



FLORIDA DEPARTMENT OF JUVENILE JUSTICE

Ron DeSantis, Governor

Josefina Tamayo, Acting Secretary

September 20, 2021

Josefina Tamayo, Acting Secretary
2737 Centerview Drive
Suite 3100, Knight Building
Tallahassee, Florida 32399

Dear Secretary Tamayo,

I am pleased to present the DJJ Office of Inspector General Annual Report, summarizing our activities and accomplishments for fiscal year 2021.

Over the past year, our office has worked closely with agency leadership to enhance the operational efficiency and effectiveness of all program areas of the Department, and we remain fully committed to improving productivity, reducing and eliminating employee misconduct, and ensuring accountability of all DJJ personnel.

Thank you for your continued support and confidence in our staff and we look forward to serving you and the Department in the coming year.

Sincerely,

A handwritten signature in black ink that reads "R. Munson".

Robert A. Munson
Inspector General

Attachment

cc: Melinda Miguel, Chief Inspector General

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The mission of the Department of Juvenile Justice is to increase public safety by reducing juvenile delinquency through effective prevention, intervention, and treatment services that strengthen families and turn around the lives of troubled youth.

Florida Department of Juvenile Justice

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Office of Inspector General 2021 Annual Report



Robert A. Munson, Inspector General

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Department of Juvenile Justice

Office of Inspector General

Annual Report for Fiscal Year 2020-2021

CHARTER OF OPERATIONS

Department of Juvenile Justice Agency Mission

To increase public safety by reducing juvenile delinquency through effective prevention, intervention and treatment services that strengthen families and turn around the lives of troubled youth.

Inspector General’s Mission

The Office of Inspector General provides independent oversight, through objective and timely audit and investigative services, to ensure the Florida Department of Juvenile Justice and its partners maintain the highest level of integrity, accountability and efficiency.

Purpose

The Office of Inspector General (OIG) is established to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency, and to conduct independent and objective audits, investigations, and reviews relating to the programs and operations of the Department of Juvenile Justice. The OIG assists the Department in accomplishing its objectives by promoting economy and efficiency, and by preventing and detecting fraud and abuse in its programs and operations.

Authority

The OIG reports directly to the Chief Inspector General. The authority of the DJJ OIG is derived from Section 20.055, Florida Statutes, and allows for full, free, and unrestricted access to all persons, records, and other information relevant to the performance of engagements.

OIG Core Values

Leadership
Professionalism
Integrity
Excellence
Accountability
Communications
Teamwork



Responsibilities

The DJJ OIG is statutorily assigned specific duties and responsibilities per Section 20.055(2), Florida Statutes, which include:

- Advising in the development of performance measures, standards, and procedures for the evaluation of programs;
- Assessing the reliability and validity of information provided by the agency on performance measures and standards, and making recommendations for improvement, if necessary;
- Reviewing actions taken by the agency to improve program performance and meeting program standards;
- Providing direction for and coordinating audits, investigations, and management reviews relating to the programs and operations of the agency;
- Promoting economy and efficiency in agency programs in the administration of, or preventing and detecting fraud and abuse;
- Recommending corrective action concerning fraud, abuses, weaknesses, and deficiencies and reporting on the progress made in implementing corrective action; and
- Ensuring that an appropriate balance is maintained between audit, investigations, and other accountability activities.

The Inspector General is required by statute to provide the agency head an annual report by September 30th each year, summarizing the activities of the OIG during the immediately preceding state fiscal year. This document, which is presented to the DJJ Secretary, provides information to departmental staff and other interested parties on how the OIG accomplishes its mission.

Independence and Objectivity



The OIG's activities shall be independent of department operations and the OIG staff shall be objective in performing their work. The Inspector General reports to the Chief Inspector General and is supervised by the Secretary of the Department; however, they are not subject to supervision by any other employee of the Department. This ensures that audits, investigations and other activities remain free from interference in the determination of the scope of activities, performance of work, and results. ¹According to standards, the OIG shall refrain from participating in any operational activities that it might be expected to review or appraise or that could otherwise be construed to compromise the independence and objectivity of the OIG.

...

Scope of Work

The scope and assignment of the activities shall be determined by the Inspector General. However, the Secretary of the Department may at any time request the Inspector General to perform an audit, investigation or review of a special program, function, or organizational unit. The scope of work is to determine whether the department's risk management control and governance processes are adequate and functioning in a manner to ensure risks are appropriately identified and managed; significant financial, managerial, and operating information is accurate, reliable, and timely; resources are acquired economically, used efficiently and adequately protected; programs, plans, and objectives are achieved; quality and continuous improvement are fostered in the organization's control process; and significant legislative or regulatory issues impacting the department are recognized and addressed appropriately.

¹ Section 20.055(3)(b), Florida Statutes



Professional Standards

The Office of Inspector General complies with established professional standards in fulfilling its responsibilities. These include the *Principles and Standards for Offices of Inspector General*, published by the *Association of Inspectors General*, the *International Standards for the Professional Practice of Internal Auditing* and the *Code of Ethics*, published by the *Institute of Internal Auditors, Inc.*, as well as applicable standards of the Association of Certified Fraud Examiners, and the State of Florida Auditor General's Rules.

Accreditation

Accreditation is the certification by an independent agency that an organization has met specific requirements and prescribed standards. It has long been recognized as a means of maintaining the highest standards of professionalism. Agencies must prove compliance by providing a required number of applicable standards. The agency is required to develop and compile the proofs of compliance necessary to determine conformity. Agencies document their written directives and other written policies, interviews, and observations as primary proofs of compliance. These may include agency general orders, special orders, standard operating procedures, policy manuals, ordinances, plans, rules, training directives, state laws, court orders, and memoranda that are binding on agency members.



The Office of Inspector General Bureau of Investigations received Accreditation through the Commission for Florida Law Enforcement Accreditation in June 2015 and was Reaccredited in June 2021. The Bureau of Investigations will seek Reaccreditation for a third time in the Spring of 2024.

Periodic Assessment

The Inspector General shall periodically assess whether the purpose, authority, and responsibility, as defined in the charter, continue to adequately enable the OIG to accomplish its objectives in assisting the Department successfully accomplish its objectives.

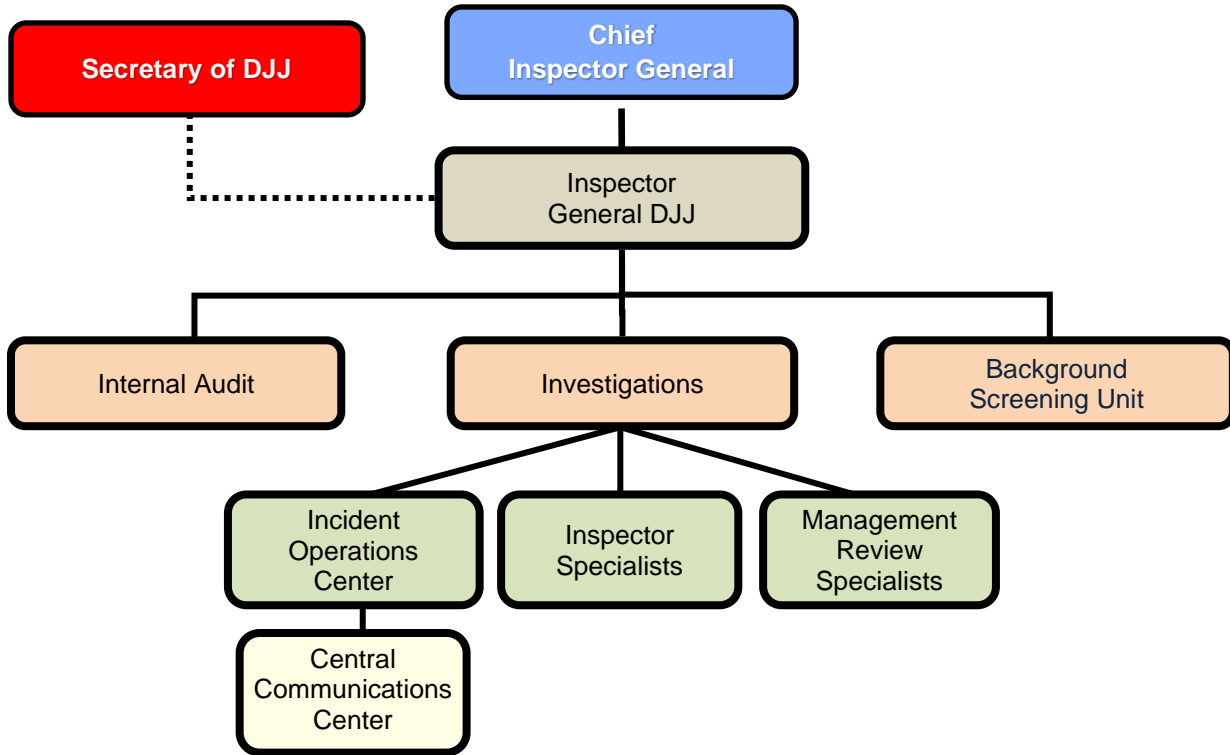
Historic Overview

The term "inspector general" historically has been associated with maintaining and improving the operational efficiency of our nation's armed forces. In the 1970's, Congress adopted the idea and created civilian inspectors general to address fraud, waste, abuse and corruption in federal agencies.

An audit function was established in the Department in the 1960's. This function evolved into audits and investigations and, in the 1980's it was designated as the Office of Inspector General. In 1994, amendments to Section 20.055, F.S., required an OIG in each state agency.

Organization

The DJJ Office of Inspector General is comprised of four main operating sections: The Bureau of Investigations, Bureau of Internal Audit (BIA), Incident Operations Center (IOC)/Central Communications Center (CCC), and Background Screening Unit (BSU). The organizational structure for the OIG is as follows:



Bureau of Investigations

The Bureau of Investigations detects and investigates administrative violations or misconduct impacting the department. The Bureau also oversees the Management Review Unit, which is charged with conducting administrative reviews of those allegations that do not rise to the level requiring an IG investigation.

Incident Operations Center/Central Communications Center

The Incident Operations Center (IOC) provides daily incident/complaint hotline coverage through the Central Communications Center (CCC). The IOC tracks and manages all reported incidents and complaints and includes all the activities required to ensure that DJJ providers, including state-owned and operated facilities, resolve incidents and demonstrate corrective action. Activities include the review and/or investigation of all incidents received by DJJ and the coordination and assignment of adequate resources to conduct reviews or investigations based on criticality of incidents.

Management Review Unit

The Management Review Unit (MRU) is comprised of ten reviewers and two supervisors and is responsible for conducting reviews of allegations against a Department facility or contract provider. Management reviews are conducted when incidents/allegations are determined to be severe in nature and meet one or more of the following criteria: evidence of a crisis; serious breaches in the safety and security of youth and staff; or are indicative of unaddressed systemic issues. For the 2020-2021 fiscal year, the MRU conducted and closed 199 reviews.

Bureau of Internal Audit

The Bureau of Internal Audit provides independent appraisals of the performance of department programs and processes, including the appraisal of management's performance in meeting the department's information needs while safeguarding its resources.

Background Screening Unit

The Background Screening Unit assists the department in meeting its goal of hiring qualified applicants who meet statutory and agency standards of good moral character by conducting background screenings pursuant to Chapters 39, 435, 984, and 985, Florida Statutes, and the Department's background screening policy and procedure.

Professional Affiliations

American Institute of Certified Public Accountants
Association of Certified Fraud Examiners
American Society for Industrial Security

Institute of Internal Auditors, Inc.
Association of Inspectors General
Florida Audit Forum

Staff Development

Continued professional staff development is essential to the OIG. During FY 2020-2021, OIG Audit staff participated in numerous professional training sessions, including courses required to meet the *Standards for the Professional Practice of Internal Auditing*. The standards require each auditor to complete at least 40 hours of continuing education and training every two years to maintain professional proficiency. The investigative staff members also attend regular training throughout the year to maintain their professional certifications. The OIG staff remains committed to seeking professional excellence through continued training and development to ensure the highest quality of service to our customers.

Staff Certifications

Expertise within the OIG encompasses a variety of disciplines with personnel qualified in auditing, accounting, investigations, background screening, and information technology. Staff members continually seek to augment their professional credentials which further enhance their abilities and skill level through additional training. Staff personnel are also actively involved in numerous professional organizations which assist them in maintaining a high level of proficiency in their profession and areas of certification.

The accomplishments of the staff in obtaining professional certifications represent significant time and effort by each staff member, reflecting positively on the individual as well as the Department.

The table below details the types and number of certifications held by personnel in the OIG

Professional Certifications	No.
Certified Internal Auditor	2
Certified Public Accountants	1
Certified Inspector General Auditor	2
Certified Inspector General	2
Certified Inspector General Investigator	11
Certified Public Manager	2
Certified Fraud Examiner	3
Certified Protection Professional	1
Certified in FDLE Criminal Justice Information Services	9
Certified FDLE Terminal Agency Coordinator	2
Certified DOJ PREA Auditor	1
Notary Public	20

Bureau of Internal Audit

The Bureau of Internal Audit, under the direction of the Inspector General, assists the Secretary and the Department in deterring and detecting fraud, waste and abuse and provides assurance that the department uses its resources in an efficient and effective manner.

The Bureau of Internal Audit carries out its function for the Department under the leadership of the Director of Audit who reports to the Inspector General. The bureau's staff is composed of an Audit Director, an Operation Review Specialist, and two Management Review Specialists (Senior Auditors).



Audit Responsibilities

Pursuant to section 20.055(6), Florida Statutes, the Bureau conducts performance, information technology, financial, and compliance audits of the Department and prepares reports of its findings and recommendations. Audits are performed in accordance with the *International Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors. An audit involves obtaining an understanding of the internal control structure; assessing control risk; testing of records and responses of inquiries by obtaining corroborating evidentiary matter through inspection, observation, confirmation and other procedures.

In addition to audits, the Bureau performs non-audit services, such as special projects, and provides other management advisory and consultant services to the Department.

The Institute of Internal Auditors defines internal auditing as an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

Accomplishments

During the fiscal year, the Bureau of Internal Audit completed major audits, reviews and projects consisting of the following:

- Four compliance and performance audits;
- One Management Review;
- Five follow-up reviews to internal audits and Auditor General's Operational audit;
- Various management advisory projects and coordination with Auditor General audits.

Compliance and Performance Audits

A compliance audit is a comprehensive review of the Department's adherence to state laws, regulatory guidelines, and the Department's policy and procedures. Performance audits are examinations and evaluations of the Department's systems, programs, and processes from an efficiency and effectiveness perspective. Performance audits also include determining whether the Department acquired, protected, and used its resources economically and efficiently in accordance with applicable laws and regulations.

The Bureau completed two comprehensive audits which involved both compliance and performance activities.

Audit of the Juvenile Justice Information System



The Juvenile Justice Information System (JJIS) is one of the largest state-operated juvenile justice databases in the United States. JJIS currently contains information for over one million youth dating back to the year 2000. The Florida Department of Juvenile Justice (Department), Bureau of Information Technology (IT) is responsible for the operation and maintenance of JJIS. The JJIS IT team consists of a Data Processing Manager, Database Administrator, Developers, System Project Consultants, and JJIS Helpdesk Support. The Department's Office of Research and Data Integrity assigns a Data Integrity Officer (DIO) to each of the State's judicial circuits to assist and train JJIS users, manage user access privileges, and ensure the accuracy and completeness of JJIS data. The JJIS system is designed

to track juveniles from the time they enter the custody of the Department until they return to the community. The Department's Prevention, Probation, Detention and Residential services are supported by the JJIS system. This system is used by Department employees, contracted providers, and criminal justice partners such as the Florida Department of Law Enforcement, law enforcement officers, and the courts. The Department developed JJIS to facilitate case management of juveniles referred to or placed in the Department's custody; provide timely access to data and support outcome evaluation, legislative oversight, and other research; and provide support to the quality assurance and program review functions, the contract management process, and the facility operations management process.

The overall objectives of this audit were to determine:

- if selected security controls complied with laws, administrative rules, policy and procedures; and
- if adequate oversight of the Juvenile Justice Information System was in place to ensure confidentiality, integrity, reliability, and availability of information.

The audit disclosed that, in general, health services were provided to youth in Residential programs in accordance with laws, rules, and contracts.

However, we noted that some improvement is needed in the areas of documenting signature approval for users' access and DIO's quarterly audits, terminating the user accounts for separated employees, and ensuring the annual Information Security Awareness training is completed. We recommended the Department take necessary steps to make improvements in those areas.

Audit of the Bureau of Procurement and Contract Administration

In most cases, the Department provides services to youth through contracts with non-profit or for-profit service providers. The procurement of contractual services is governed by Chapter 287, Florida Statutes, Chapter 60 A-1, Florida Administrative Code, General Regulations and Department Policies. The above criteria enhance open competition and reduces the appearance and opportunity for favoritism.

There are twenty full time positions in the Bureau of Procurement and Contract Administration (Bureau) which includes a Bureau Chief. The Bureau Chief reports to the Assistant Secretary of Accountability and Program Support. The procurement of contractual services is significant, both in quantity and dollar value. As of December 31, 2019, there were 243 active program services contracts.



The Bureau is the sole contact point with potential providers during the procurement process; also, the Bureau develops contract documents upon request from program areas; facilitates the procurement process; and provides technical assistance to Department staff pertaining to the procurement process.

The primary objective of the audit was to assess whether adequate controls were in place and have been operating effectively for the following areas:

- Oversight of contract procurement activities;
- Processes for soliciting bids and awarding contracts; and
- Compliance with applicable statutes, regulations, and policies.

The audit disclosed, in general, the Department complied with applicable Florida Statutes, Florida Administrative Codes, and Department Policies and Procedures and has effective controls in place to support procurement activities. In addition, we noted the following pertaining to the procurement process:

Strengths

In general, procurement and contract administration activities were well managed. As of January 29, 2020, seven employees out of twenty (20) positions in the Bureau were Florida Certified Contract Negotiators.

Challenges

As of February 18, 2020, there were seven vacancies in the Bureau. The complexity of operations, numerous steps in the procurement process can be overwhelming. The lack of adequate staffing could impact both the quantity and quality of work in the Bureau.

Notwithstanding the above comments, there is an area within the management framework that requires attention:

We applied audit procedures to thirty (30) contracts totaling \$75,478,873; for three of the contracts (totaling \$63,590,519) utilizing the procurement method Invitation to Negotiate (ITN), documentation was not available to demonstrate compliance with Florida Statutes pertaining to the use of a Florida Certified Contract Negotiator (FCCN).

Although award letters for the above three contracts indicated FCCNs participated in the procurement process, we could not find evidence that a member of the negotiation team was a FCCN as required by Florida Statutes. We recommend that the Department, where applicable, comply with Florida Statutes pertaining to the utilization of FCCNs in the procurement process.

Audit of Probation Transition Services



The Office of Probation and Community Supervision oversees transition services that meet the needs of Florida's adjudicated delinquent youths. The development and implementation of transition services is designed to protect public safety, reduce recidivism, increase responsible productive behaviors, and provide for a successful transition of care and custody of the youth from the State to the family. Transition services is a collaborative process in which each youth is linked with the appropriate services to successfully re-integrate back into the community following residential placement. This includes ensuring that living arrangements have been identified for the youth; transportation arrangements from the program to their home community have been made; and outstanding service needs and interventions are identified and scheduled, for such things as mental health or substance abuse treatment, as well as education and vocational training services, mentoring, employment assistance, child care, or Medicaid eligibility.

Transition services are provided to all youth for at least 90 days following the youth's release from a residential commitment program, whether through post-commitment probation (PCP) ordered by the court at disposition, or while the youth remains on committed status after conditional release (CR) from the residential program. Transition success is dependent upon the intervention and treatment team, which includes key individuals invested in the youth's success, developing a transition plan for each youth that identifies all required actions for community re-integration.

The JPO remains active throughout the youth's placement in the residential program by participating in intervention and treatment team meetings and making monthly phone calls with the youth's parents/guardians. Through this participation, the JPO identifies youth returning to their community with unmet treatment and service needs or other barriers to release and refers these cases to the Community Reentry Team (CRT). The CRT is responsible for identifying appropriate community-based resources necessary to meet these needs. The CRT meetings are conducted any time after the residential transition conference, which occurs at least 60 days prior to a youth's targeted release day, 90 days for sex offenders, and before the residential exit conference, which occurs after the program has notified the JPO of the youth's release, but not less than 14 days prior to the youth's targeted release date.

The overall objectives of this audit were to determine if transition services were provided to youth in accordance with laws, rules, and contracts, and if adequate oversight of transition services was in place to ensure Community Reentry Team (CRT) recommended treatments were provided through appropriate supervision practices.

The audit disclosed that, in general, committed youth in transition appropriately received transition services, in that CRT meetings were conducted and referrals appeared to have been placed/submitted based on the CRT recommendations; Department oversight was implemented, in that Juvenile Probation Officers (JPOs) appropriately completed assessments, developed Youth Empowered Success (YES) Plans, and monitored/supervised youth receiving transition services to ensure youth participation in provider's programs and completion of court-ordered sanctions and goals; and Juvenile Probation Officer Supervisors (JPOS) completed 90-day reviews to monitor youth cases

However, we also noted the following areas for improvement:

1. Enhancing monitoring of Community Reentry Team (CRT) processes;
2. Ensuring Department staff timely complete tasks and appropriately document case notes in the Juvenile Justice Information System (JJIS); and
3. Enhancing Provider's service processes and products.

We recommend the Department:

- Enforce oversight of established rules, policies and procedures, and contracts to ensure providers appropriately participate in all transition related meetings; and CRT case summaries are timely and appropriately uploaded into JJIS.
- Enforce the rules, policies, and procedures established to guide JPO supervision of youth on post-commitment probation (PCP) and conditional release (CR), and monitor oversight provided by JPOS.
- Enhance oversight of transition services contracts to ensure services are timely implemented for youth in transition, monthly progress reports are timely and appropriately uploaded into JJIS and continue monitoring to ensure submission of clear and concise progress reports.

Audit of the Bureau of Contract Management

The Bureau of Contract Management (Bureau) is responsible for the management of contracts pertaining to contractual services in the Department of Juvenile Justice (Department). There are twenty-four full time positions in the Bureau which includes a Bureau Chief; this position reports to the Assistant Secretary for Accountability and Program Support. In general, many services provided to youth under the Department jurisdiction are through service providers.

Pursuant to Section 287.057(14), Florida Statutes, for each contractual services contract, the agency shall designate an employee to function as contract manager who is responsible for enforcing performance of the contract terms and conditions and serve as a liaison with the contractor.



To carry out its statutory responsibilities, the Department contracts with non-profit and for-profit entities to provide services to youth under its jurisdiction. These responsibilities are exercised through contract managers which include the following:

- acting as the primary liaison between the Department and service providers;
- conducting ongoing contract management;
- enforcing compliance with terms and conditions of the contract;
- coordinating program transitions;
- processing invoices for payment to providers;
- managing contract deficiencies; and
- performing closeout procedures.

While there are benefits to contracting with service providers, not providing services in accordance with the contract is a risk associated with the use of service providers. The Department can address these risks to the Department through the proper management of its service providers.

The overall objectives of our audit were:

- to provide management with reasonable assurances that adequate internal controls were in place and operational; and
- to examine contract management processes to ensure compliance with applicable statutes, regulations, and Department policies.

The audit disclosed, in general, the Department complied with applicable Florida Statutes, Florida Administrative Codes, and Policies and Procedures.

In general, contract management processes were well managed. Internal controls were in place to: (1) protect Department assets; (2) promote operational efficiency; and (3) ensure compliance with statutes, policies, and regulations. Also, we noted the following: The Bureau worked with providers to ensure that services were provided to youth in a safe manner during the COVID-19 situation while maintaining program integrity.

Notwithstanding the above comments, the audit also disclosed areas within the management framework that require attention:

- Five Conflict of Interest Questionnaires (COIQS) viewed by the auditor were not completed in a timely manner. The start dates for the five contracts began in Fiscal Year 2019-20. However, evidence of completion for these five COIQS were in Fiscal Year 2020-21. We recommend that the Department timely comply with applicable statutes pertaining to COIQS;
- We examined invoices for thirty-one providers; for one provider, checks viewed by the auditor, only one person signed checks (program manager) for program expenditures; that one person was also a payee. We recommend that the program manager's time sheet and payroll check be counter signed by another officer of the organization; and
- For six of nineteen contracts examined by the auditor, we could not document if administrative compliance reviews were completed by a contract manager. We recommend that the Department comply with policies and procedures pertaining to completing administrative compliance reviews.

Management Review: Review of Memorandum of Understanding Between the Department and Highway Safety and Motor Vehicles for Use of DAVID (Contract Number HSMV-0595-18)

The Bureau of Internal Audit completed a review of internal controls pertaining to access to the Driver and Vehicle Information Database (DAVID). The purpose of the review was to evaluate internal controls pertaining to the DAVID system.

Pursuant to Section 943.045(11)(c) (3), Florida Statutes, the Department is defined as a criminal justice agency. Therefore, the Department is eligible to receive certain information from Department of Highway Safety and Motor Vehicles (DHSMV) to carry out its duties and responsibilities. Of the approximately 3,000 Department employees, less than 150 employees have access to DAVID. The Point-of-Contact (a person appointed by the Department as the administrator of the DAVID program) is in the Office of Inspector General (Background Screening Unit). The DAVID system contains extensive information on Florida drivers that includes the following:

- Driver license number;
- Social security number;
- Home address;
- Telephone number;
- Photographs and signatures;
- Emergency contacts;
- Vehicle information;
- Driver history; and
- Insurance information

The Department of Juvenile Justice (Department) signed a Memorandum of Understanding (MOU), effective May 30, 2018, with the DHSMV. The MOU establishes specific requirements regarding the Department's use of, access to, and safeguarding of driver information.

The overall objective of the review was to provide management with reasonable assurances that:

- The Department is in material compliance with agreement terms and conditions of the MOU; and
- Internal controls exist to adequately prevent, deter, and detect fraud/or misuse of DAVID.

The review found that the Department has materially complied with the terms of the MOU. Specific controls included quarterly reviews required by the MOU that address terminations from DAVID and monitoring of DAVID users to identify misuse by Department staff.

However, we observed one instance that employee user access permissions to DAVID were not always terminated timely. To ensure the Department is following the terms of the MOU, we recommend that the system be automated whereby employee separation from the Department is linked to the DAVID system.

Internal and External Audit Follow-Up Activities

The Bureau of Internal Audit (Bureau) is responsible for monitoring the Department's implementation of corrective action to address recommendations in audit reports and policy reviews issued by the Auditor General (AG), the Office of Program Policy Analysis and Government Accountability (OPPAGA), and the Department's Bureau of Internal Audit. The Bureau provided liaison activities for AG operational audits and federal grant audits and conducted follow-ups to monitor the status of corrective actions for five internal audits (no external audit follow-up was due in this fiscal year). The Bureau issued the following follow-up review reports:

- Two follow-ups on the Audit of Health Services Operations;
- Follow-up on the Audit of Residential Health Services;
- Follow-up on the Audit of Procurement and Contract Administration; and
- Follow-up on the Auditor General's Operational Audit.

Other Activities

The Florida Single Audit Act

The Florida Single Audit Act (FSAA) was enacted in 1998 by the Florida Legislature to establish uniform State audit requirements for non-state entities expending State financial assistance equal to or in excess of \$750,000. The Bureau responded to the Department of Financial Services on behalf of the agency and coordinated compliance efforts. This included providing technical assistance, meetings, inter-agency correspondence and liaison activities. The Bureau is responsible for reviewing the Financial Reporting Packages received from non-state entities to ensure compliance with the Florida Single Audit Act and the Federal Office of Management and Budget (OMB) Circular A-133, including management letters and corrective action plans, to the extent necessary to determine whether timely and appropriate correction has been taken with respect to audit findings and recommendations pertaining to state and federal financial assistance. The Bureau has implemented new policies and procedures to ensure compliance with the Florida Single Audit Act.

Communication with Management

The Office of Inspector General (OIG) provides a centralized point for coordination of activities that promote accountability, integrity and efficiency. A major part of this responsibility includes keeping management informed of the many internal and external audits and related activities. The bureau also reviews the Department's response to external audit reports.

Bureau of Investigations

Investigations Unit



The investigations unit is charged with coordinating and conducting investigations designed to detect, deter, prevent, and eradicate fraud, waste, mismanagement, misconduct, and other abuses within DJJ, involving both state and contract provider employees, programs, facilities, and offices. All investigative activities are objective and unbiased. Inspectors submit detailed investigative reports, which include sworn statements and documentary evidence. The Inspector General reviews all completed cases for sufficiency and accuracy before signing and disseminating the final report. Investigations containing sustained allegations are forwarded to management, which is responsible for implementing corrective action and reporting it to the OIG.

The Chief of Investigations and the Inspector General review completed civil rights cases; however, a resolution panel presided over by the department's Equal Employment Opportunity (EEO) officer determines if there is cause to believe either discrimination or harassment occurred. The Bureau of Investigations does not make recommendations concerning corrective action for EEO complaints.

Management Reviews are conducted by department staff to address incidents that routinely occur in department programs or routine incidents that are the least serious in nature, yet still warrant follow-up. The results of these reviews are approved by the department's Assistant Secretaries.

Accomplishments

During FY 2020-2021, the Bureau of Investigations assigned **61** complaints for Investigation, Inquiry, Referral to Management or other appropriate action.

The Bureau of Investigations closed **54** investigations in fiscal year 2020-2021. Most of these investigations included multiple allegations. The total number of allegations investigated during the period was **220**. Of the allegations investigated, **127** were determined to be Sustained, **39** were Not Sustained, **39** were Unfounded, and **1** were Exonerated. There were **8** EEO cases with **14** allegations, **7** were found with No Cause and **7** were found to have Cause.

The Bureau also closed **8** inquiries in fiscal year 2020-2021. The total number of allegations investigated through inquiries was **8**. Of these allegations, **8** were Administratively Closed.

All Findings were reported to management. Sustained Findings resulted in terminations, resignations, and other disciplinary and non-disciplinary actions, as well as programmatic changes.

Summary of Investigations

201902227 Florida Department of Juvenile Justice – Office of the Secretary

The OIG was notified of several suspicious charges on a staff member's Department issued P-Card. It was determined the charges were made to pay for rental cars for personal use. The classification of Violation of Policy/Rule was Sustained.

201904889 Palmetto Youth Academy

A youth alleged that he had sexual contact with a staff member in the program, and after his release, at the staff member's residence. An allegation of Sexual Abuse (PREA) against the staff was Unfounded. Improper Conduct/Staff – Youth

Relationship was Not Sustained. However, Violations of Policy/Rule against the staff were Sustained for having contact with the youth on social media, and for disclosing personal information about herself to the program's youths.

202000199 Center for Success and Independence

A parent alleged that her son had sexual relations with a staff. The investigation identified three youth victims and yielded Sustained findings against one staff for Sex Abuse – PREA against three youth. The Investigation also yielded a Sustained finding of Sexual Harassment – PREA against the same staff. The investigation further yielded a Sustained finding for Failure to Report against one staff, a Not Sustained finding for Violation of Policy against one staff, and an Unfounded finding for Violation of Policy against one staff.

202000726 Jacksonville Youth Academy Non-Secure

Program administrators reportedly found inappropriate text messages and photos on a TextNow app on a youth's school desktop. The messages described an inappropriate relationship between the youth and a female staff member. The youth and the staff member were depicted in the photos. An explicit, handwritten letter from the staff member was later located in the youth's room. During an interview, the youth admitted to engaging in a sexually inappropriate with the staff member. The staff member resigned from her employment and did not return interview requests. The allegations of Improper Conduct and Sexual Abuse (PREA) against the staff member were Sustained.

202000969 Walton Academy for Growth and Change

Three youth escaped from the facility after being allowed to walk to the recreation yard unsupervised. Instead of walking to the recreation yard, the youths walked to a fence line, used clothing to pull down razor wire and escaped the facility. The investigation Sustained for Improper Supervision on two staff.

202001049 Central Pasco Girls Academy

A referral from the Florida Department of Children and Families (DCF) alleged that a (male) maintenance staff member made inappropriate sexual comments to some of the program's youths. He may also have had sexual contact with a youth. Allegations of Sexual Harassment / Sexual Abuse (PREA) against the maintenance staff member were determined to be Unfounded.

202001168 Hastings Substance Abuse Non-Secure

It was alleged that unknown staff were engaging in sexual activity with three youth in the facility. During the investigation additional allegations were reported that a staff had engaged in sexual activity and an inappropriate relationship with a youth, and an unknown staff was postings pictures of youth in the facility on Facebook. The investigation yielded a finding of Unfounded for Sexual Abuse -PREA against an Unknown Staff, a finding of Not Sustained for Sexual Abuse – PREA against one staff, a finding of Sustained for Improper Conduct against one staff, a finding of Sustained for Improper Conduct against an Unknown Staff, and a finding of Sustained for two incidents of Failure to Report against one staff.

202001331 Gulf Academy Non-Secure

Video review revealed that a staff had shoved and slammed a youth to the ground. The investigation yielded Sustained finding against one staff for Unnecessary Force and a Sustained finding against another staff for Failure to Report.

202001391 Hastings Substance Abuse Non-Secure

A youth reported that he engaged in sexual activity with a staff member in the janitor closet. An investigation was completed and revealed that the youth authored/delivered a handwritten note to the subject the day prior to the alleged sexual activity. The subject did not immediately report the note to her chain of command but was reprimanded prior to this investigation. No further evidence was discovered that supported the youth's allegation of Sexual Abuse (PREA) and the allegation was Not Sustained.

202001460 Lake Academy

One staff worker alleged that other staff either drank alcohol and slept on duty, brought contraband into the facility, or threatened or intimidated youths and staff. A Violation of Policy/Rule was Sustained against a supervisor for sleeping on duty. However, allegations of Improper Supervision and Violation of Policy/Rule (drinking on duty) against the supervisor were Unfounded and Not Sustained, respectively. Allegations of intimidating youths and staff, and contraband in the facility, were Not Sustained and Unfounded, respectively.

202001673 Pace Center for Girls

A youth notified program administrator of inappropriate messages she received from her male instructor while participating in online coursework during the COVID 19 pandemic. AN investigation was completed, and the allegation of Improper Conduct was Sustained. During the investigation, a second victim was identified and an additional Improper Conduct allegation against the subject was also sustained. A Failure to Report allegation was also Sustained against an administrator.

202001881 Marion Youth Academy Non-Secure

It was alleged that a staff member choked and punched a youth. Additionally, the allegation was not reported to the CCC within the required 2-hour timeframe. The investigation was closed with the following findings: Use of Force – Unnecessary against the staff was Sustained. Failure to Report against a second staff was Sustained.

202002159 Florida Department of Juvenile Justice - Budget

It was alleged that a staff member falsified her People First timesheet. Staff was assigned special duties for the Department of Economic Opportunity Assistance Project. Staff reported working 80 hours in a two-week period, but only processing one application during that timeframe. After a review of the staff's laptop, Falsification was Sustained.

202002313 Tampa Residential Facility

The mother of a youth alleged that a staff member engaged in a personal relationship with a youth after the youth's release from the residential program. The staff member admitted to the program administration and to law enforcement as having had post-release contact with the youth. An allegation of Improper Conduct/Staff-Youth Relationship was Sustained.

202002359 Palm Beach Youth Academy

The Department of Children and Families notified DJJ that a complaint was made which alleged that a female Mental Health Therapist was sexually involved with a former male youth. The investigation resulted in the following findings: Sexual Abuse-Prison Rape Elimination Act (PREA) against the therapist was Unfounded and Violation of Policy/Rule (communicating with youth via social media) against the same therapist was Sustained.

202002389 Marion Youth Academy

It was alleged that two staff had engaged in sexual activity with youth and that one staff had shown a sexually explicit video to youth. During the investigation a third youth was alleged to have been sexually active with one of the identified staff. The investigation yielded findings of Unfounded for Sexual Abuse -PREA against both staff regarding the three allegations. The investigation further yielded findings of Unfounded for Sexual Harassment – PREA and Violation of Policy against one staff.

202002398 Okeechobee Juvenile Offender Corrections Center

It was alleged three staff physically assaulted a youth after he was placed in Controlled Observation. The youth sustained a fracture to his jaw. During the investigation, additional staff were investigated for violating the Controlled Observation Policy. This investigation yielded three Not Sustained findings for Use of Force – Excessive and five Sustained findings of Violation of Policy/Rule.

202002539 St. Lucie Regional Juvenile Detention Center

It was alleged that a staff member exposed himself and took photographs in the lobby bathroom of the facility. The investigation was closed and the allegation of Improper Conduct against the staff was Sustained.

202002556 Youth Environmental Services (YES) Program

A youth alleged that an unknown staff member brought alcohol into the program and that a female staff member had sexual contact with a youth. The allegation of alcohol in the program was Not Sustained. However, a Violation of Policy/Rule against a staff member for bringing other unauthorized items to youths was Sustained. An allegation of Sexual Abuse (PREA) was Unfounded against a female staff but other allegations of Violations of Policy/Rule were Sustained against three staff regarding required PREA training requirements and the lack of a timely notification to the Central Communications Center (CCC).

202002588 Alachua Regional Juvenile Detention Center (EEO)

A staff at ARJDC alleged sexual harassment by another staff. The Investigative findings were forwarded to the EEO Resolution Panel who determined that there was No Cause to believe the sexual harassment occurred.

202002591 Twin Oaks Transition Services Circuit 1

It was alleged by a youth that he had a sexual relationship with his form mentor. The investigation was closed with a Not Sustained finding for Improper Conduct/Sexual Nature.

202003191 Tampa Residential Facility

The mother of a youth alleged that a staff member engaged in a personal relationship with a youth after the youth's release from the residential program and provided text messages and photographs exchanged between the youth and staff member. The staff member admitted having had post-release contact with the youth. Allegations of Improper Conduct and Improper Conduct/Staff-Youth Relationship were Sustained.

202003667 Palm Beach Youth Academy

It was alleged that staff falsified documents and case managers were instructed to alter case notes. It was also alleged youth were not allowed to contact the Abuse Registry. The investigation was closed with the following findings: An allegation of Falsification against (2) staff was Unfounded. An allegation of Violation of Policy/Rule (denying youth abuse calls) against an unknown staff was Unfounded.

202004540 SW Florida Regional Juvenile Detention Center

It was alleged a Juvenile Justice Detention Officer was involved in a sexual relationship with a youth. It was also alleged that the incident was not reported to the CCC within the required timeframe. An allegation of Failure to Report was Sustained; however, an allegation of Improper Conduct/Sexual Nature was Unfounded.

202004551 Pompano Youth Treatment Center Non-Secure

It was alleged that staff slammed a youth, staff allowed youth to use staff's cell phones to make calls and access social media platforms, and a staff provided special incentives to a few select youth that were not available to all youth. Lastly, it was also alleged that untrained staff distributed medication to youth. The investigation was closed with the following findings: Use of Force-Excessive against one staff was Unfounded. Improper Conduct against two staff was Sustained and against a third staff was Not Sustained. Violation of Policy/Rule against two other staff was Unfounded.

202004627 Miami Girls Academy

A DJJ Commitment Manager/Operations Review Specialist reported that during interviews, six youth reported being confined to their rooms for six to seven weeks as part of a new behavior management system/alternative program. The system reportedly took approximately six to seven weeks for youth to earn their way out of confinement. The investigation yielded a finding of Sustained against two Administrators as to Violation of Policy/Rule (failure to obtain approval authorizing implementation of a new AP project).

202005004 Okeechobee Juvenile Offender Corrections Center (JOCC)

An OIG investigative team conducted an investigation and an assessment relative to a riot by youths at the Okeechobee JOCC. As a result, nine allegations of Violation of Policy/Rule, four allegations of Falsification, an allegation of Failure to Report, and an allegation of Improper Conduct were Sustained against administrators and program staff. Also, the OIG team concluded that the culture at Okeechobee JOCC had been one of intimidation, unchecked power, and silence among staff. An allegation of Sexual Misconduct (PREA) was Not Sustained.

202005437 Collier Regional Juvenile Detention Center (EEO)

A Juvenile Justice Detention Officer II alleged in an EEO complaint that an Administrator touched her inappropriately and made sexual comments about her breasts and regarded it as a joke. Additionally, it was alleged that staff performed sexual favors in exchange for promotions. The allegation of Sexual Harassment resulted in a finding of No Cause against the Administrator. The allegation of Violation of Law or Agency Rules and Conduct Unbecoming a Public Employee resulted in a determination of Cause against the same Administrator.

202005486 Okaloosa Youth Academy None-Secure

During the completion of 202002591, it was determined the allegations were originally reported by the youth four days prior to the facility contacting the Department. The investigation was closed with a Sustained finding of Failure to Report.

202005823 Okeechobee Juvenile Offender Corrections Center

Circumstances were examined surrounding an assault on a staff member by a youth and it was determined that post incident there were two safety checks which were not performed on the unit. The supervisor had relieved the staff member of the responsibility of conducting further checks out of concern for the staff's safety. The supervisor was actively pursuing how to resolve the matter. Since security checks were resumed after the second missed check, the supervisor was Exonerated of Violation of Policy/Rule (failure to perform 10-minute safety checks).

202006049 Okeechobee Juvenile Offender Correctional Center

After a riot at the program, three youths alleged that four male staff members physically abused them or threatened to cause them harm. Based on interviews conducted and program video reviews, the youth's allegations were either Not Sustained or Unfounded.

202006132 Youth Environmental Services

An escape from the facility resulted in allegations of a staff sleeping, failing to report the escape, and removing contraband brought back to the facility by a youth. During the investigation it was determined that the staff falsified the logbook. The investigation yielded findings of Sustained for Improper Supervision and Falsification, and findings of Not Sustained for Failure to Report and Improper Conduct against one staff.

202006298 Okeechobee Youth Development Center

It was alleged that a former staff brought contraband (iPad) into the facility and gave it to a youth. It was also alleged that the same staff engaged in sexual acts with youth. Upon discovery of the contraband, it was alleged three other staff failed to report it to Facility Administrators and the CCC and also failed to document the discovery as required. The investigation was closed

with the following findings: Sexual Abuse (PREA) against a staff was Not Sustained. Improper Conduct against the same staff was Not Sustained. Failure to Report against (3) other staff was Sustained. Violation of Policy/Rule against (4) staff was Sustained.

202006518 Gulf Academy Non-Secure

A youth alleged that he has sexual intercourse with his assigned therapist in the program. A PREA investigation was conducted. The youth recanted his allegation. The subject denied the allegations made against her. Several youths and staff were interviewed, and all stated they had not witnessed any inappropriate behaviors between the involved parties. The allegations of Sexual Abuse (PREA) were Unfounded.

202006806 Pinellas Juvenile Assessment Center (EEO)

A department employee allegedly created a hostile working environment for a non-department employee at the center. The matter was investigated, and a report of investigation was forwarded to the DJJ Equal Employment Opportunity Officer. A resolution panel found No Cause.

202006881 Southwest Regional Juvenile Detention Center

A youth's mother alleged that her son was sexually and physically assaulted at the facility. An investigation resulted in the following disposition: Improper Conduct against two staff was Unfounded. Violation of Policy/Rule against was one staff for leaving youth unsupervised in the shower was Sustained.

202006906 Miami Girls Academy

A Facility Administrator reported that multiple youths barricaded themselves in a closet and assaulted staff. The OIG investigated the entire incident with the following findings: Use of Force (Excessive) against four staff was Not Sustained, Violation of Policy/Rule (use of profanity towards a youth) against one staff was Not Sustained, Violation of Policy/Rule (failure to maintain a mechanical restraint log) against a second staff was Sustained, and Failure to Report against an Administrator was Sustained.

202006936 Gulf Academy

It was alleged that multiple staff were bringing in and providing contraband to youth, staff were working under the influence of drugs, staff were threatening youth, and youth were not receiving abuse calls. During the investigation it further alleged that staff were falsifying documents. The investigation yielded findings of Unfounded for Improper Conduct against two staff, Not Sustained for Improper Conduct against four staff, Not Sustained for Threats by Staff against an unknown staff, Sustained for Violation of Policy against one staff, and Unfounded for Falsification against one staff.

202006974 SW Florida Regional Juvenile Detention Center (EEO)

A male kitchen worker alleged that he was sexually harassed by a female Juvenile Justice Detention Officer (JJDO) in the facility's kitchen (OEEEO complaint). Interviews were conducted with the complainant, a witness, and the subject detention officer. Facility video recordings were also reviewed. The facts of the investigation were presented to the department's Equal Employment Opportunity (EEO) resolution panel for review and determination.

202007062 Melbourne Center for Personal Growth

A youth alleged he was involved in a sexual relationship with a nurse while he was a resident at the program. He also alleged she gave him extra attention at the program and allowed him to stay at her house when he was released. The investigation found an allegation of Sexual Abuse Prison Rape Elimination Act (PREA) against the staff was Not Sustained and an allegation of Improper Conduct/Staff-Youth Relationship was also Not Sustained.

202007475 Palm Beach Regional Juvenile Detention Center (EEO)

A Palm Beach County School Board employee alleged an Administrator created a hostile work environment. The matter was investigated, and a report of investigation was forwarded to the DJJ Equal Employment Opportunity Officer. A resolution panel found No Cause to believe discrimination/harassment occurred, but Cause to believe Conduct Unbecoming of Public Employee occurred.

202007647 Hastings Non-Secure

While under Baker Act observation, a youth alleged to hospital staff that he was physically and sexually abused in the program. An investigation was completed, and no evidence was discovered that supported the youth's allegations. Both subjects denied abusing the youth. A review of the CCC revealed that the youth was involved in numerous incidents before, during, and after his assignment at the Hastings program. The youth was transferred to a more secure program and the allegations were Unfounded.

202007696 Miami Youth Academy Non-Secure

It was alleged staff wrote letters to a youth which indicated conversations of inappropriate touching between the youth and staff. Additionally, the allegation was not reported to the CCC within the required 2-hour timeframe. The investigation was closed with the following findings: Sexual Abuse (PREA) against the staff was Not Sustained. Improper Conduct/Staff-Youth Relationship against the same staff was Sustained. Failure to Report against a second staff was Unfounded.

202007930 Office of Accountability and Program Support (EEO)

An employee within the Office of Accountability and Program Support alleged that she was treated unfairly by her supervisor, who showed favoritism to some staff, but not others. Furthermore, she alleged that her complaint of unfair treatment was not processed correctly by upper management. The facts of the investigation were presented to the department's Equal Employment Opportunity (EEO) resolution panel for review and determination.

202007932 Office of Accountability and Program Support

It was also alleged that an employee within the office falsified his People First timesheets. Based on records reviewed and timesheets submitted, an allegation of Falsification against the employee was Not Sustained. However, based on admissions by the employee, two Violations of Policy/Rule were Sustained against the employee.

202008131 Hillsborough West Regional Juvenile Detention Center (EEO)

A department employee allegedly sexually harassed another staff member at the center. The matter was investigated, and a report of investigation was forwarded to the DJJ Equal Employment Opportunity Officer. A resolution panel found No Cause regarding Sexual Harassment, but Cause regarding Conduct Unbecoming.

202100054 Miami Girls Academy

The OIG was initially assigned to investigate the escape of a youth from the Miami Girls Academy. During the investigation, a number of additional matters were discovered and investigated to include: Sexual Abuse (PREA); staff supervision; Use of Force; the use and documentation of Mechanical Restraints; documentation of Incident Reports; Failure to Report; and the Failure to Maintain Possession of Medication. This investigation yielded eleven Sustained findings for Improper Supervision; eight Sustained findings for Failure to Report; one Sustained finding for Improper Conduct; two Sustained findings for Use of Force - Improper; nineteen Sustained findings for Violation of Policy/Rule and one Unfounded finding for Sexual Abuse (PREA).

202100646 Lake Academy

It was alleged that a provider staff sexually abused a youth and engaged in an inappropriate relationship with the same youth. The matter was investigated by law enforcement and referred for criminal prosecution. Allegations of Improper Conduct/Staff-Youth Relationship and Sexual Abuse (PREA) were Sustained.

202100777 Haven Poe Shelter, Hillsborough County

A youth alleged that a staff member engaged in sexual activity with them. The investigation was closed with an Unfounded finding for Improper Conduct/Sexual Nature.

202100786 Haven Poe Shelter, Hillsborough County

A youth alleged another youth engaged in sexual activity with a staff member. The investigation was closed with an Unfounded finding for Improper Conduct/Sexual Nature.

202100905 / 202101176 Everglades Youth Academy Max Risk

A youth alleged that he was “jumped” by staff. It was also alleged that youth were involved in a disruption which lead to youth injuries. The investigation was closed with the following findings: Excessive Force – Unnecessary against (3) staff was Unfounded. Improper Supervision against (4) staff was Sustained.

202101165 Orange Regional Juvenile Detention Center

It was alleged that an Unknown Staff had violated policy regarding handling of youth property. The investigation yielded findings of Sustained for Improper Conduct, Falsification, and Violation of Policy against one staff.

202101644 Brevard Regional Juvenile Detention Center

A youth alleged that a male Detention Officer had a sexual relationship with a female youth. The allegation of Sexual Abuse-Prison Rape Elimination Act (PREA) was Unfounded.

202102880 FDJJ Headquarters (EEO)

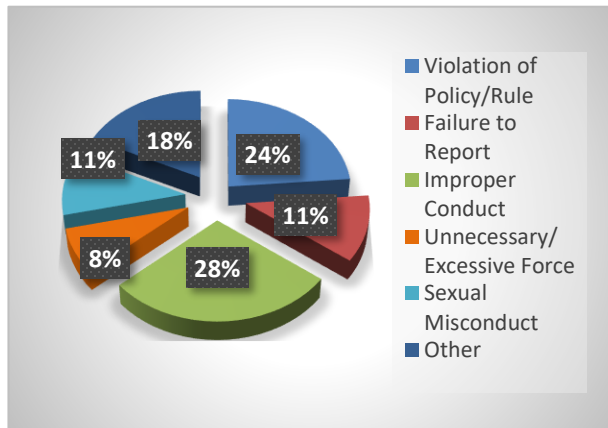
A complaint of Sexual Harassment and Conduct Unbecoming was referred to the OIG by the EEO Officer. The allegations were investigation and the facts of the investigation were presented to the department’s Equal Employment Opportunity (EEO) resolution panel for review and determination.

202103031 Miami Girls Academy

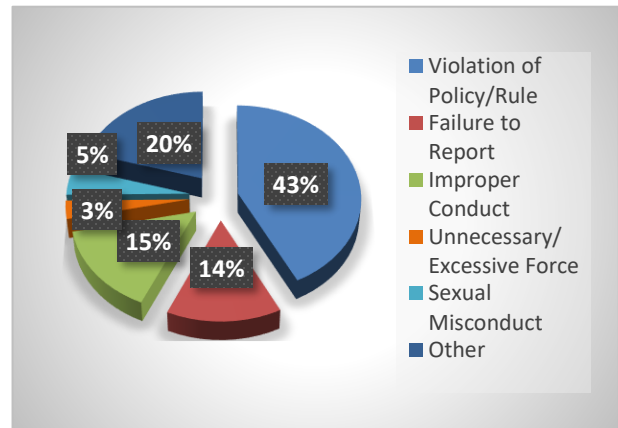
While interviewing youth as a follow up to previous allegations concerning staff-youth relationships, a youth alleged that she witnessed letter passing between a female youth and male staff member. No letters were discovered during the investigation. The allegation of Improper Conduct/Staff-Youth Relationship against the staff was Unfounded.

Sustained Findings by Type

2019 - 2020

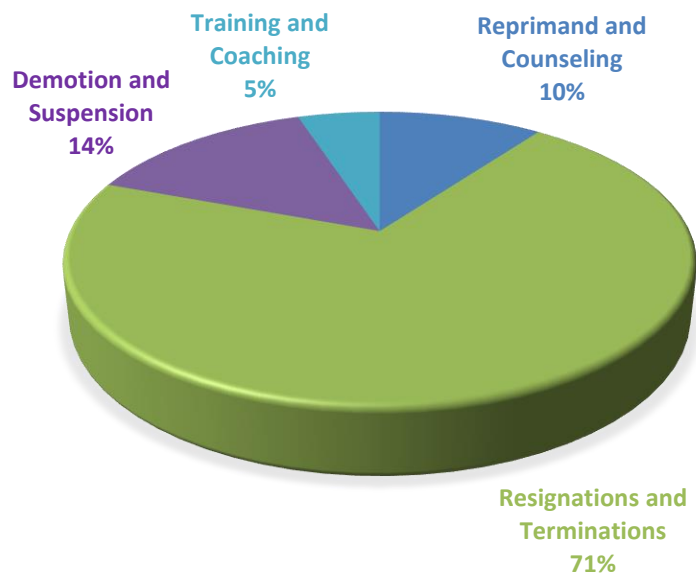


2020 - 2021



Disciplinary Actions

July 1, 2020 – June 30, 2021

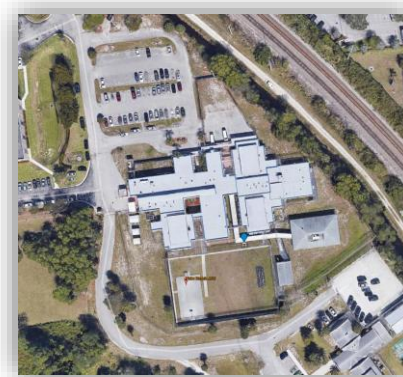


Categorization of Investigations Closed

	Total	Exonerated	Sustained	Not Sustained	Unfounded	Other	Substantiated Allegations as Percentage of Total
Arrest of Staff	0	0	0	0	0	0	0%
Failure to Report	20	0	18	1	1	0	90%
Falsification	11	0	7	1	3	0	64%
Force, Excessive	13	0	2	10	1	0	0%
Force, Unnecessary	7	0	2	4	1	0	29%
Harassment	0	0	0	0	0	0	0%
Harassment/Discrimination	1	0	0	0	0	1	0%
Hostile Work Environment	2	0	0	0	0	2	0%
Hostile Work Environment-Threats by Staff	0	0	0	0	0	0	0%
Improper Conduct	26	0	15	7	4	0	58%
Improper Conduct/Computer Misuse	0	0	0	0	0	0	0%
Improper Conduct/Conduct Unbecoming a Public Employee	1	0	0	0	0	1	0%
Improper Conduct/Sexual Nature	4	0	0	1	3	0	0%
Improper Conduct/Staff on Staff Relationship	0	0	0	0	0	0	0%
Improper Conduct/Staff-Youth Relationship	7	0	4	2	1	0	57%
Improper Conduct/Staff-Family of Youth Relationship	0	0	0	0	0	0	0%
Improper Conduct/Threats by Staff	3	0	0	2	1	0	0%
Improper Conduct/Verbal Threats	0	0	0	0	0	0	0%
Improper Search	0	0	0	0	0	0	0%
Improper Supervision	18	0	17	0	1	0	94%
Improper Use of Force	3	0	2	1	0	0	67%
Misconduct/Conduct Unbecoming a Public Employee	5	0	0	0	0	5	0%
Medication Neglect	2	0	0	0	2	0	0%
Sexual Harassment	5	0	0	0	0	5	0%
Sexual Harassment/Staff-on-Staff	0	0	0	0	0	0	0%
Sexual Abuse (PREA)	23	0	5	5	13	0	22%
Sexual Harassment (PREA)	2	0	1	0	1	0	50%
Sexual Misconduct (PREA)	1	0	0	1	0	0	0%
Violation of Policy/Rule	66	1	54	4	7	0	82%
TOTAL	220	1	127	39	39	14	58%

OIG Facility Surveys

The OIG assists the Department of Juvenile Justice to ensure detention centers and residential treatment programs operate safely and securely and in accordance with established procedures and contract requirements by conducting unannounced facility site surveys at DJJ facilities on a continuing basis. OIG inspectors examine the facility's overall physical condition and operations, security, youth safety, food service, medical facilities, housing environment, staffing levels, and conducts interviews of the staff and youth. A Facility Survey Report is forwarded to the DJJ Secretary and appropriate senior staff for informational purposes and any follow-up action deemed necessary. As a result of Government mandated COVID-19 travel restrictions, OIG facility surveys were suspended in March 2020, therefore, a limited number of facility surveys were conducted in FY 2020-21.



Incident Operations Center

The DJJ Incident Operations Center (IOC) is responsible for the management of all reported incidents, including monitoring action taken by DJJ providers and State-owned and operated facilities, following a substantiated or sustained finding. The unit is also responsible for trend analysis and the daily review and assignment/disposition of incidents accepted by the CCC. The IOC provides information to DJJ to assist in maintaining a safe environment for the treatment and care of youth in department programs.

Operational Hours and Procedures

In October 2010, Florida Administrative Code 63F-11 was adopted into law. This rule requires both department staff and contract provider staff to report certain prescribed incidents to the CCC within 2 hours of the occurrence or knowledge of the occurrence. Incidents are called into a toll-free telephone number 7-days a week, 365 days per year. The rule was modified in August 2016 to include additional reportable requirements. This process guarantees receipt of incidents by the duty officers as all incidents are deemed critical to department operations, thereby necessitating expedited reporting. The duty officers simultaneously enter reported incidents into the CCC Incident Tracking and Report System, which is a specialized management information tracking system. Once incidents are entered into the CCC tracking system notification is sent to the Secretary, Branch Representatives, and the OIG for review and response. In May 2014, FDJJ Policy 2020 was implemented to further define the roles of the IOC and the CCC. This policy was updated in April 2016 to incorporate move of the Management Review Unit to the OIG. The IOC is staffed by an IOC Director, CCC Supervisor, IOC Analysts, and Duty Officers.

The following are examples of reportable incident types:

- Youth Deaths
- Staff Arrests
- Escapes from Secure Facilities
- Life-threatening Youth Injuries
- Disturbances
- Display/Use of Deadly Weapons
- Staff and Youth Sexual and Romantic Relationships
- Theft of Staff/Youth Owned Property
- Alleged Improper Use of Force and Abuse
- Medical/Mental Health issues including unscheduled medical transports

Central Communications Center Incident Tracking and Report System

A daily report is generated from the CCC tracking system and e-mailed each workday to the OIG, Secretary and various department representatives to notify them of incidents received within the prior 24-hour period. Additionally, a second report is generated the following day documenting the action taken regarding the reported incident. The CCC tracking system allows the DJJ OIG and various branches to assign incidents, track the findings and corrective actions, and to close incidents without generating a paper report. The CCC tracking system enables all program reviews, management reviews, and IG investigations/inquiries to be tracked. The system allows for greater information gathering and sharing, data analysis, and workflow tracking.

Other IOC Functions

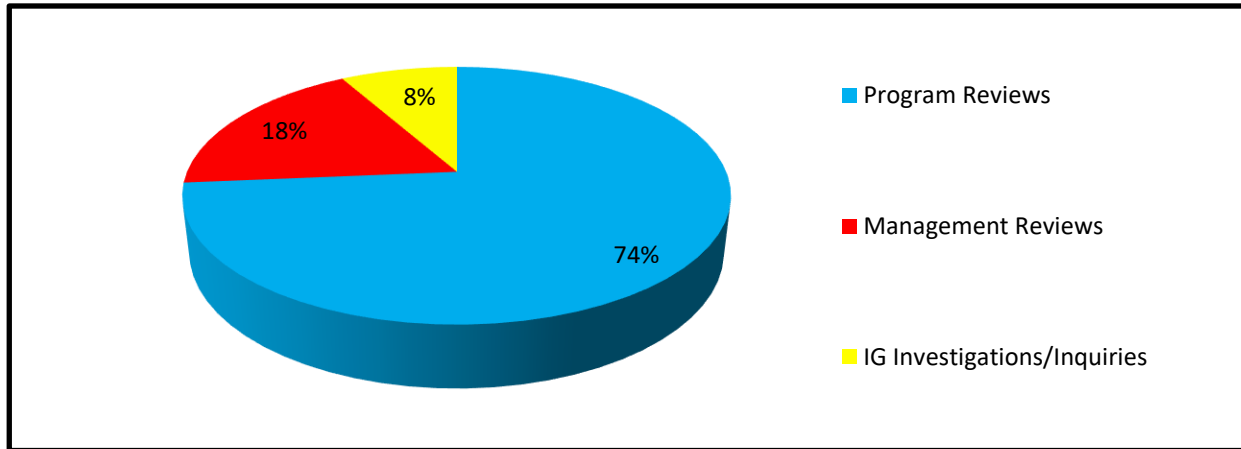
In addition to answering telephone calls, entering incidents into the CCC system, and making daily referrals to the program areas regarding received incidents, the IOC employees also perform the following functions:

- Provide assistance to all public records requests for all CCC related incidents;
- Assist in resolving employment issues by researching missing disposition information or any discrepancies with an employee's CCC incident history;
- Assist the program areas with any CCC incident changes, updates or assignments within the system
- Scan and attach any documents related to a CCC incident into the system;
- Review and input any Abuse Registry Investigations or FSNF notifications received via fax/e-mail into the CCC system;
- Provide statistical data;
- Provide technical assistance to OIG Inspector Specialists and other program areas by researching the voice recording system and making the telephone recording available for viewing;
- Provide program areas with trend analysis;
- Provide initial training for Program Reviews and Managements as well as ongoing supplemental training;
- Conduct a Quality Check of all OIG investigations and inquiries as well as all management and program reviews to ensure compliance with FDJJ Policy 2020;
- Verify staff arrests using CJIS; and
- Provide customer service assistance and guidance to citizens who need department services.

Statistical Data

- Approximately **7,221** calls were received by the CCC.
- Duty officers logged a total of **8,108** reportable incidents and **1,452** non-reportable incidents into the CCC tracking system. The majority of these incidents dealt with miscellaneous events (**5,076**), medical issues (**1,304**), and complaints against staff (**1,178**).
- Approximately **18,619** classifications were assigned to the incidents for appropriate processing and closure. Some incidents are assigned multiple classifications based on the nature of the incident. The top five classifications were Public Health Emergency (**6,723**), Violation of Policy/Rule (**1,996**), Improper Supervision (**1,204**), Medical Transport (**1,072**), and Use of Force-Improper (**679**).
- A total of **717** incidents were assigned for either a review or investigation. This number comprises **528** Program Reviews, **130** Management Reviews, and **59** IG Investigations/Inquiries.

Incidents Assigned for Investigation or Management/Program Review



Background Screening Unit

The Background Screening Unit (BSU) is located within the Office of Inspector General. Its purpose is to assist the Department in meeting statutory and agency background screening standards for employment. The BSU conducts Level II employment background screenings pursuant to Chapters 435, 984, and 985 of the Florida Statutes (F.S.) and the Department’s background screening policy and procedures. Background screening is performed on state and contracted provider directors, owners, employees, volunteers, mentors, and interns.

Background Screening Process

Employment background screenings must be completed before an applicant is hired or a volunteer is utilized by the Department or a Department contracted provider. Background screening is the process for checking a person’s criminal history. The person’s fingerprints are processed by the Florida Department of Law Enforcement (FDLE) and the Federal Bureau of Investigation (FBI). The process also consists of a demographic search through the Judicial Inquiry System (JIS), which provides access to the Comprehensive Case Information System (CCIS), a database that collects and displays the criminal records stored in courthouses throughout the State of Florida. As a criminal justice agency, the Department has access to juvenile, sealed, and expunged criminal history information.

Screening Types

The Department conducts two types of background screenings; **Livescan** which is the initial screening of potential employees and volunteers and **Rescreening/Resubmissions** that occur every 5 years of continued service.

Through the **Livescan** process, applicants seeking employment or to volunteer with the Department or a contracted provider are fingerprinted. The fingerprints are electronically transmitted to the FDLE and the FBI and within 72 hours the criminal search result is returned to the BSU. Livescan fingerprinting also allows FDLE to send an electronic notice to the BSU when an employee or volunteer receives a new Florida arrest.

The **5-Year Rescreen/Resubmission** is a national criminal records check completed for all state and contracted provider employees and volunteers. The fingerprints from the Livescan screening are kept on file by FDLE and resubmitted to the FBI every 5-Years of continued services. The purpose of rescreening/resubmission is to ensure current employees and volunteers maintain level II screening standards throughout the term of their employment and/or service.

Ratings/Determination Process

Background screenings are rated using one of the following determinations: Eligible, Identified/Non-Caretaker Only, and Not Eligible. These determinations are based on the criminal history and the position the applicant will occupy.

Applicants will receive an **eligible** rating when no disqualifying criminal conviction or no contest plea appears on the criminal record. Applicants with an eligible rating may be hired or utilized by the Department or contracted provider in any position.

Certain applicants seeking state employment with the Department will receive an **identified/non-caretaker only** rating. This rating is applied when a disqualifying criminal conviction or no contest plea appears on the criminal record, but the person will not work in a position that has contact with youth, access to confidential youth records or on the grounds of a facility or program where youth are housed or receiving services. This rating will only be given to applicants for state employment with the Department and **is not** given to contracted provider employees or volunteers. Applicants with this rating can only be hired in a position and at a location where there is no contact with youth or access to confidential youth records.

Applicants will receive a **not eligible** rating when a conviction or no contest plea for a disqualifying criminal offense appears on the criminal record. Applicants with this rating cannot be hired or utilized as a volunteer until an exemption from disqualification has been granted by the Department. To receive a not eligible rating, an applicant must have either been found guilty of, pled guilty to, had adjudication withheld, or pled no contest to at least one of the charges listed in Chapters 435.04, 985.644, or 985.66, F.S.

Exemption for Disqualification

The exemption from disqualification is a review process that allows most applicants who receive a not eligible rating to be reconsidered for employment or as a volunteer. As set forth in Section 435.07, F.S., exemptions may be granted for a misdemeanor disqualifying offense as soon as the person is lawfully released and completes all sanctions. For a felony offense, the Department may not grant an exemption from disqualification until it has been at least three (3) years since the applicant completed or was lawfully released from confinement, supervision, or sanction for the disqualifying offense. An exemption from disqualification cannot be granted to any person who is a sexual predator as designated pursuant to section 775.21, F.S., a career offender pursuant to section 775.261, F.S., or a sexual offender pursuant to section 943.0435, F.S., unless the requirement to register as a sexual offender has been removed pursuant to section 943.04354, F.S.

The Secretary decides on behalf of the Department if an exemption should be granted or denied. Exemptions denied by the Secretary can be reconsidered by requesting a formal hearing with the Division of Administrative Hearings (DOAH) pursuant to section 120.57, F.S.

Other BSU Functions

In addition to conducting employment background screenings, the BSU performs the following functions:

- Provides training on the Department and Clearinghouse screening process
- Conducts criminal history checks to assist in agency investigations and inquiries
- Coordinates the initial phase of the exemption process
- Reviews personnel records for incidents of abuse, excessive force, and misconduct
- Informs programs of employee arrests
- Provides out-of-state driver's license notifications
- Creates user accounts and manuals
- Maintains policies and procedures
- Processes background screening payments
- Conducts retention notification, removal and billing
- Corresponds nationally with law enforcement agencies and court clerks
- Collects Annual Affidavits
- Scans completed screening documents into an archival database for future reference and access
- Responds to telephone, fax, and e-mail inquiries

Statistical Data

- **12,227** employee background screenings were conducted
- **\$5,244.19** in fingerprint processing fees and fingerprint retention fees were collected
- **28** credit card transactions and **104** checks were processed
- **1,072** applicants were statutorily disqualified, failed to submit additional information or were withdrawn by the requester
- **84** applicants requested an exemption hearing for an offense appearing on their record that was statutorily disqualifying
- **1,010** arrest notifications were received and processed
- **12,227** record searches were conducted in the Inspector General Incident Tracking system
- Approximately **61,135** pages of documents were scanned into the screening archival database
- Approximately **14,227** customer calls/faxes and e-mail inquiries were serviced

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