG File ID Number 2016-CA00020

Dear Inspector General Meyer:

This letter is in response to investigative file #2016-AC00020 submitted to the Department of Rehabilitation and Correction by your office on June 15, 2017, with findings of “reasonable cause to believe that a wrongful act or omission occurred in this instance”. The following details the response by this agency regarding recommendations made by your office.

Recommendation #1:

Consider amending the contract between ODRC and Aramark to incorporate the process for developing construction menus and using an alternative billing basis for Aramark to invoice for inmate meals served during the renovation of correctional institution kitchen and food preparation facilities.

Response: After careful consideration, ODRC has decided that separate billing for renovation projects would not be prudent. Aramark invoices ODRC each month for all services provided. The invoices are itemized and billing for renovation projects is clearly identified with supplemental documentation that supports the invoice charges.

Recommendation #2:

Consider amending the contract between ODRC and Aramark to incorporate a definition of a special event or meeting to support Aramark’s ability to invoice ODRC for meals served in these situations.

Response: Contract CSP901414 - Operation and Management of Food Service has been amended to incorporate language which states Aramark will provide sack meals during Critical Incident Management (CIM) events, which includes “clear out” events. The effective date of the amendment, which is entitled Amendment Number 5, was January 13, 2017.

Recommendation #3:

Consider developing a form to attach to the monthly Aramark invoices which summarizes conversations between ODRC and Aramark regarding additional expenses being incurred. It is suggested that the form identify the section of the contract permitting the expenses to be charged to ODRC by Aramark, an explanation of the circumstances that are resulting in the expense, and document ODRC’s approval for Aramark to bill the additional expense.

Response: Conversations between ODRC and Aramark regarding the cost of additional expenses are currently documented via electronic mail or email. The emails will be attached to the Aramark invoice to document approval of the expense. At this time, ODRC does not believe a separate form is necessary to document the conversation regarding the procurement of additional meals as the email communications are sufficient. Additionally, ODRC and Aramark staff frequently communicate and meet biweekly to discuss food service related issues, invoicing, staffing and other matters as they arise.

Recommendation #4:

Consider updating ODRC policies and procedures to incorporate review procedures to ensure that on incident forms all questions are answered, hours and associated hourly rates verified, and that the forms were completed within the prescribed timeframe.

Response: ODRC has conducted an internal review of our policies and procedures regarding billable hours. Staff will ensure that all supporting information and signatures are included on the incident reports. Staff will also ensure that the incident reports are submitted to the proper authorities in a timely manner. At this time, ODRC does not believe it is necessary to modify our policies and procedures to reflect this information.

It is important to note that several inquiries ODRC received from the Office of the Ohio Inspector General Randall J. Meyer were resolved prior to the receipt of the report of investigation. For example, the daily inmate count included a discrepancy of 13 inmates. Aramark billed ODRC for meals which included the additional 13 inmates. ODRC staff conducted an internal review of the Offender Tracking System (DOTS), identified the problem and implemented a solution. Aramark issued a credit to ODRC for \$57,192.64. Aramark issued an additional credit of \$350.00 after it was determined ODRC was improperly reimbursing Aramark for tips the company had paid for food ordered during a renovation project.

Since September 13, 2013, ODRC has spent over \$180 million with Aramark. The issuance of a \$57,000 credit demonstrates that the business relationship between the two parties has been collaborative and successful.

Additionally, ODRC worked with the Ohio Department of Administrative Services (ODAS) to memorialize the verbal agreement between ODRC and Aramark Correctional Food Service that the cost of all paper goods, when required, would be shared between the two parties. Amendment Number 5, which became effective on January 13, 2017, was distributed to the Office of Ohio Inspector General Randall J. Meyer upon request.

Thank you for the opportunity to respond to your recommendations.

Sincerely,



Gary C. Mohr
Director