SERVING UP SOLUTIONS TO SUPPORT YOU

QUARTERLY REVIEW

November 7, 2022

July - September Review

aramark

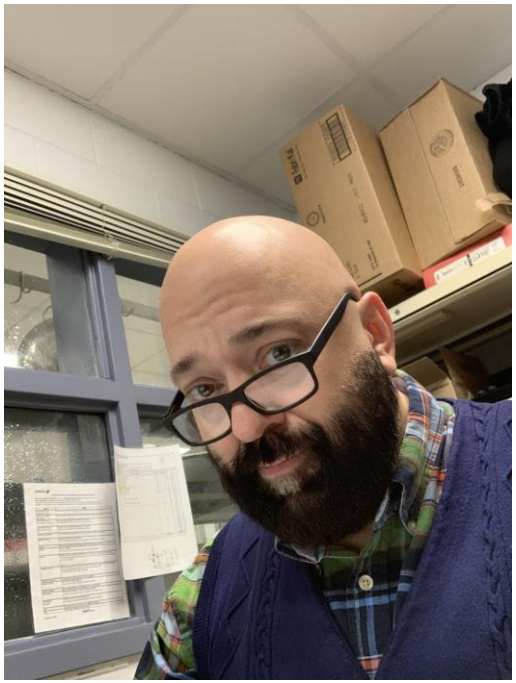
Quarterly Business Review

OUR TEAM

- Erik Leto, District Manager
- Jeff Swayze, General Manager
- Daniel Powers, General Manager
- Shannon Vaughan, IN2WORK Program Coordinator & Regional Support
- Keitha King, Senior Unit Controller
- Monique Skowronski, NOSS Director
- Amanda Copeland, VPO
- Tracy Tomkiewicz, RVP

FRONT-LINE SPOTLIGHT:
SELL & SERVE WITH PASSION

Position Updates



Mike Reitz, FSD
DeBerry Special Needs Unit

FRONT-LINE SPOTLIGHT:
SELL & SERVE WITH PASSION

	Required		*Current*		*Vacancy Rat*	
Facility	**Managers**	**Hourly**	**Managers**	**Hourly**	**Managers**	**Hou**
BCCX	4	18	3	11	75%	61
DSNF	2	11	1	5	50%	45
MLCC	1	6	1	6	100%	10
MCCX	3	16	1	7	33%	44
NECX	3	11	2	6	67%	55
NWCX	3	16	3	9	100%	56
RMSI	2	7	2	7	100%	10
TCA	1	7	1	7	100%	10
DJRC	2	8	2	6	100%	75
TCIX	3	8	3	6	100%	75
TCIX-A	1	5	1	6	100%	12
WTSP/WTRC	3	19	2	12	67%	63

ara
Quarterly

STATE OF THE BUSINESS: FOOD

July ï September Audits

Location:	Annual	CC	ACA	Date Conducted	Compliant/ Mandatory	NonCompliant / Non-Mandatory	Compliance %	Annual	ACA
MLTC									
WTSP									
DJRC		XX		8/30/2022			78.57%		
DSNF		XX		8/22/2022			85.37%		
BCCX									
TCIX									
MCCX									
NWCX									
RMSI		XX		8/2/2022			92.68%		
TCA									
WTSP									
MCCX									
WTSP	XX			9/15/2022				99.51%	
WTRC	XX			9/15/2022				84.17%	
MCCX									
MLTC									
TCA		XX		8/9/2022			100.00%		
Average Scores							89.16%	91.84%	NA

STATE OF THE BUSINESS: FOOD

July - September Total Meals	
Total Inmate Meals Served	**2,914,015**
Regular Inmate	2,618,485
Religious	74,842
Therapeutic	153,101
Sacks/Enhanced Sacks	67,587
Staff/Visitor Meals	**87,889**
Average Inmate Participation Rate	**99.92%**

STATE OF THE BUSINESS: FOOD

April - June

TDOC Therapeutic Diets

	October - December FY22			***January - March FY22***			***April - June FY22***			***July - September FY23***	
Facility	Total	Daily Average		Total	Daily Average		Total	Daily Average		Total	Daily Average
Bledsoe	14,859	165		13,321	148		12,877	143		14,831	163
Mark Luttrell	425	5		523	6		888	10		1,599	18
Northwest	15,254	169		15,881	176		17,413	193		22,303	245
Turney Annex	1,679	19		1,604	18		1,732	19		1,050	12
Turney Main	8,384	93		8,788	98		9,324	104		10,002	110
West Tennessee	23,386	260		20,883	232		22,722	252		21,026	231
DeBerry	28,950	322		24,792	275		29,310	326		29,176	321
Morgan County	15,734	175		16,280	181		14,220	158		12,740	140
Northeast	18,135	202		18,072	201		19,919	221		21,539	237
Riverbend	7,486	83		6,043	67		5,811	65		8,328	92
DJRC	6,484	72		9,054	101		11,842	132		10,507	115
Total	140,776			135,241			146,058			153,101	

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Quarterly Business Review

STATE OF THE BUSINESS: FOOD

July - September

TDOC Participation Rate by Facility	
Facility	**Participation Rate**
Bledsoe	83.74%
Mark Luttrell	104.63%
Northwest	104.83%
Turney - Annex & Main	98.18%
WTSP/WTRC	105.69%
DeBerry	114.11%
Morgan County	110.53%
Northeast	107.86%
Riverbend	94.15%
DJRC	75.50%
Facility Average	99.92%

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Quarterly Business Review

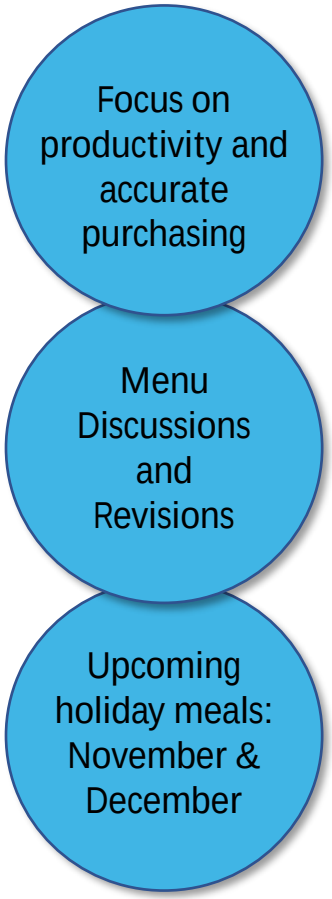
Food Service Operations Updates

Current

- Planning:
  - Fall/Winter 2022-2023 menu implementation
  - November holiday meal

Upcoming

- December and January holiday meals



Upcoming Quarter

October - December

Upcoming Quarter

October - December

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Quarterly Business Review

Quarter Focus

- Recruitment and retention
- The Grill operational statewide
- IN2Work intern implementation
- Holiday meals
- Annual audit/Contract compliance improved performance

IN2WORK

Å Programs status

- Å Northeast- 5 phase 2 phase 3-2
- Å Morgan- ONE passed- 1 retesting
- Å Bledsoe- 10 –Phase 3 Testing
- Å DJRC- 8 phase 1 – ONE passed 1-1 retesting
- Å Riverbend- 3 Testing for ServSafe
- Å DeBerry- 10 submitted to Jobs
- Å Turney- 3 testing phase 3
- Å Turney Annex- 7 phase 3
- Å Mark L.-1 phase 1
- Å Northwest- 9 – phase 1 and 3
- Å West Tenn. 0
- Å Women's -4 phase 3

Å **Total in classes= 55- 2 completion**

The local Grill's that are open

Turney Main
Turney Annex
Northwest
Riverbend web page ready
Northeast web page ready
Morgan web page ready
Bledsoe web page ready

Next to open

Mark L.
West Tenn.
DeBerry
Debra J.

The Staff Grill has changed landing pages! We have converted to an Apple company driven landing page called the LOCAL.
The site is monitored by Apple Tech security and provides up with QR scan code for easy ordering

IN2(the)FUTURE SCHOLARSHIP

The IN2(the)FUTURE Scholarship will award scholarships for post secondary education to the dependents of the IN2WORK program.

Program Highlights

Recipients can apply yearly up to 4 years

Includes undergraduate or vocational education

Awards are good for 2022-2023 academic school year

Eligibility:

- Be dependent children, age 25 and under, of an incarcerated parent that has completed and graduated from the IN2WORK program
- Be high school seniors or graduates or current college undergraduates
- Plan to enroll in full-time undergraduate study at an accredited two- or four-year college, university or vocational-technical school for the entire upcoming academic year
- Have a grade point average of 2.0 on a 4.0 grade scale or equivalent

GRADUATE RESOURCES

New resources available for IN2WORK Graduates to stay on the path once released

IN2WORK Graduate Landing Page

A resource page for IN2WORK graduates to visit post release:

- URL address assessable by QR code
- Live links to the IN2WORK Scholarship portal for both graduates and dependents
- Access to ALLIE and the ability to enter the text code directly into the site and await a response from the virtual job coach
- Contact information for the IN2WORK Support team
- Community partner contacts/information

IN2WORK Reentry Packet

Pre-printed flyers for all reentry resources:

- Scholarship flyer for graduate scholarship
- Pre-stamped post card for dependent scholarship
- Flyer on how to access ALLIE
- Post card with contact information for IN2WORK Support team
- Address and QR code for I2W Graduate Landing page

Thank you for your partnership!

SERVING UP SOLUTIONS TO SUPPORT YOU

QUARTERLY REVIEW

May 24, 2022

January ς March Review

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Quarterly Business Review

OUR TEAM

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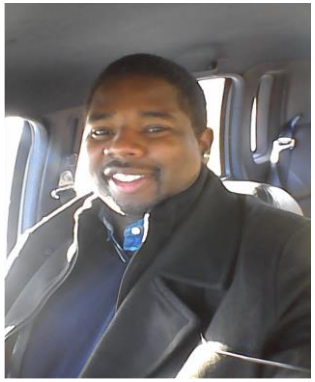
FRONT-LINE SPOTLIGHT:
SELL & SERVE WITH PASSION

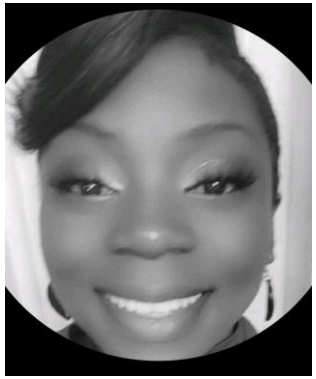
Position Updates



Matt Gordon,
FSD RMSI

Rose Williams,
FSM RMSI

Megan Major,
FSM BCCX



Amanda Davis,
FSM WTSP

Valerie Miller,
FSM TCIX

Other

- **NECX FSM Adriana Cunha gave birth to a healthy baby girl in January!!**

FRONT-LINE SPOTLIGHT:
SELL & SERVE WITH PASSION

	Required		*Current*		*Vacancy Rate*	
Facility	Managers	Hourly	Managers	Hourly	Managers	Hourly
BCCX	3	25	3	9	100%	36%
DSNF	1	8	1	3	100%	38%
MLCC	1	7	1	4	100%	57%
MCCX	4	19	1	8	25%	42%
NECX	3	20	2	7	67%	35%
NWCX	3	20	2	12	67%	60%
RMSI	2	8	2	4	100%	50%
TCA	1	9	1	7	100%	78%
DJRC	2	9	1	2	50%	22%
TCIX	3	13	3	6	100%	46%
TCIX-A	1	5	1	6	100%	120%
WTSP/WTRC	3	21	3	12	100%	57%

STATE OF THE BUSINESS: FOOD

PROACTIVE PROGRAM MANAGEMENT

Menu Compliance

- Ensure all menus, recipes, and products utilized are those that have been approved
- Team of Registered Dietitians actively review market demand/updates and look to find best solutions for all accounts to minimize impacts

Waste Reduction / Management

- Daily review and analysis of waste to reduce impact on environment and cost

Meal Forecasting

- Updating forecasted meals daily to meet actual inmate counts
- Reducing orders to meet updated demands on menu, reducing additional inventory of higher priced items

Portion Control

- Our team actively reviews service to ensure portion sizes are uniform across all meals served, and match the approved menu
- Team of Registered Dietitians and Culinarians review all products and recipes frequently to ensure optimal cost, nutrition, and acceptability are met

CONSUMER INSIGHTS

MARKET PRICING & INFLATION

Over this past year, Supply Chain has seen its fair share of shortages and challenges, and many of us have been feeling the increase in inflation, whether youôve noticed it at the gas pumps or in the grocery stores.

Increases in fuel charges, average wages, transportation and global supply chain bottle necks are driving the increased inflation across the entire county ï but especially here in the retail consumer packaged goods industry, which directly affects commissary prices.

RETAIL CATEGORY	CPG INFLATION
Meats	5.7%
Produce	5.6%
Packaged Seafood	14%
Bakery	4.9%
Beauty	2.3%
Beverages	7%
Health	7%
General Merchandise	10%

Indices < 100 = Deflation; > 100 = Inflation

DIESEL FUEL
is now
OVER
46%
ABOVE
the October 2016
average price

NATIONAL AVERAGE FREIGHT RATES
are about
20-30%
ABOVE
prior year averages

LABOR INFLATION
is at an
ALL-TIME HIGH OF
7.2%
since data tracking
started in 2001

INGREDIENT COSTS
overall, have
INCREASED
2.2%

Commissary prices will adapt based on these inflation levels during our regular menu revision process

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Quarterly Business Review

Source: IRI Integrated Fresh syndicated database including both fixed and random weight items.2021

NUTRITION SUPPORT

Supply Chain communication is imperative to navigate through unpredictable challenges and ensure delivery of good and products

OUR MITIGATION PLAN

SUPPLY CHAIN COMMITMENT

- Utilize regional & local distributors for staple goods like dairy, milk & bread reduce the likelihood of product shortages
- Leverage multiple supplier channels to get needed products
- Implement delivery adjustments to prevent shortages
- Recommend comparable substitutions for out-of-stock products

ON-SITE COMMUNICATION

- Daily and/or weekly status updates
- Preparation & proactive management to communicate our plan when a contingency menu or item is needed
- Regular evaluation and adjustment of plan to deliver menu needs efficiently & effectively
- Routinely work with Aramark Supply Chain Management and regional Dietitians regarding products and menu challenges

STATE OF THE BUSINESS: FOOD

January - March

Location:	Annual	CC	ACA	Date Conducted	Compliant/ Mandatory	NonCompliant / Non-Mandatory	Compliance %	Annual	ACA
MLTC		X		2/23/2022	48	3	94%		
WTSP		X		4/25/2022	28	23	55%		
DJRC		X		3/9/2022	46	5	90%		
DSNF		X		3/2/2022	42	9	82%		
BCCX		X		4/12/2022	46	5	90%		
TCIX		X		2/1/2022	46	5	90%		
NECX		X		2/29/2022	44	7	86%		
MCCX		X		3/24/2022	45	6	88%		
NWCX		X		3/1/2022	40	11	78%		
RMSI		X		2/15/2022	44	7	86%		
TCA		X		3/17/2022	31	0	100%		
TCIX			X	3/24/2022					100%
MCCX	X			3/9/2022	42	9		79.00%	
Average Scores							85%	79.00%	100.00%

STATE OF THE BUSINESS: FOOD

January ς March Total Meals	2,996,798
Total Inmate Meals Served	2,925,036
Regular Inmate	2,665,629
Religious	56,385
Therapeutic	135,241
Sacks/Enhanced Sacks	67.781
Staff/Visitor Meals	71,762
Average Inmate Participation Rate	100.31%

STATE OF THE BUSINESS: FOOD

TDOC Therapeutic Diets

	April - June Quarter		***July - September Quarter***		***October - December Quarter***		***January - March Quarter***	
Facility	Total	Daily Average	Total	Daily Average	Total	Daily Average	Total	Daily Average
Bledsoe	15,372	173	14,596	162	14,859	165	13,321	148
Mark Luttrell	372	4	838	9	425	5	523	6
Northwest	15,313	168	15,814	176	15,254	169	15,881	176
Turney Annex	1,189	13	1,334	15	1,679	19	1,604	18
Turney Main	7,184	79	8,448	94	8,384	93	8,788	98
West Tennessee	16,641	187	20,482	228	23,386	260	20,883	232
DeBerry	30,660	337	31,322	348	28,950	322	24,792	275
Morgan County	12,557	138	12,493	139	15,734	175	16,280	181
Northeast	19,319	212	18,941	210	18,135	202	18,072	201
Riverbend	8,111	89	7,317	81	7,486	83	6,043	67
DJRC	14,967	164	15,046	167	6,484	72	9,054	101

STATE OF THE BUSINESS: FOOD

January - March

TDOC Participation Rate by Facility	
Facility	Participation Rate
Bledsoe	84.31%
Mark Luttrell	102.46%
Northwest	104.62%
Turney - Annex & Main	98.71%
WTSP/WTRC	107.01%
DeBerry	105.77%
Morgan County	116.21%
Northeast	114.63%
Riverbend	97.46%
DJRC	71.86%
Facility Average	100.31%

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Quarterly Business Review

Upcoming Quarter

April - June

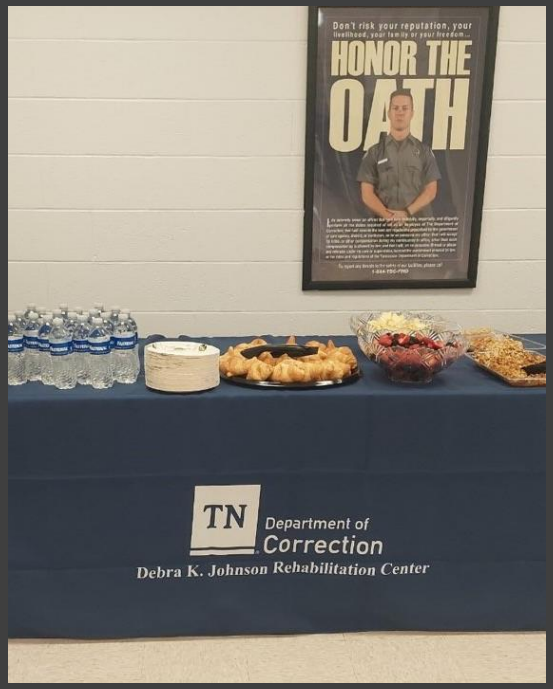
Upcoming Quarter

October - December

Quarter Focus

- Recruitment and Retention
- Grub2Go operational statewide
- IN2Work Intern implementation
- Successful Ramadan & Passover completion
- Spring/Summer menu implementation
- Aramark Employee Appreciation
- TDOC Correctional Officer Appreciation Week

IN2WORK



Programs status

- Northeast- 5
- Morgan- 5
- Bledsoe- 10
- DJRC- 4
- Riverbend- 5
- DeBerry- 5
- Turney- 5
- Turney Annex- 7
- Mark L.-1
- Northwest- 12
- West Tenn.
- Women's -4
- Men's- 4

- Total in classes= 67

- DJRC- Catering by IN2work class for Michigan Visitors
- Riverbend ç 4 new graduates

IN2(the)FUTURE SCHOLARSHIP

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Program Highlights

Recipients can apply yearly up to 4 years

Includes undergraduate or vocational education

Awards are good for 2022-2023 academic school year

Eligibility:

- Be dependent children, age 25 and under, of an incarcerated parent that has completed and graduated from the IN2WORK program
- Be high school seniors or graduates or current college undergraduates
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- Have a grade point average of 2.0 on a 4.0 grade scale or equivalent

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New resources available for IN2WORK Graduates to stay on the path once released

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- URL address assessable by QR code
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SERVING UP SOLUTIONS TO SUPPORT YOU

QUARTERLY REVIEW

February 16, 2022

October – December Review

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- Tracy Tomkiewicz, RVP

FRONT-LINE SPOTLIGHT:
SELL & SERVE WITH PASSION

Position Updates

Natalie Dunson
FSD WTSP

Bonell Dominguez
FSM MCCX

Whitney Thompson
FSM NWCX

Other

- **Regional support for operations that are short-staffed**

FRONT-LINE SPOTLIGHT:
SELL & SERVE WITH PASSION

	Required		*Current*		*Vacancy Rate*	
Facility	**Managers**	**Hourly**	**Managers**	**Hourly**	**Managers**	**Hourly**
BCCX	3	25	3	12	0%	52%
DSNF	1	8	1	3	0%	63%
MLCC	1	7	1	3	0%	57%
MCCX	4	19	3	11	25%	42%
NECX	3	20	3	15	0%	25%
NWCX	3	20	3	15	0%	25%
RMSI	2	8	2	4	0%	50%
TCA	1	9	1	6	0%	33%
DJRC	2	9	2 - Both managers on STD	7	0%	22%
TCIX	3	13	2	9	34%	31%
TCIX-A	1	5	1	5	0%	0%
WTSP/WTRC	3	21	2 - FSM candidate in the works	13	33%	38%

STATE OF THE BUSINESS: FOOD

October – December

News of Note:

- IN2Work Graduation at Turney Annex – 2 graduates
- Continued utilization of farm produce
- Operational support during inclement weather events
- Holiday meal catering

STATE OF THE BUSINESS: FOOD

October - December

Location:	Annual	CC	ACA	Date Conducted	Compliant/ Mandatory	NonCompliant / Non-Mandatory	Compliance %	Annual	ACA
MLTC		X		10/26/2021	49	2	96%		
WTSP		X		10/12/2021	27	24	89%		
DJRC		X		12/8/2021	44	7	84%		
DSNF		X		11/27/2021	44	7	84%		
BCCX		X		10/5/2021	44	2	95%		
TCIX		X		10/12/2021	48	3	94%		
MCCX		X		10/19/2021	44	7	84%		
NWCX		X		10/26/2021	37	14	62%		
RMSI		X		11/2/2021	42	9	79%		
TCA		X		11/16/2021	31	0	100%		
WTSP			X	12/1/2021					100%
MCCX			X	11/8/2021					100%
WTSP	X			11/26/2021	42	14		66.00%	
WTRC	X			11/26/2021	42	5		88.00%	
MCCX	X			11/11/2021	42	13		69.00%	
MLTC	X			12/13/2021	42	0		100.00%	
TCA	X			11/25/2021	42	0		100.00%	
Average Scores							87%	84.60%	100.00%

STATE OF THE BUSINESS: FOOD

October – December Total Meals	**3,081,933**
Total Inmate Meals Served	**3,001,962**
Regular Inmate	2,734,168
Religious	51,677
Therapeutic	140,776
Sacks/Enhanced Sacks	75,341
Staff/Visitor Meals	**79,917**
Average Inmate Participation Rate	**96.98%**

STATE OF THE BUSINESS: FOOD

Therapeutic Diets

	April - June		July - September		October - December	
Facility	Total	Daily Average	Total	Daily Average	Total	Daily Average
Bledsoe	15,372	173	14,596	162	14,859	163
Mark Luttrell	372	4	838	9	425	5
Northwest	15,313	168	15,814	176	15,254	168
Turney Annex	1,189	13	1,334	15	1,679	18
Turney Main	7,184	79	8,448	94	8,384	92
West Tennessee	16,641	187	20,482	228	23,386	257
DeBerry	30,660	337	31,322	348	28,950	318
Morgan County	12,557	138	12,493	139	15,734	173
Northeast	19,319	212	18,941	210	18,135	199
Riverbend	8,111	89	7,317	81	7,486	82
DJRC	14,967	164	15,046	167	6,484	71
Total	141,685		146,631		140,776	

CONSUMER INSIGHTS

RETAIL FOOD MARKET UPDATES & INFLATION

Increases in fuel charges, average wages, ingredient costs, transportation and global supply chain bottle necks are driving the increased inflation across the entire county. Our restaurant quality meals served in iCare Fresh and FreshFavorites™ are experiencing the same market constraints. In order to maintain the quality our customers have come accustomed to, prices on certain items have to be adjusted.

RESTAURANT PRICES
ARE UP
4.6%

QUICKSERVICE RESTAURANT PRICES
ARE UP EVEN HIGHER
6.7%

DIESEL FUEL
is now
OVER
46%
ABOVE
the October 2016
average price

NATIONAL AVERAGE FREIGHT RATES
are about
20-30%
ABOVE
prior year averages

LABOR INFLATION
is at an
ALL-TIME HIGH
OF
7.2%
since data tracking
started in 2001

INGREDIENT COSTS
overall, have
INCREASED
2.2%

iCare FRESH

fresh favorites

Bureau of Labor Statistics 2021 www.bls.gov/

Food Service Operations Updates

Current

Successful holiday meals

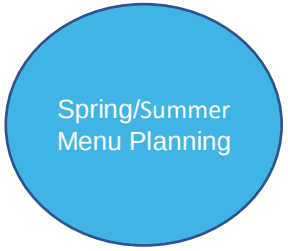
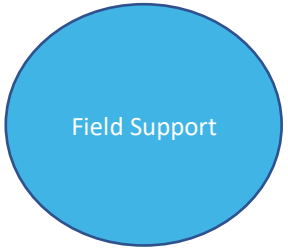
Approval of Passover, Ramadan and Easter

Continued daily communication with supply chain ensuring product availability, on time delivery and sourcing appropriate substitutions for short product

Consistent communication with front line to ensure alignment and prevent service from being disrupted

Upcoming

Diet training at specific locations

Continuing to review current food operation procedures and providing best practices when necessary

Spring/Summer menu planning