



CITY OF SAN ANTONIO

P.O. Box 839966
SAN ANTONIO TEXAS 78283-3966

June 15, 2018

Ron Nirenberg
Mayor

Roberto C. Treviño
Councilman, District 1

William "Cruz" Shaw
Councilman, District 2

Rebecca J. Viagran
Councilwoman, District 3

Rey Saldaña
Councilman, District 4

Shirley Gonzales
Councilwoman, District 5

Greg Brockhouse
Councilman, District 6

Ana E. Sandoval
Councilwoman, District 7

Manny Peláez
Councilman, District 8

John Courage
Councilman, District 9

Clayton H. Perry
Councilman, District 10

SUBJECT: Audit Report of Metropolitan Health District's Health Food Inspections

Mayor and Council Members:

We are pleased to send you the final report of the Metropolitan Health District's Health Food Inspections Audit. This audit began in September 2017 and concluded with an exit meeting with department management in June 2018. Management's verbatim response is included in Appendix B of the report. Metro Health District management and staff should be commended for their cooperation and assistance during this audit.

The Office of the City Auditor is available to discuss this report with you individually at your convenience.

Respectfully Submitted,

A handwritten signature in dark ink, appearing to read "Kevin W. Barthold".

Kevin W. Barthold, CPA, CIA, CISA
City Auditor
City of San Antonio

Distribution:

Sheryl L. Sculley, City Manager

Erik Walsh, Deputy City Manager

Ben Gorzell, Chief Financial Officer

Dr. Colleen Bridger, Metropolitan Health District Director

Andrew Segovia, City Attorney

Leticia M. Vacek, City Clerk

Trey Jacobson, Chief of Staff, Office of the Mayor

John Peterek, Assistant to the City Manager, Office of the City Manager

Priscilla Soto, Audit Committee Member

Judy Treviño, Audit Committee Member

CITY OF SAN ANTONIO

OFFICE OF THE CITY AUDITOR



Audit of San Antonio Metro Health District

Health Food Inspections

Project No. AU17-010

June 15, 2018

Kevin W. Barthold, CPA, CIA, CISA
City Auditor

Executive Summary

As part of our annual Audit Plan approved by City Council, we conducted an audit of the San Antonio Metropolitan Health District, specifically Food Inspections. The audit objectives and conclusion follow:

Determine if the Food Inspections Program is efficiently and effectively managed, inclusive of restaurants, food trucks, and temporary establishments. Additionally, determine if metrics that were set for inspecting high, medium, and low risk food establishments are reported accurately.

Metro Health has established processes for ensuring that food establishments, mobile food vendors, and temporary establishments are being inspected for compliance with City Ordinances and are being billed appropriately. Furthermore, performance metrics for food inspectors and the department are adequate and are being reported accurately. Finally, Metro Health's training program is effective and all food inspectors are registered and licensed with the State of Texas.

No recommendations were made for this audit; consequently, no management responses are required. Management's acknowledgment of these results is in Appendix B on page 5.

Table of Contents

Executive Summary	i
Background.....	1
Audit Scope and Methodology	3
Audit Results and Recommendations	4
A. Food Inspections	4
Appendix A – Staff Acknowledgement	5
Appendix B – Management Response.....	6

Background

The San Antonio Metropolitan Health District (Metro Health) is responsible for providing public health services in San Antonio and unincorporated areas of Bexar County. The department's mission is to prevent illness, promote healthy behaviors, and protect against health hazards throughout the community through education, collaboration and key services.

Metro Health's Food and Environmental Services Division works to ensure the maximum protection in food sanitation and environmental health. This division is responsible for reviewing and approving construction plans of food establishments, issuing all food licenses and permits, and performing food inspections according to the local health code and state regulations.

Food sanitarians inspect a variety of areas which include food establishments, day cares, foster care and assisted living facilities, public schools, mobile food vending, and food booths at temporary events. See chart below for the food related health inspections completed by Metro Health.

Health Food Inspections			
License Type	FY2016	FY2017	FY2018 thru March 31
Food Establishment	21,048	20,278	12,206
Mobile Vending	1,119	1,218	538
Temporary Event	9,293	10,022	3,391
Total	31,460	31,518	16,135

Sanitarians also assign a risk ranking to the establishment based upon the food preparation process and the complexity involved. The risk ranking determines the number of inspections to be completed. See chart below for a summary of risk rankings and the annual inspections required by City Ordinance.

Food Preparation Process	Risk Ranking	Annual Inspections Required	Number of Licensed Establishments
No Cook Step	1	1	2,526
Same Day Service	2	2	3,364
Complex	3	3	2,123

The division also ensures that all food establishment managers are certified to handle food and that permit fees are collected. Metro Health utilizes Digital

Health Department (DHD), a system for maintaining food establishments and permits, scheduling and recording inspections, managing customer complaints, and reviewing fees assessed and payments received.

Audit Scope and Methodology

The audit scope was fiscal years 2016 and 2017.

To establish our test criteria, we reviewed Metro Health policies and procedures, City Ordinances, and state regulations. We interviewed Metro Health Management and staff to gain an understanding of the requirements of food establishments as well as the food inspection process.

As part of our testing procedures we examined controls for ensuring that food establishments, mobile food vendors, and temporary establishments are being inspected for compliance with City Ordinances and are being billed appropriately. We reviewed the performance measures and results for the food inspectors as well as for the department. Additionally, we reviewed Metro Health's training program and verified that all food inspectors are registered and licensed with the State of Texas. In addition, we reviewed a sample of food inspection reports to determine if all required fields are completed. Furthermore, we reviewed customer complaints to verify if timely action was taken. Finally, we reviewed the DHD system user access and roles assigned to staff for adequate segregation of duties and verified that all users are active employees.

We relied on system generated reports from the DHD system which stores food establishment permits, inspections, and assessment of fee data. We relied on the accuracy of DHD data rather than evaluating the system's general and application controls. We do not believe the absence of testing general and application controls had an effect on the results of the audit.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Audit Results and Recommendations

A. Food Inspections

Metro Health has processes in place for ensuring that food establishments, mobile food vendors, and temporary establishments are being inspected for compliance with City Ordinances and are being billed appropriately.

We also verified that performance metrics for food inspectors and the department are reported accurately. Additionally, we reviewed the effectiveness of Metro Health's training program and verified that all food inspectors are registered and licensed with the State of Texas.

In addition, we reviewed a sample of food inspection reports to determine if all required fields are completed. We also reviewed food complaints reported by customers and verified that timely action was taken by the Metro Health to address the reported issues.

Finally, we reviewed the DHD system user access and roles assigned to staff for adequate segregation of duties and verified that access is appropriate and all users are active employees.

Recommendation

None

Appendix A – Staff Acknowledgement

Gabe Trevino, CISA, Audit Manager
Reina Hernandez, Auditor in Charge
Nastasha Leach, Auditor
Abigail Medina, CPA, Auditor

Appendix B – Management Response



CITY OF SAN ANTONIO

SAN ANTONIO TEXAS 78283-3966

June 5, 2018

Kevin W. Barthold, CPA, CIA, CISA
City Auditor
San Antonio, Texas

RE: Management's Acknowledgement of its Review of Metropolitan Health District's Food Inspections


Metropolitan Health District has reviewed the audit report and provided its comments to the auditors. As there are no recommendations for management, no management responses are required.

Metropolitan Health District:

☒ Fully Agrees

☐ Does Not Agree (provide detailed comments)

Sincerely,



Dr. Colleen Bridger
Director
San Antonio Metropolitan Health District

6-5-18
Date



Erik Walsh
Deputy City Manager
City Manager's Office

6/11/18
Date