

FLORIDA DEPARTMENT OF CORRECTIONS

Office of Inspector General

Annual Report Fiscal Year 2022-2023



Introduction

The Florida Department of Corrections, Office of Inspector General is the largest State Office of the Inspector General, employing over 200 staff members and derives its authority from s. 944.31, Florida Statutes, to conduct investigations, both criminal investigations and internal affairs investigations, inspections, audits, and contract reviews that promote accountability, integrity, and efficiency in state government. The Office has two unique missions, compared to most Offices of Inspectors General, with its Bureau of Criminal Investigations and Environmental Health and Safety Unit. The Bureau of Criminal Investigations has 117 certified law enforcement officers responsible for investigating criminal violations relating to the Department, such as introduction or possession of contraband and committed batteries on both correctional officers and state prisoners and have the authority to arrest persons for investigated criminal violations classified as felony offenses that occur within the jurisdiction of the Department or seek arrest warrants for criminal violations classified as misdemeanors offenses. The Office's Environmental Health and Safety Unit inspects each correctional institution or any place in which state prisoners are housed or work with reference to its physical conditions, cleanliness, and safety.

The Office's Bureau of Internal Affairs bears the responsibility to investigate administrative rule or procedure violations within the Department and has 65 certified correctional probation officers or correctional officers in its ranks. The Office also works in tandem with the Florida Department of Law Enforcement regarding mutually agreed-upon predicated events defined in a Memorandum of Understanding between the two Departments. This report year, the Office completed 577 criminal investigations that resulted in 287 arrests and 528 internal affairs investigations of which 234 had a sustained finding disposition. Nine audits were completed resulting in 27 findings and four contract reviews with six findings.

The governing principle of the Office is the Principles and Standards for Offices of Inspector General as published and revised by the Association of Inspectors General, commonly known as the "Green Book." The principles and standards of confidentiality, quality assurance, and objectivity are just some of the principles and standards adhered to by the Office.



TABLE OF CONTENTS

DEPARTMENT BACKGROUND	1
PURPOSE OF THIS ANNUAL REPORT.....	1
VISION	1
MISSION.....	1
GENERAL GOALS	1
SPECIFIC AREAS OF RESPONSIBILITY.....	1
OFFICE OF INSPECTOR GENERAL ACCREDITATION	3
OFFICE OF INSPECTOR GENERAL ORGANIZATIONAL CHART.....	4
BUREAUS OF INVESTIGATIONS	5
Examples of Criminal Investigation Case Summaries.....	5
Examples of Forensic Reviews resulting in Investigations.....	7
Examples of Internal Affairs Investigation Case Summaries.....	8
ADMINISTRATION AND MANAGEMENT	14
Use of Force Unit.....	14
Central Intake Unit	16
Professional Compliance & Training Unit.....	17
BUREAU OF INTERNAL AUDIT	18
Mission.....	18
Goals.....	18
Bureau Organization and Responsibilities	18
Internal Audit Section	19
Audit Engagements.....	20
Follow-up to Audit engagements.....	23
Contract Management Review Section	24
Contract Management Review Reports	25
Follow-up to Contract Management Reviews.....	27
ENVIRONMENTAL HEALTH AND SAFETY UNIT	28
Records Unit	32

DEPARTMENT BACKGROUND

As the nation's third-largest prison system, the Florida Department of Corrections (Department) fulfills a primary role in enhancing the safety of Florida residents. Through a network of state correctional institutions (48 state and 7 private), road prisons, work camps, and community-based facilities, the Department manages incarceration and care for approximately 85,000 state prisoners. The Department also supervises approximately 141,000 offenders through 141 probation offices statewide. The Department employs 23,374 employees, (as of June 30, 2023, 3,647 of these positions are currently vacant) the majority of whom are Correctional Officers or Correctional Probation Officers who carry out this public safety mandate 24 hours a day, 7 days a week, 365 days a year.

PURPOSE OF THIS ANNUAL REPORT

Section 20.055, Florida Statutes, requires the Inspector General submit to the agency head, and for state agencies under the jurisdiction of the Governor, the Chief Inspector General no later than September 30th of each year, an annual report summarizing the activities during the preceding fiscal year. This report provides Departmental staff and other interested parties with an overview of the Office of Inspector General's activities as related to its mission.

VISION

A safe and efficient Florida correctional system.

MISSION

Promote leadership to ensure accountability, integrity, and efficiency within the Florida Department of Corrections.

GENERAL GOALS

To add value to the Department by:

1. Continuously identifying Department needs & priorities.
2. Identifying risks and threats that impact public safety.
3. Promoting innovative solutions to address the Department's needs; and
4. Providing timely, accurate, and pertinent information to decision makers.

SPECIFIC AREAS OF RESPONSIBILITY

The Office of Inspector General has the Bureaus of Investigation, the Bureau of Internal Audit, and the Environmental Health and Safety Unit:

1. **Certified Law Enforcement Inspectors** safeguard the integrity of the state's correctional system. The Criminal Investigation Bureau employs 117 are certified law enforcement officers, that perform the following activities:
 - conduct criminal investigations involving Department operations, contracts, staff, inmates, visitors, and volunteers.
 - coordinate investigative efforts with Florida Department of Law Enforcement and other law enforcement agencies; and
 - work closely with prosecutorial entities to facilitate the prosecution of criminal cases.

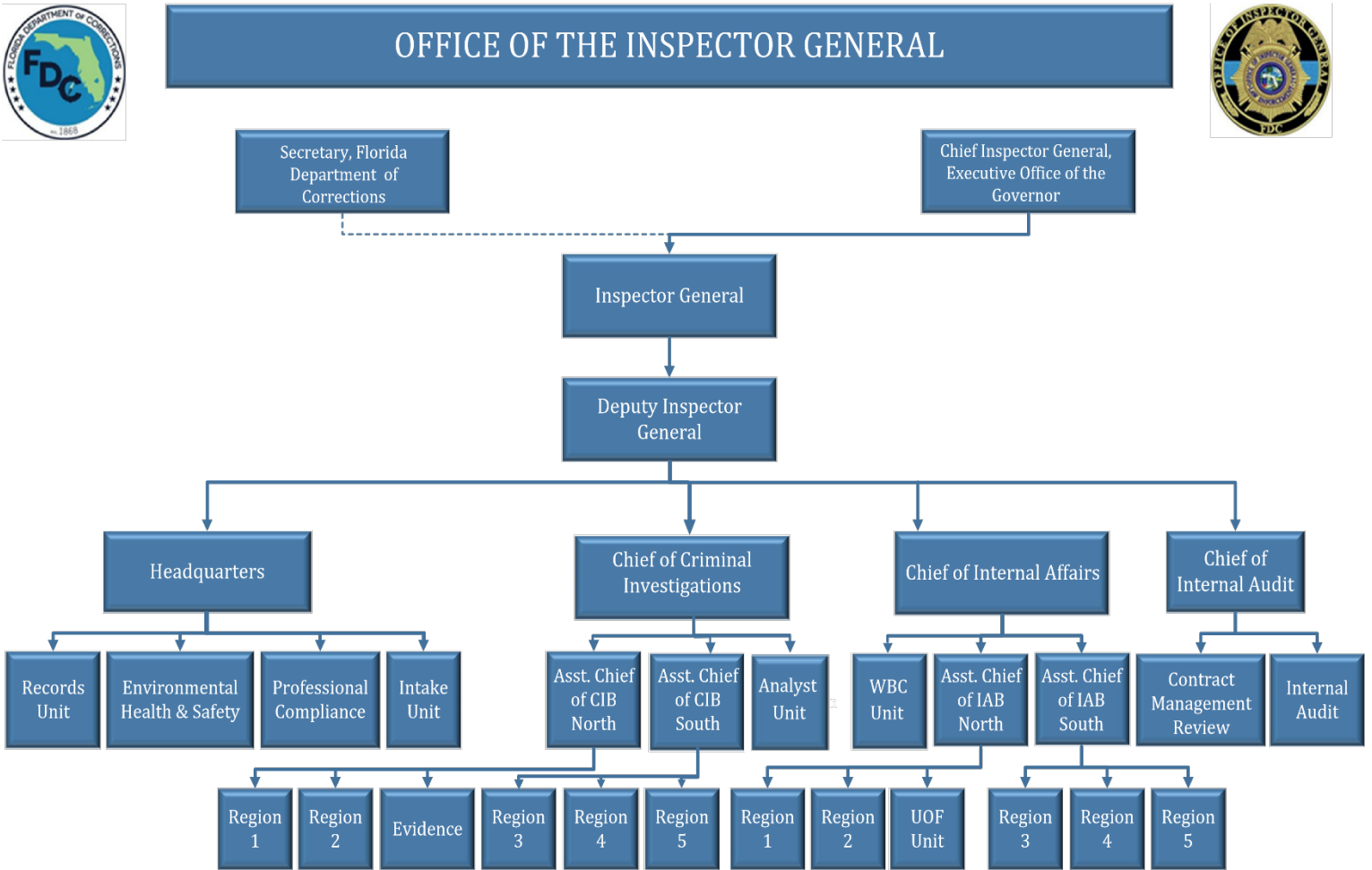
2. **Certified Correctional Inspectors** safeguard the integrity of the state's correctional system. The Internal Affairs Investigation Bureau employs 59 certified correctional officers and 6 correctional probation officers that perform the following activities:
 - respond to complaints from multiple internal and external sources, Management Information Notification System, electronic complaint form (web-based), correspondence, e-mail, and telephone which will result in the opening of complaint reviews, investigations, or management referrals.
 - review all incidents involving the use of force at state and private correctional institutions, and those involving probation officers to ensure compliance with established rules, procedures, and statutes; and
 - investigate alleged violations of Administrative Rules, Code of Conduct, Title VII of the Civil Rights Act, Chapter 60L-36.004, Florida Administrative Code, and Chapter 110, Florida Statutes.
 3. **Auditors** assess the efficiency and effectiveness of Department programs and associated controls, measure compliance with laws and procedures, and serve to deter waste, fraud, and abuse of Department resources in the following manner:
 - conduct compliance, performance, and information technology audits in accordance with professional auditing standards and conduct reviews relating to Department operations, contracts, staff, inmates, visitors, and volunteers.
 - identify instances of fraud, abuse, and other deficiencies relating to Department programs and operations, inform the Secretary of those conditions, recommend corrective action, and report on progress made in correcting deficiencies.
 - aid with criminal and internal affairs investigations involving waste, fraud, or misappropriation of funds.
 - conduct contract management reviews to enhance accountability and oversight of the Department's contracts for goods and services.
 - assess the validity and reliability of the information provided by the Department on performance measures and standards and make recommendations for improvement, if necessary; and
 - serve as the Department's liaison in coordinating audits and facilitating cooperation with external agencies including the Auditor General, the Office of Program Policy Analysis and Government Accountability, and the Department of Financial Services.
 4. **Regional Safety Consultants** inspect each correctional institution or any place in which state prisoners are housed, worked, or kept within the state, with reference to its physical conditions, cleanliness, sanitation, safety, and comfort. Areas of responsibility include:
 - conduct semi-annual inspections at all the state's correctional institutions and the seven privately managed institutions.
 - accompany state fire protection specialists of the Division of State Fire Marshal during annual fire safety surveys.
 - conduct annual fire, environmental health, and Occupational Safety and Health Administration related safety inspections of new, renovated, and current institutions, followed by the on-site verification of corrected violations; and
 - conduct training sessions for Loss Control Management to include accident investigation, general safety awareness, and environmental safety compliance.
-

OFFICE OF INSPECTOR GENERAL ACCREDITATION

The Office of Inspector General continues to maintain its accreditation status through the Commission for Florida Law Enforcement Accreditation. The Office was reaccredited in the fall of 2021. The Office has complied with standards that are “best practices” in the Office of Inspector General community based on the national recognized “Green Book.” In their report to the Commission, the assessment team wrote, “[m]embers of the FDC-Office of Inspector General are professional, well trained, and enthusiastic. The procedures of the FDC-Office of Inspector General are sound, allow for efficient workflow and are compliant with Florida Statutes, Department policy, accreditation standards and established principles and standards for the investigative functions of an Office of the Inspector General.” Being accredited has long been recognized as a means of maintaining the highest standards of professionalism. K-12 Schools, universities, and hospitals are some of the most well-known organizations who also seek an accreditation status. The Office was first accredited by the Commission for Florida Law Enforcement Accreditation in 2015.

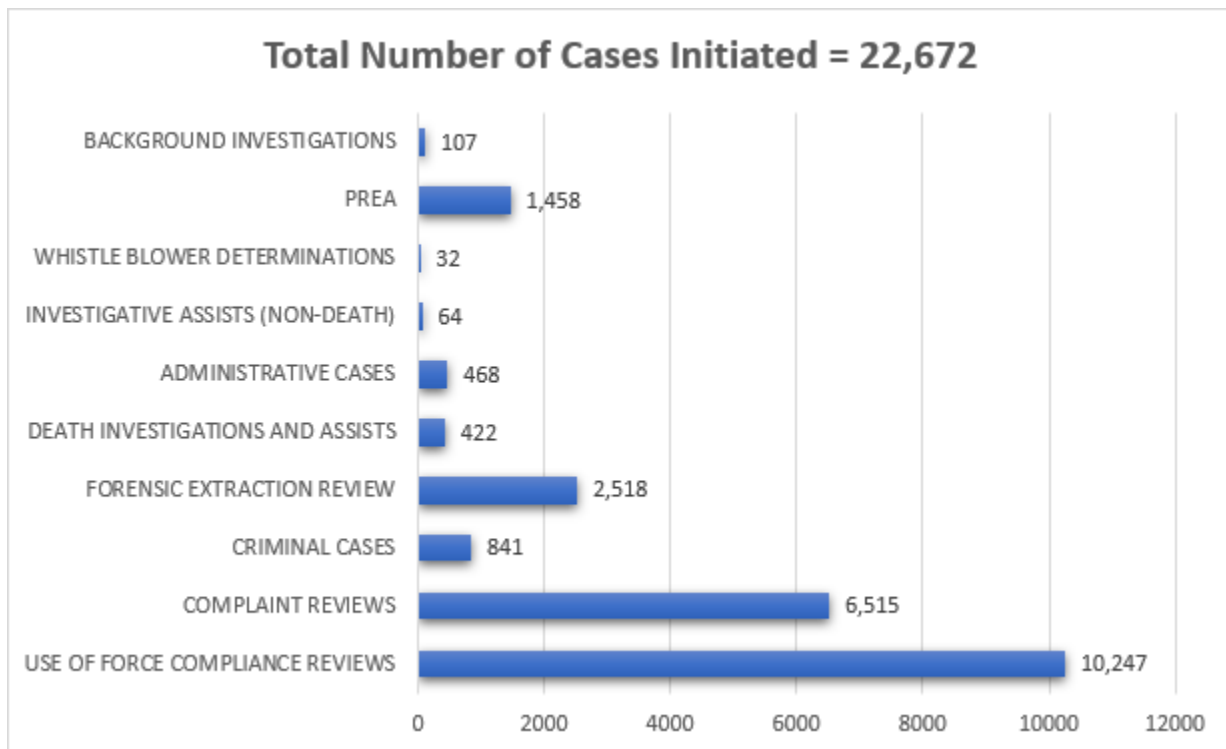


OFFICE OF INSPECTOR GENERAL ORGANIZATIONAL CHART



BUREAUS OF INVESTIGATIONS

The Florida Department of Corrections, Office of Inspector General is committed to conducting independent and objective investigations through its two Bureaus of Investigations. The Bureaus are structured into two separate entities: Internal Affairs and Criminal Investigations. Each are separately responsible for conducting investigations that compromise the safety and security of our institutions or other violations. Completed criminal investigations for which probable cause exists that a crime has occurred result in either an affected arrest or referral to the appropriate prosecutorial entity for prosecution. Internal Affairs investigations with sustained findings are provided to the discipline authority for appropriate action. Many of the staff assigned have certifications from the Association of Inspectors General.



Source: Inspector General's Investigative and Intelligence System

EXAMPLES OF CRIMINAL INVESTIGATION CASE SUMMARIES

Union Correctional Institution - Aggravated Battery. Case Number 21-15790

An inmate intentionally threw bodily fluids on three correctional officers and stabbed two correctional officers at Union Correctional Institution. The inmate was charged with 3 counts of battery by bodily fluids, aggravated battery, attempted second degree murder, third degree felony battery with a weapon, resisting or obstruct without violence, and possession of contraband. The inmate was sentenced to life in prison.

Reception and Medical Center - Introduction of Contraband. Case Number 22-16652

A correctional officer attempted to enter Reception and Medical Center with four bundles of 70 grams of Cannabis/THC, 20 pills of MDMA, and another 28 grams of MDMA in a crystalized substance in his potato salad. The correctional officer entered a plea, was adjudicated guilty and sentenced to 30 months in prison and court fines.

Okeechobee Correctional Institution - Drug Trafficking and Introduction of Contraband. Case Number. 22-10403

During a joint Office of Inspector General and Canine Interdiction Unit contraband interdiction operation, a visitor was found to be in possession of 100.15 grams of substituted cathinones (Bath Salts), 36.33 grams of marijuana, and other drug paraphernalia. The visitor was intercepted due to a canine alert before being allowed access to the visitation area. The visitor pled guilty to drug trafficking, introduction of contraband, possession of cannabis, and possession of drug paraphernalia. The visitor was sentenced to 3 years in prison.

Columbia Correctional Institution - Annex: Introduction of Contraband. Case Number 22-19704

A correctional officer was entering for their assigned shift when a large bundle was discovered by the correctional officer working the entry point to the facility. The package ultimately contained 120 grams of MDPV, 2 grams of MDMA, and 20 Suboxone strips. The correctional officer was ultimately arrested by Office of Inspector General inspectors. The correctional officer pled guilty to Trafficking in Phenethylamines and was sentenced to 4 years in prison.

Suwannee Correctional Institution - Annex: Improper Conduct (Sexual). Case Number 22-14469

A correctional officer was found to have been involved in a sexual relationship with an inmate after security staff found numerous JPay messages under a fictitious name that ultimately was linked back to the correctional officer. During a post-Miranda interview, the correctional officer claimed ownership of the fictitious JPay account and that there was a possibility she was pregnant, and an inmate would have been the father. The correctional officer was subsequently arrested by Office of Inspector General inspectors. The correctional officer pled guilty and accepted Pre-Trial Diversion, \$100 court costs, and \$50 public defender fee.

Reception and Medical Center - Introduction of Contraband. Case Number 22-02509

A correctional officer attempted to enter Reception and Medical Center with two bundles of Buprenorphine and Suboxone in his salad. The correctional officer was arrested for Introduction of Contraband. The correctional officer entered a plea adjudication withheld and sentenced to 150 hours of community service, 3 years of supervised probation, and court fines.

Suwannee Correctional Institution - Annex: Attempted Murder. Case Number 22-11639

The victim inmate was battered in the face by the suspect inmate with a homemade razorblade-type weapon. Based on the details of the attack and in consultation with the State Attorney's Office, a Probable Cause Affidavit was filed for Attempted Murder against the suspect inmate. The suspect inmate pled guilty to Aggravated Battery with a Deadly Weapon and Possession of Contraband – Weapon and was sentenced to an additional 10 years in prison.

Apalachee Correctional Institution - Introduction of Contraband. Case Number 22-15006

A visitor entered visitation and was observed on camera passing a package to the inmate she was visiting. The inmate was searched, and a package wrapped in black electrical tape was discovered. The package contained 56 grams of cocaine and 3 grams of methamphetamines. The visitor was charged and arrested for Trafficking in Cocaine and sentenced to 3 years in prison and ordered to pay \$50,000 in court cost.

Graceville Correctional Facility - Introduction of Contraband. Case Number 22-02926

A private institution staff member was found communicating with an inmate on JPay. The investigation revealed the staff member used her cellular telephone to communicate with the inmate. The staff member was charged with 2 counts of Introduction of Contraband, two counts of Interference with Prisoners, and Unlawful Use of a Two-way Communication Device. The staff member was placed on Pre-Trial Intervention.

**OFFICE OF INSPECTOR
GENERAL ANALYST UNIT**

The Office of Inspector General Analyst Unit was created in 2020 to support investigations and security operations by analyzing intelligence derived from various databases and extracted from contraband cellular phones. The analysis performed by this unit provides a greater opportunity for the early detection and disruption of criminal activity within the Department.

**EXAMPLES OF FORENSIC
REVIEWS RESULTING IN
INVESTIGATIONS**



Graceville Correctional Facility - Introduction of Contraband. Case Number 22-00755

Analysis of data from a contraband cellular device confiscated from Graceville Correctional Facility revealed communication between an inmate and an employee of Graceville Correctional Facility. Communications indicated an unprofessional relationship and contraband introduction. The employee was arrested for contraband introduction and unlawful use of a two-way communication device.

Hardee Correctional Institution - Failure to Maintain a Professional Relationship. Case Number 22-14411

Analysis of data from a contraband cellular device confiscated from Hardee Correctional Institution revealed communication between an inmate and an employee at Hardee Correctional Institution. Communications indicated an unprofessional relationship and possible conspiracy to introduce contraband into a facility. The employee resigned prior to initiation of an investigation. The investigation sustained conduct violations.



Jefferson Correctional Institution – Conspiracy to Introduce Contraband and Possession of a Controlled Substance. Case Number 22-04935

Analysis of data from a contraband cellular device confiscated from Jefferson Correctional Institution revealed communication between an inmate and a civilian. Communications indicated intent to introduce contraband through upcoming visitation. During a planned interdiction operation, a package containing approximately 75 suboxone strips was found hidden on the exterior of the vehicle. The visitor was arrested for conspiracy to introduce contraband into a state prison.

Hardee Work Camp - Failure to Maintain a Professional Relationship, Conduct Unbecoming, and Misuse of State Property. Case Number 22-14166

Analysis of data from a contraband cellular device confiscated from Hardee Work Camp revealed communication between an inmate and an employee at Florida Women's Reception Center. An investigation revealed the employee was using JPay to transfer money to six inmates and the employee was found in a photograph with a supervised offender sent via JPay. During a check of the offender's residence by the Office of Community Corrections, the employee was identified at the residence. The investigation determined the employee used her state office phone to communicate via phone call with the inmate more than 370 times while on duty. Multiple conduct violations were sustained for the employee.

EXAMPLES OF INTERNAL AFFAIRS INVESTIGATION CASE SUMMARIES

Jackson Correctional Institution - Improper Conduct. Case Number 22-13031

This investigation was reported by a civilian who overheard a conversation between uniformed staff at a local restaurant discussing a high-ranking staff member physically abusing the Colonel and witnessed by two senior staff members. Additional allegations included the high-ranking staff member drinking alcohol while on duty and keeping a half-gallon vodka bottle in his office.

Through numerous staff interviews and video reviews, it was determined the high-ranking staff member did poke the Colonel several times in the chest during a heated discussion, was found to have been under the influence while on duty and at his office desk, and evidence of an empty half-gallon bottle of vodka was recovered from his office cabinet. Multiple conduct violations were sustained for the high-ranking staff member.



Gulf Correctional Institution – Staff/Offender Relationship. Case Number 22-15679

This investigation was initiated by a TIPS call and an inmate letter alleging a correctional officer was having a sexual relationship with an inmate under her supervision. A subsequent review of numerous telephone calls placed by the inmate to the correctional officer, reviews of JPay correspondences, and the sworn recorded statement of the correctional officer, resulted in sustained conduct violations.

Graceville Correctional Facility - Improper Conduct. Case Number 23-01834

This investigation was initiated by incident reports submitted by staff members involved in a mass search for contraband in one of the dormitories. There was \$500 in cash observed to have been recovered by a Lieutenant; however, the Lieutenant failed to report the recovered currency, and failed to turn the currency into the Temporary Storage Locker. After a criminal review where the Office of the State Attorney declined prosecution, an internal affairs investigation was initiated. After numerous interviews of staff and inmate witnesses and review of numerous incident reports, sufficient evidence was obtained to sustain on the Lieutenant for multiple conduct violations.

Madison Correctional Institution – Falsification of Records. Case Number 22-12512

A complaint was received by a staff member who had been documented as a Designated Armed Response Team (DART) member in a recent DART drill. The complainant alleged he was not a member of the DART Team and that in fact, the documented drill had not taken place, and the shift Correctional Officer-in-Charge (OIC) had falsified the report. Interviews of other reported members of the Team corroborated the complainant's allegation as well as video evidence. The OIC admitted, during questioning, that he falsified the report, and the drill was not physically conducted. The investigation was sustained for a conduct violation.

Jefferson Correctional Institution - Falsification of Records. Case Number 22-10336

Information was received indicating a personal and financial relationship between an employee and inmate. The employee was alleged to have been receiving the inmate's Veterans Administration benefits and forwarding half of the proceeds into the inmate's account while keeping the remainder for themselves. Communication channels and transactions were monitored which supported the allegation. When the subject was confronted with the evidence, they admitted to receiving six of the inmate's Veterans Administration benefit checks (approximately \$1200/check) and keeping half of the proceeds. The investigation resulted in a sustained conduct violation.



South Florida Reception Center - Physical Abuse/Improper Conduct. Case Number 22-19337

This investigation was initiated when the Warden discovered video recordings of a correctional officer physically abusing an inmate by slapping the inmate on the back of the head. The inmate then retaliated by stabbing the correctional officer. The correctional officer intentionally failed to report the incident out of fear of getting in trouble. The investigation resulted in sustained conduct violations.

Walton Correctional Institution - Excessive Force/Improper Conduct. Case Number 23-06429

This investigation was initiated when the body worn camera on a correctional officer sergeant captured recordings of the sergeant horseplaying with an inmate by placing the inmate in a bent-wrist transport hold without justification. The sergeant and inmate were observed on the recordings laughing throughout the incident. The sergeant admitted to his actions and the investigation resulted in sustained conduct violations.

Inverness Probation and Parole - Failure to Maintain a Professional Relationship. Case Number 23-02387

Information was received indicating a staff member married her former offender. A review of social media accounts and Florida Department of Corrections records confirmed this information and revealed the two began dating 12 days after his motion for Early Termination was approved by the courts. After several lengthy interviews and investigating state vehicle logs, case notes, and state cellphone records, the 12-day gap was reduced to 10 days. In the end, a preponderance of evidence was not established to sustain a Failure to Maintain a Professional Relationship; however, this investigation resulted in several conduct violations.

Old Town Probation and Parole - Staff/Offender Relationship. Case Number 23-08102

A former probation officer was involved in a relationship with an offender he supervised. The offender provided a jacket which belonged to the former probation officer, cellular telephone messages between her and the probation officer which were of a romantic relationship, and photographs of the probation officer and her embracing inside a vehicle. A review of the offender's cellular telephone contained several text conversations between her and the former probational officer. The messages indicated they were involved in a romantic relationship. The offender testified she and the probational officer were involved in a sexual relationship. Witnesses' testimony corroborated the relationship. The investigation resulted in several conduct violations.



Lowell Correctional Institution - Staff/Offender Relationship. Case Number 21-19834

This case was self-initiated after conducting an interview with an inmate who provided verifiable information about a staff/offender relationship. The investigation revealed another staff member had knowledge of the relationship and had a conversation with the staff member involved in the relationship with an inmate. But the other staff member failed to report the relationship. While reviewing telephone calls and emails, a second staff member was suspected to be involved with an inmate. A follow up interview with the complainant provided information needed to lead to the staff member's name and alias used for JPay account and the telephone number used to communicate with inmates. After multiple hours of reviewing telephone calls and the JPay messages, several personal information on the staff member were revealed, which could be verified and prove the alias belonged to the staff member. The staff member had been involved romantically with multiple inmates over several months. Conduct violations were sustained for all three staff members.

Internal Affairs & Criminal Case Disposition Fiscal Year 2022-23

Case Disposition	Internal Affairs	Criminal
<i>Not Sustained</i>	198	
<i>Partially Sustained</i>	61	
<i>Sustained</i>	234	
<i>Unfounded</i>	35	180
<i>Closed by Arrest</i>		232
<i>Exceptionally Cleared</i>		165
TOTAL	528	577

Source: Inspector General's Investigative and Intelligence System

Exonerated refers to a finding in an internal affairs case for which a preponderance of evidence exists to suggest the subject's behavior or action did occur and was consistent with Department procedure, rule, or other authority.

Not Sustained refers to a finding in an internal affairs case for which a preponderance of evidence does not reasonably establish the subject's behavior or action either complied with or violated or was contrary to Department procedure, rule, or other authority.

Partially Sustained refers to a disposition of an allegation that is the subject of an internal affairs investigation, of which the allegation itself is composed of at least two (2) distinct allegations, and of at least one (1) which was sustained.

Sustained refers to a finding in an internal affairs case for which a preponderance of evidence exists to suggest the subject's behavior or action did occur and was contrary to Department procedure, rule, or other authority.

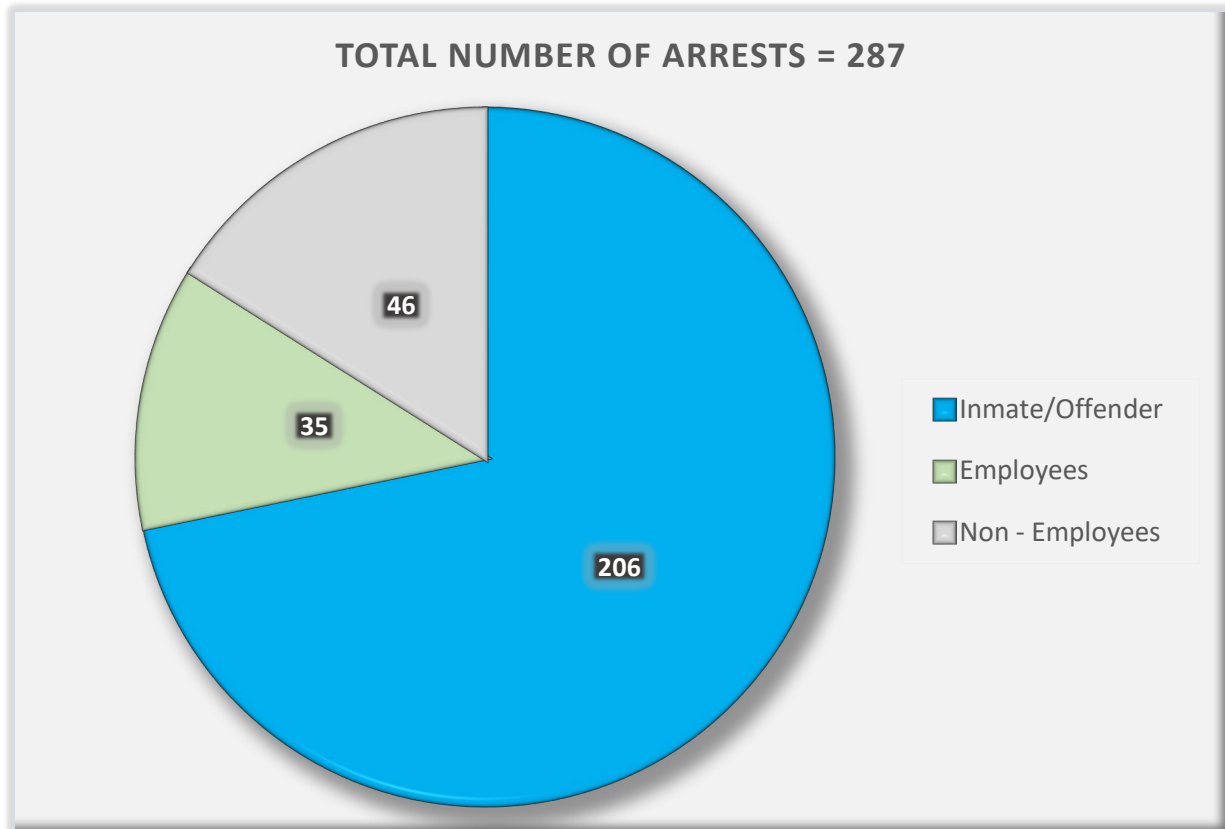
Policy Deficiency refers to a finding in an internal affairs case for which a preponderance of evidence suggests the subject's behavior or action did occur and is not addressed by Department procedure, rule, or other authority or an action Department management does not condone but is not a violation of a Department procedure, rule, or other authority.

Unfounded refers to a disposition of an investigation for which the available evidence suggests the suspect's/subject's alleged behavior or action did not occur.

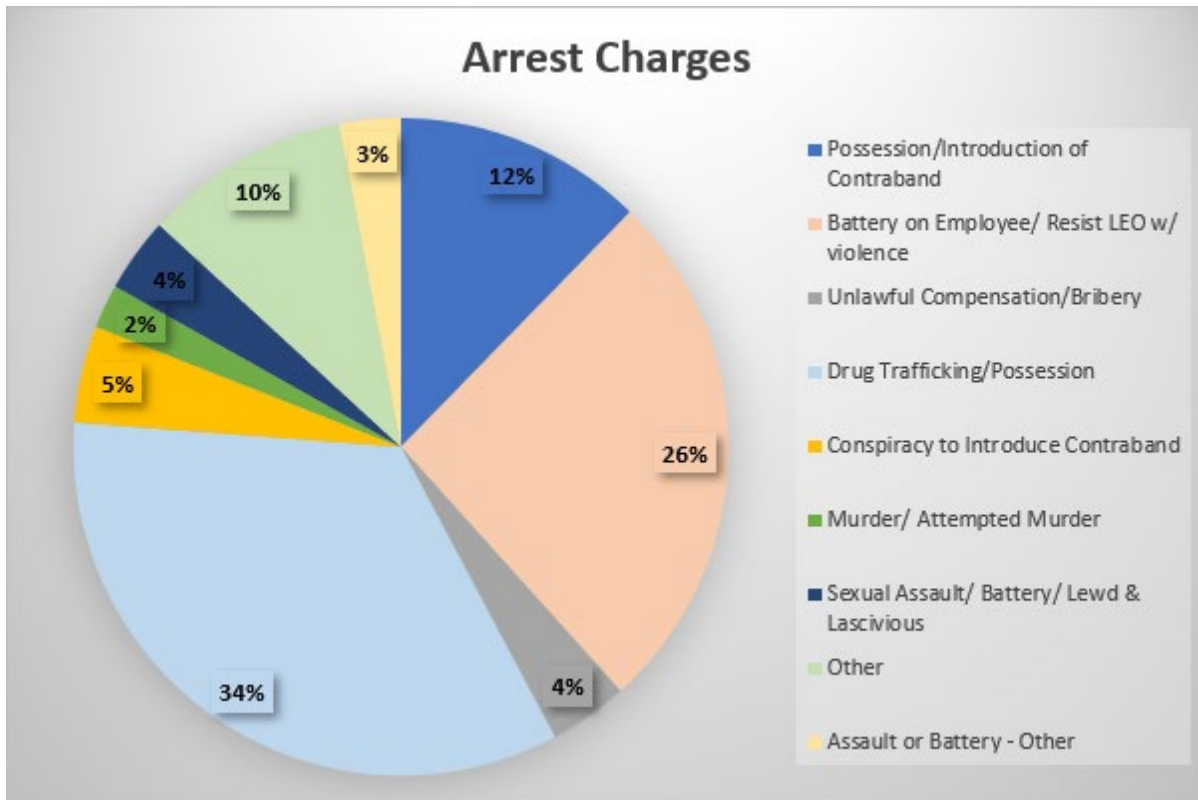
Exceptionally Cleared refers to a disposition of a criminal case for which probable cause exists that an identified suspect committed the offense, but one for which an arrest or formal charge is not initiated.

Closed by Arrest refers to a disposition of a criminal case for which probable cause exists that an identified suspect committed the offense, and an arrest or formal prosecution proceeding has been initiated.

The chart below represents subjects by type in the investigations and the number of individuals arrested for Fiscal Year 2022-23.



Source: Inspector General's Investigative and Intelligence System.



Source: Inspector General's Investigative and Intelligence System

ADMINISTRATION AND MANAGEMENT

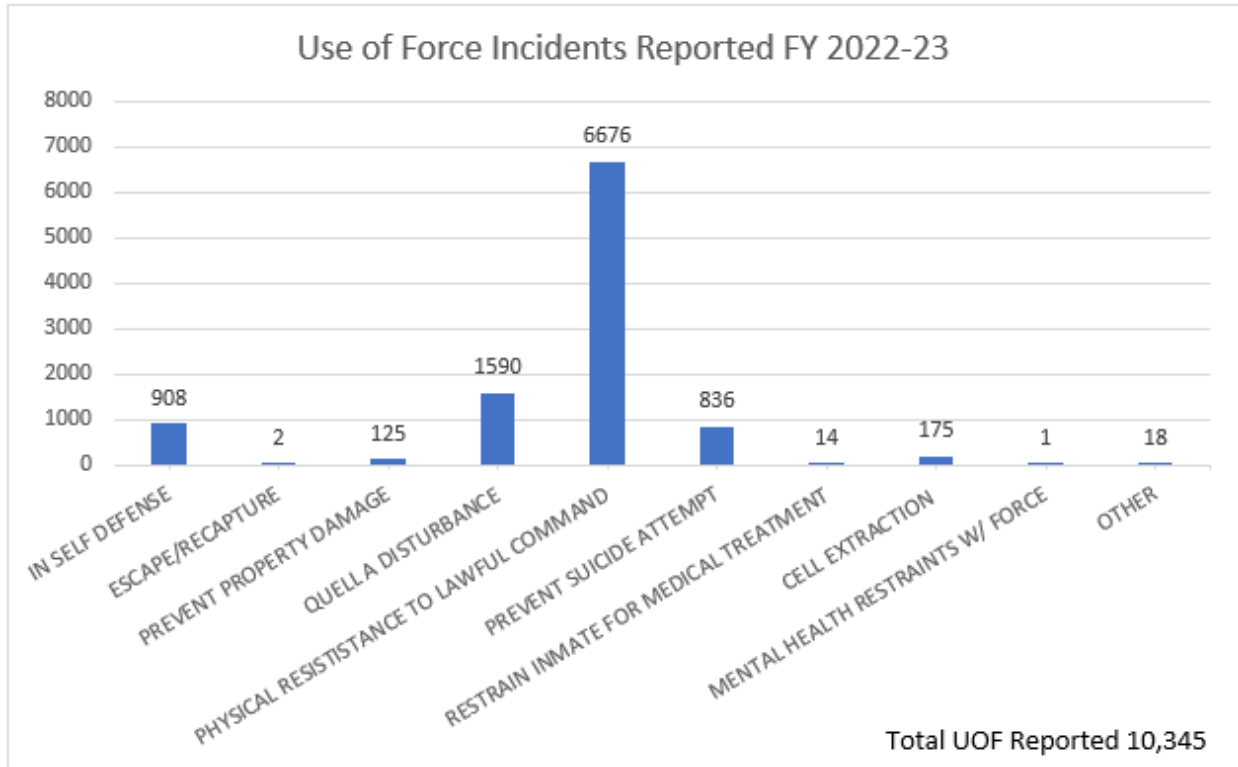
The Florida Department of Corrections, Office of Inspector General, has additional responsibilities beyond conducting audits and investigations. The responsibilities represent a substantial workload for the Office of Inspector General and include performing reviews relating to use of force incidents, responding to requests for records, and processing complaints.

USE OF FORCE UNIT

The Use of Force Unit was established in 1999, comprised of six law enforcement and correctional inspectors responsible for reviewing all incidents involving the use of force at state and private correctional institutions, and those involving state probation officers. These reviews ensure compliance with established rules, procedures, and statutes. Section 944.35, Florida Statutes, requires the Office of Inspector General to conduct a review of the force used to determine compliance with applicable laws and rule.

To accomplish this mission, the Use of Force Unit independently reviews and evaluates all use of force incident reports, associated documents, and video recordings as required from each correctional institutions or state probation office. Evidence indicating possible procedural

violations, inmate abuse, excessive/improper/unauthorized force, or battery by staff is referred for investigation or disciplinary authority review. There was a total of twenty-four use of force incidents that were disapproved for unwarranted or excessive force for the fiscal year 2022-23.



Source: Corrections Data Center (CDC) - Total UOF Reported 10,345. The difference of 98 incidents reported in this chart versus the total number of cases assigned is due to the time it was reported in the CDC to the time it was entered in case management system.

CENTRAL INTAKE UNIT

The Office of Inspector General's Central Intake Unit is staffed by two Law Enforcement Inspectors, four Correctional Inspectors, and an Inspector Supervisor who work together to ensure all reportable incidents, complaints, correspondence, and Prison TIPS Line calls which occur in any Department facility or office and involve Department staff, inmates, probationers, visitors, volunteers, or contractors, are reviewed in accordance with procedures and directives.



The Office of Inspector General Intake Unit also reviews referrals from the Office of the Chief Inspector General, Florida Department of Law Enforcement, other governmental entities, and law enforcement partners for appropriate handling.

After review and a determination as to how the complaint will be handled, the information is entered into the Inspector General's Investigative and Intelligence System (IGIIS) and assigned to one of the Office of Inspector General's field offices or specialized units for investigation. For those incidents not investigated by the Office of Inspector General Office, the Intake Unit notifies the proper management authority of the decision so action can be taken as best deemed appropriate.

The Intake Unit reviewed 48,078 incidents as reported within the Management Information Notification System (MINS) and reviewed and processed 3,235 pieces of correspondence submitted via letter, electronic complaint, e-mail, phone call, walk-in, inter-agency, and external agency referrals. The Intake Unit assigned 10,821 cases within IGIIS.

The Office of Inspector General Electronic Complaint form can be accessed at <http://www.dc.state.fl.us/apps/igcomplaint.asp>.

MINS is used to keep designated personnel informed of events that occur on Department property or concerning Department staff, inmates, offenders, and other activity throughout the state. This information network:

- provides an incident/event reporting system for all areas of the Department, enabling early identification of problems and timely allocation of investigative and corrective resources.
- collects statewide data for use by key personnel in developing strategies to address areas of concern.

- provides timely flow of information to management and, through the Public Information Office, to the public; and
- leads Department efforts to maintain cooperative working relationships with Florida Department of Law Enforcement and other law enforcement agencies.

PROFESSIONAL COMPLIANCE & TRAINING UNIT

The Professional Compliance & Training Unit is responsible for the coordination of all training completed by the Office of Inspector General, maintenance of Staff's Florida Department of Law Enforcement certifications and conducting CJSTC compliant background investigations for selected applicants and issuance of certified staff members' assigned equipment.



BUREAU OF INTERNAL AUDIT

MISSION

The mission of the Bureau of Internal Audit is to support the Chief Inspector General, the Secretary, and the Department by ensuring:

1. established objectives and goals are met.
2. resources are used consistent with laws, regulations, and policies.
3. resources are safeguarded against waste, loss, and misuse; and
4. reliable data is obtained, maintained, and fully disclosed.

GOALS

The Bureau of Internal Audit's primary purpose is to proactively assist management in successfully meeting the Department's mission and established objectives. To meet its purpose, the Bureau of Internal Audit has four key goals:

1. perform quality audits and reviews.
2. report results to management in a timely manner.
3. ensure Department resources are used efficiently; and
4. provide adequate audit/review coverage to mitigate risks.

BUREAU ORGANIZATION AND RESPONSIBILITIES

The Bureau of Internal Audit is comprised of two sections: Internal Audit and Contract Management Review. These sections report to the Bureau Chief, a Certified Internal Auditor, who functions as the Director of Auditing. The Bureau of Internal Audit conducts compliance, performance, and information technology audits and contract management reviews pursuant to Section 20.055, Florida Statutes. To accomplish the mission and to achieve the goals of the Bureau of Internal Audit, staff perform audits and contract management reviews designed to identify systemic issues that impact the economy and efficiency of the Department's operations and programs and/or to identify internal control deficiencies in the prevention, deterrence, and detection of fraud.

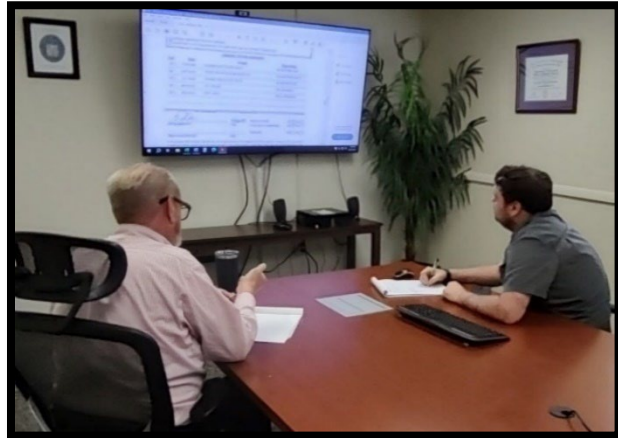
The Bureau views its audit and contract management review mandate as an opportunity to not only identify deficiencies and problems with statewide impact, but also to identify areas that are well designed and are meeting management's goals. All audits are conducted in accordance with the current *International Standards for the Professional Practice of Internal Auditing* published by the Institute of Internal Auditors.

The internal audit staff possesses accounting and auditing experience. Staff are required to maintain professional proficiency through continuing education and training. Staff are active in the following professional organizations: Institute of Internal Auditors, Association of Certified Fraud Examiners, Association of Inspectors General, and Information Systems Audit and Control Association.

INTERNAL AUDIT SECTION

This section employs an audit supervisor and four auditors who perform compliance, performance, and information technology audits. Staff certifications include three Certified Public Accountants, one Certified Internal Auditor, two Certified Inspector General Auditors, one Florida Certified Contract Manager, and one Certified Information Systems Auditor.

During Fiscal Year 2022-23, the Internal Audit Section completed nine audits with 27 findings and one follow-up audit as listed in the following table by report date.



Fiscal Year 2022-23 Audit Reports and Reviews		
Report Number	Project Title	Report Date
A22014	<i>Florida Commission on Offender Review's Memorandum of Understanding with the Department of Highway Safety and Motor Vehicles for the use of DAVID</i>	7/20/2022
A22007	<i>Cell Phone Forensics Lab</i>	8/5/2022
A22003	<i>Accountability of State Issued Cell Phones</i>	1/17/2023
A23004F	<i>Follow-up to Audit of Vehicle Maintenance, Repairs, Supplies, and Parts, Report Number A20002</i>	2/7/2023
A23002	<i>Cell Phone Forensics Lab- Regional Evidence Control Area</i>	2/21/2023
A23014	<i>Data Exchange Memorandum of Understanding</i>	2/24/2023
A23006	<i>Regional Evidence Control Areas</i>	3/23/2023
A23007	<i>Offender Supervision</i>	6/14/2023
A22001	<i>Fuel Storage Tanks</i>	6/29/2023
A23009	<i>Identity Management and Access Control</i>	6/29/2023

Source: Bureau of Internal Audit

AUDIT ENGAGEMENTS

Audit Engagement Reports issued in Fiscal Year 2022-23 included:

Audit of the Florida Commission on Offender Review's Memorandum of Understanding with the Department of Highway Safety and Motor Vehicles for the use of Drive and Vehicle Information Database System (DAVID)

Based on the provisions of Section 282.318, Florida Statutes, Cybersecurity, the results of this audit are confidential and exempt from the provisions of Section 119.07, Florida Statutes.

Audit of Cell Phone Forensics Lab - Regional Evidence Control Area

Two audits were conducted of the Cell Phone Forensics Lab, Regional Evidence Control this plan year. Audit staff found that activities are generally in compliance with Department Procedure 108.017. The digital contraband items examined were stored in their respective locations as indicated on the inventory listings. Audit Staff also found internal controls exist in that the Regional Evidence Control Area is required to be secured to prevent unauthorized access, and individual digital contraband items are required to be sealed to mitigate undetected evidence tampering. However, there are two findings that warrant management's attention.

Finding 1: Current practices of documenting the recovery of a contraband cellular devices were not always in compliance with Department procedure.

Recommendation: The Bureau of Criminal Investigations ensure that cell phone packages are properly labeled.

Finding 2: Department forms DC1-801, Chain of Custody, were not always completed as required by Department Procedure.

Recommendation: The Bureau of Criminal Investigations ensure Department form DC1-801 is completed as required by Department Procedure.

To maintain the Office of Inspector General's accreditation status through the Commission for Florida Law Enforcement Accreditation, the Bureau of Internal Audit was required to performed two audits of the Cell Phone Forensics Lab - Regional Evidence Control Area, during Fiscal Year 2022-23. An audit of the regional evidence control areas are required to be performed within 12 months from the previous audit. The same findings were found in both audits.

Finding 1: Current practices of documenting the recovery of a contraband cellular devices were not always in compliance with Department procedure.

Recommendation: The Bureau of Criminal Investigations ensure that cell phone packages are properly labeled.

Finding 2: Department forms DC1-801, Chain of Custody, were not always completed as required by Department Procedure.

Recommendation: The Bureau of Criminal Investigations ensure Department form DC1-801 is completed as required by Department Procedure.

Audit of Accountability of State Issued Cell Phones

Audit staff found the Department's processes and controls governing cell phone management and utilization needed to be enhanced. According to the Office of Information Technology staff, field office and mobile device managers are responsible for notifying the Office of Information Technology of changes in the cell phone issuance; however, Department Procedure 206.002 did not clearly specify staff members responsible for maintaining the documentation and reporting of changes in inventory to the Office of Information Technology. As a result, cell phone inventory records were not updated as changes occurred. This caused uncertainty as to the location and possession of these phones. Also, some smart cell phones were not being utilized.

Finding 1: Cell phone inventory records were not always updated as changes occurred.

Recommendation: The Office of Information Technology take steps to identify the location and staff that have been assigned the phones and ensure the inventory of cell phones is kept up to date.

Recommendation: The Office of Information Technology consider maintaining additional information in regard to staff that are issued a cell phone, such as Department employee identification number, the program area the staff is assigned, and a designated person in the program area to make inquiries concerning the cell phone.

Finding 2: Some smart cell phones were not being utilized.

Recommendation: The Office of Information Technology take steps to determine if these phones are still needed by Department staff.

Recommendation: For all phones that are not needed or cannot be located, the Office of Information Technology take steps to deactivate service.

Finding 3: Department Procedure 206.002, Mobile Computing Equipment and Wireless Communications, did not clearly define Department staff responsibilities.

Recommendation: The procedure include specific designations of employees responsible for inventory, documentation, and notification purposes.

Finding 4: Some Field Office and Mobile Device Managers did not show a current Department email.

Recommendation: The Office of Information Technology update the current Field Office and Mobile Device Managers' emails for the communication and accounting of the Department's cell phones.

Audit of Data Exchange Memorandum of Understanding

Based on the provisions of Section 282.318, Florida Statutes, Cybersecurity, the results of this audit are confidential and exempt from the provisions of Section 119.07, Florida Statutes.

Audit of Regional Evidence Control Areas

Audit staff found that activities were generally in compliance with Department Procedure 108.017, Evidence, Property, and Contraband Collection, Preservation, and Disposition. Evidence or contraband items examined were stored in their respective locations as indicated on the inventory listings provided by Bureau of Investigations personnel. Furthermore, internal controls exist in that the evidence rooms are required to be secured to prevent unauthorized access, and individual evidence or contraband items are required to be sealed to mitigate undetected evidence tampering. Also, at a minimum of twice per calendar year, the Regional Evidence Custodian will review evidence under his/her control to determine what is no longer needed. In addition, a complete inventory of a Regional Evidence Control Area will be conducted whenever a Regional Evidence Custodian or Alternate Evidence Custodian is separated from duty. There were two findings that warrant management's attention:

Finding 1: Current practices of processing or managing evidence or contraband by the evidence custodians were not always in compliance with the applicable Department procedure.

Recommendation: The Office of Inspector General, Bureau of Criminal Investigations, ensure that evidence and contraband items are documented, labeled, and packaged in accordance with Florida Department of Corrections Procedure 108.017.

Finding 2: Department forms DC1-801, Chain of Custody, were not always completed as required by Department Procedure.

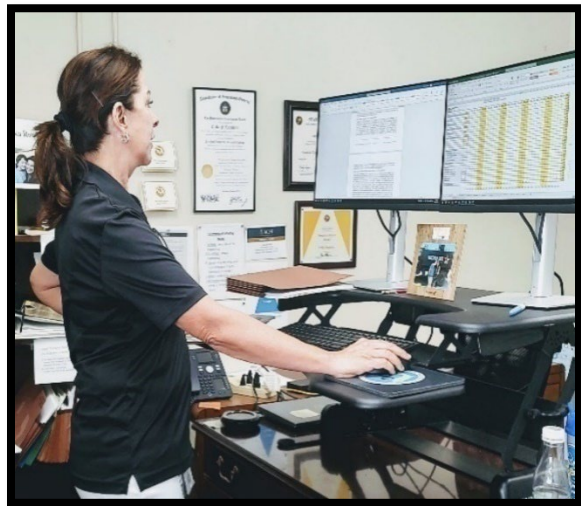
Recommendation: The Bureau of Criminal Investigations ensure Department form DC1-801 is completed as required by Department Procedure.

Audit of Offender Supervision

Based on the provisions of Section 119.071(2)(d), Florida Statutes, the results of this audit are confidential and exempt from the provisions of Section 119.07, Florida Statutes.

Audit of Fuel Storage Tanks

Audit staff found that controls have been established for the purchasing, receiving, storage, and dispensing of fuel. Audit staff found when fuel is received at the institutions, delivery tickets are entered into MyFloridaMarketPlace. The Bureau of Finance and Accounting matches the gallons delivered on fuel delivery tickets to invoices before they submit payment. Fuel logs are utilized to show dispensing and usage of unleaded gas and diesel fuel. Environmental Health and Safety Officers perform monthly inspections of unleaded and diesel fuel tanks, the Division of Facilities Management and Building Construction performs annual inspections, and the Florida Department of Environmental Protection inspects tanks every 18 months. The Facilities Management and Building Construction



maintains a database of fuel and waste oil tanks and reports on the condition of them. Audit staff identified findings which warrant management's attention.

Finding 1: Facilities Management and Building Construction reported some fuel tanks were in various stages of pending structural failure.

Recommendation: Facilities Management and Building Construction continue to request funds to address fuel tank issues should funds obtained be insufficient.

Finding 2: Some fuel tank meters were faded and unreadable, and one fuel tank did not have a fuel meter.

Recommendation: Facilities Management and Building Construction replace inoperable fuel tank meters and install missing fuel tank components statewide.

Finding 3: Institutional use of the Daily Fuel Issue Log (DC2-117) was inconsistent.

Recommendation: The Office of Administration create and implement or update a procedure for receiving and dispensing fuel to include the use of the Daily Fuel Issue Logs and ensure facility staff are always using the official DC2-117 forms.

Recommendation: Department procedure require reconciliations and best practices.

Identity Management and Access Control

Based on the provisions of Section 282.318, Florida Statutes, Cybersecurity, the results of this audit are confidential and exempt from the provisions of Section 119.07, Florida Statutes.

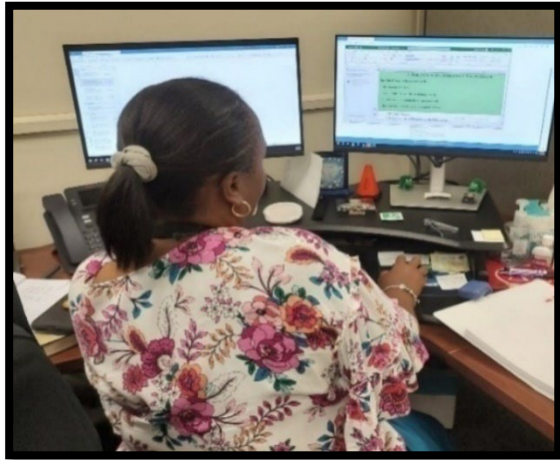
FOLLOW-UP TO AUDIT ENGAGEMENTS

Audit Follow-up to Audit of Vehicle Maintenance, Repairs, Supplies, and Parts

Audit staff evaluated the follow-up responses and documentation provided. The audit report had one finding. Management took steps to address the finding identified in the report. However, management needed to perform additional work to correct the finding.

The Bureau of Internal Audit began follow-ups to audits with findings and recommendations that were presented in the Fiscal Year 2021-22 Annual Report. These follow-ups will be completed, and the results reported in the Fiscal Year 2023-2024 Annual Report.

CONTRACT MANAGEMENT REVIEW SECTION



The Contract Management Review Section employs a supervisor and four auditors. Staff certifications include one Certified Inspector General Auditor and three Florida Certified Contract Managers.

In Fiscal Year 2022-23, the Contract Management Review Section completed four contract management reviews with six findings and three follow-up contract management reviews as listed in the following table by report date.

<i>Fiscal Year 2022-23 Contract Management Review Reports</i>		
<i>Report Number</i>	<i>Project Title</i>	<i>Report Date</i>
<i>CMR23002F</i>	<i>Follow-up of Report CMR20001, Communications International, Contract ATC-18-021</i>	<i>11/9/2022</i>
<i>CMR23003F</i>	<i>Follow-up of Report CMR20003, The Salvation Army, Contract C2909</i>	<i>12/7/2022</i>
<i>CMR23001F</i>	<i>Follow-up of Report CMR20004, Bridges of America-The Bradenton Bridge, Inc., Contracts C2876 and C3009</i>	<i>12/8/2022</i>
<i>CMR22006</i>	<i>Gun Girls, Inc., Contract ATC-20-009</i>	<i>1/11/2023</i>
<i>CMR23004</i>	<i>Non-Secure Programs, Inc., Contract C2903</i>	<i>2/10/2023</i>
<i>CMR23009</i>	<i>Drug Abuse Foundation of Palm Beach County, Inc., Contract C2877</i>	<i>4/19/2023</i>
<i>CMR23007</i>	<i>Cornerstone Detention Products, Inc., Contract ATC-18-003</i>	<i>6/15/2023</i>

Source: Bureau of Internal Audit

CONTRACT MANAGEMENT REVIEW REPORTS

Contract Management Review Reports issued in Fiscal Year 2022-23 included:

Gun Girls, Inc., Contract ATC-20-009

Gun Girls was substantially compliant with contract requirements regarding extradition services, employee qualifications, response times, and reporting requirements. Gun Girls performed background checks, E-Verify screening, and tuberculous testing for employees as required by the contract. Contract Management Review staff identified issues warranting management's attention relating to the utilization of a contract monitoring tool, contract language, mileage used to calculate invoices, and documentation of Gun Girls' employees reading and understanding relevant Department procedures. Details of the findings and recommendations are presented below.

Finding 1: Monitoring by Department staff was not always performed using a monitoring tool as required by Department Procedure 205.013.

Recommendation: The Bureau of Security Operations ensure monitoring is performed annually using a monitoring tool as required by Department Procedure 205.013.

Finding 2: The contract contains conflicting language regarding the unit price per mile.

Recommendation: The Bureau of Security Operations amend the contract to ensure only one unit price per mile is listed for Florida.

Finding 3: Actual mileage traveled is not used when calculating invoices with air travel.

Recommendation: The Bureau of Security Operations require Gun Girls to use the actual mileage when calculating all invoices or amend the contract to specify the methodologies for how mileages will be calculated on invoices.

Finding 4: Gun Girls did not always maintain an annual sign-in sheet documenting that each employee has read and understands the relevant Department policies and procedures.

Recommendation: The Bureau of Security Operations ensures Gun Girls maintain an annual sign-in sheet documenting that each employee has read and understands the relevant Department policies and procedures.

Non-Secure Programs, Inc., Contract C2903

Contract monitoring was performed as required by the contract, contract payments were in accordance with the contract and properly documented, and Non-Secure's substance use disorder treatment license met contract requirements. Non-Secure was compliant with all six performance measures. Non-Secure's employees met the qualifications for their positions, and E-Verify and background checks had been performed as required. Non-Secure provided reports to contract management as required by the contract. These reports include the Monthly Performance Report, Subsistence Report, Alcohol/Drug Screening and Testing Report, Staffing Report, Grievance Log Summary, Incidents Reports, and Quality Assurance Program Reports. This contract management review did not identify deficiencies; therefore, no findings and recommendations were presented in this report.

Drug Abuse Foundation of Palm Beach County, Inc., Contract C2877

Drug Abuse Foundation rendered services as required by the contract. Drug Abuse Foundation provided non-secure residential substance use treatment program services for offenders on community supervision. Drug Abuse Foundation's substance use disorder treatment license met contract requirements. Drug Abuse Foundation's employees met the qualifications for their positions, and E-Verify and background checks had been performed as required. Drug Abuse Foundation provided reports to contract management as required by the contract. These reports include the Alcohol/Drug Screening and Testing Report, Program Invoice and Monthly Performance Report, Monthly Progress Report, Referral List Report, Waiting List Report, Staffing Report, Grievance Log Summary, Incidents Report, and Quality Improvement Report. Drug Abuse Foundation was compliant with all five performance measures. The delivery of contracted services was effectively verified and properly monitored by contract management. Contract payments were in accordance with the contract and properly documented. Drug Abuse Foundation was paid a fixed rate per occupied bed as specified in the contract. This contract management review did not identify deficiencies; therefore, no findings and recommendations were presented in this report.



Cornerstone Detention Products, Inc., Contract ATC-18-003

Contract payments were in accordance with the contract and properly documented. E-Verify screenings and background checks had been performed on Cornerstone personnel as required. Contract Management Review staff identified issues warranting management's attention relating to the monitoring of the contract and Cornerstone's quarterly summary reports. Details of the findings and recommendations are presented below.

Finding 1: The Department has not always monitored the contract as required.

Recommendation: The Division of Facilities Management and Building Construction ensure monitoring is performed at least annually using a monitoring tool as required by Department Procedure 205.013.

Finding 2: Cornerstone did not always provide the quarterly summary report.

Recommendation: The Division of Facilities Management and Building Construction ensure Cornerstone provides the quarterly summary reports to the Department as required by the contract.

FOLLOW-UP TO CONTRACT MANAGEMENT REVIEWS

Follow-up of Communications International, Inc., Contract ATC-18-021

Contract Management Review staff determined that management has taken some corrective action on the findings identified in the original report. However, the findings have not been corrected and require further work by contract management.

Follow-up of The Salvation Army, Contract C2909

Contract Management Review staff determined that management has taken corrective action and corrected the finding identified in the original report.

Follow-up of Bridges of America-The Bradenton Bridge, Inc., Contracts C2876 and C3009

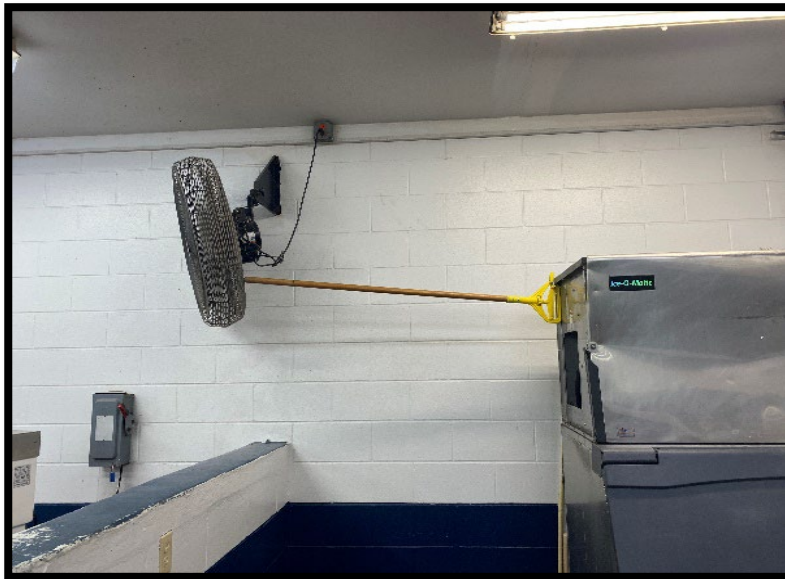
Contract Management Review staff determined that contract management has taken corrective action and corrected the findings identified in the original report.

ENVIRONMENTAL HEALTH AND SAFETY UNIT

Due to its unique mission, the Florida Department of Corrections must provide for the environmental health and safety of incarcerated felons, as well as its own employees, volunteers, and visitors. Adherence to established health and safety guidelines is one of the most important responsibilities of every employee and inmate. Section 944.31, Florida Statutes, requires the Department's Office of Inspector General to inspect each correctional institution or any place in which inmates are housed, worked, or kept within the state, with reference to its physical conditions, cleanliness, sanitation, safety, and comfort.

The Environmental Health and Safety Unit employs a safety inspection program manager, four regional safety inspection consultants, and one lead safety program inspections consultant that serves as the safety inspections program manager in their absence. Safety Inspectors conduct semi-annual inspections at all the Department's correctional institutions and the seven privately managed institutions. The semi-annual inspections are performed utilizing a set of 125 standards that were developed utilizing the guidelines set forth by the National Fire Protection Association (NFPA) 101, the Uniform Fire Code, Department of Health Standards and other federal, state, and local codes and standards.

Safety Inspectors conduct environmental health and safety complaint inspections or reviews when they get complaints via telephone, email, or traditional mail. These complaints may come from the public, staff, or within the inmate population. Safety Inspectors take all complaints seriously and complete a full review. Safety Inspectors also conduct emergency incident reviews of all serious incidents within the realm of environmental health, occupational health, and fire safety situations. The Environmental Health and Safety Unit's goal is to prevent any further incidents.



A mop handle was utilized to prop a large wall fan with a broken hinge that had the potential to fall and crush or strike a person causing serious injury. This represents a safety violation.

Inspection of an open bay dormitory found two open flames on a toilet, constructed of aluminum cans, wax, and a wick that posed a high risk for fire.



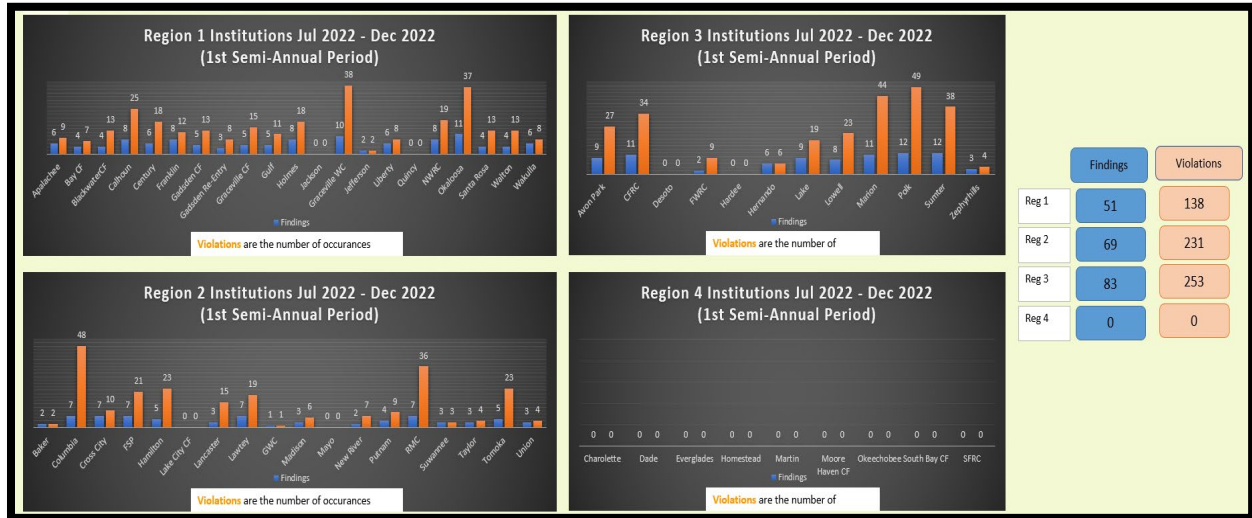
In an effort to manage Department risk and provide a safe environment, the Environmental Health and Safety Unit has designed an inspection program that ensures continual process improvements through persistent monitoring and analysis of all areas that inmates and employees are located. The Environmental Health and Safety Unit makes recommendations to procedures and policies as needed to keep current. A major component of this process is having staff perform scheduled semi-annual inspections. In 2022 the Environmental Health and Safety Unit added unannounced inspections to further document the Department's priority of safety at all times.

This year the Environmental Health and Safety Unit added cross-inspections throughout the different regions and continue to implement tools that proactively assist the Department of Corrections in the areas of regulatory compliance for occupational safety, environmental safety, fire, and life safety, and responding to emergencies.

The expertise and a well-trained staff in the area of Environmental Health and Safety is essential to the development of our compliance program. The staff are Florida Certified Fire Safety Inspector I, National Pro-Board-Certified Fire Safety Inspector I and Plans Examiner, Certified Fire Extinguisher Technicians, OSHA recognized trainer for General Industry and Construction, Certified Mold Identification and Remediation, Certified Hazwoper and Certified ServSafe Managers.

The following tables represent all findings during the semi-annual inspections, Critical Incident Reviews, and Annual Complaint Reviews:

1st Inspection period (July 2022-December 2022)



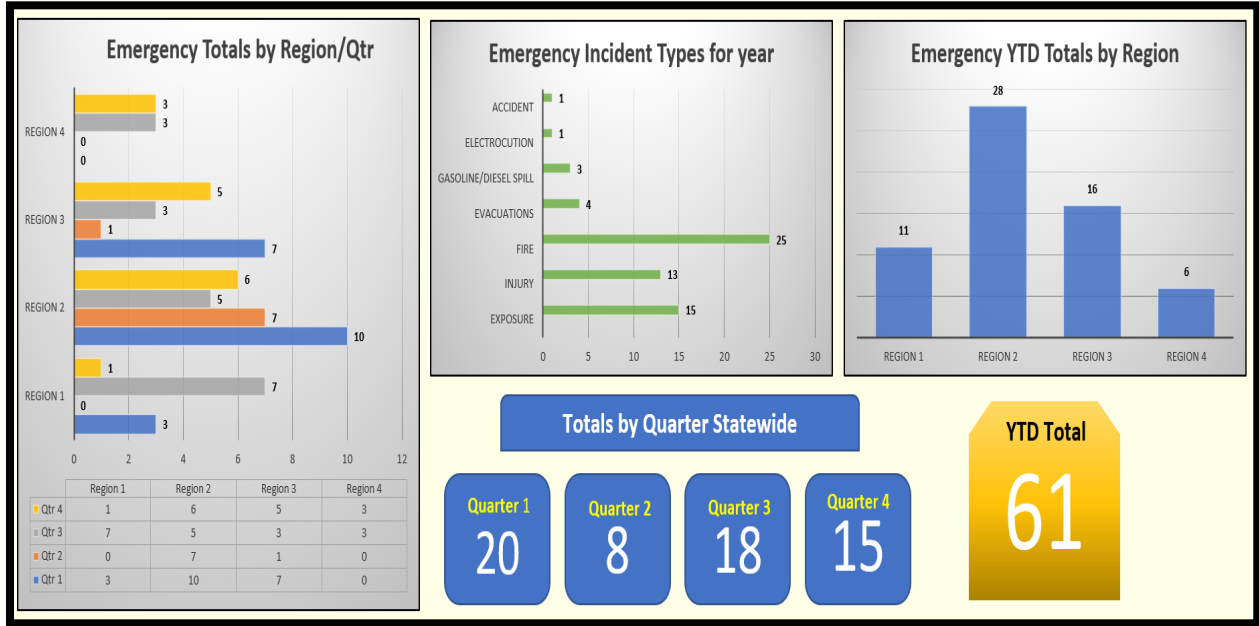
Source: Environmental Health and Safety Unit

2nd Inspection period (January 2023-June 2023)



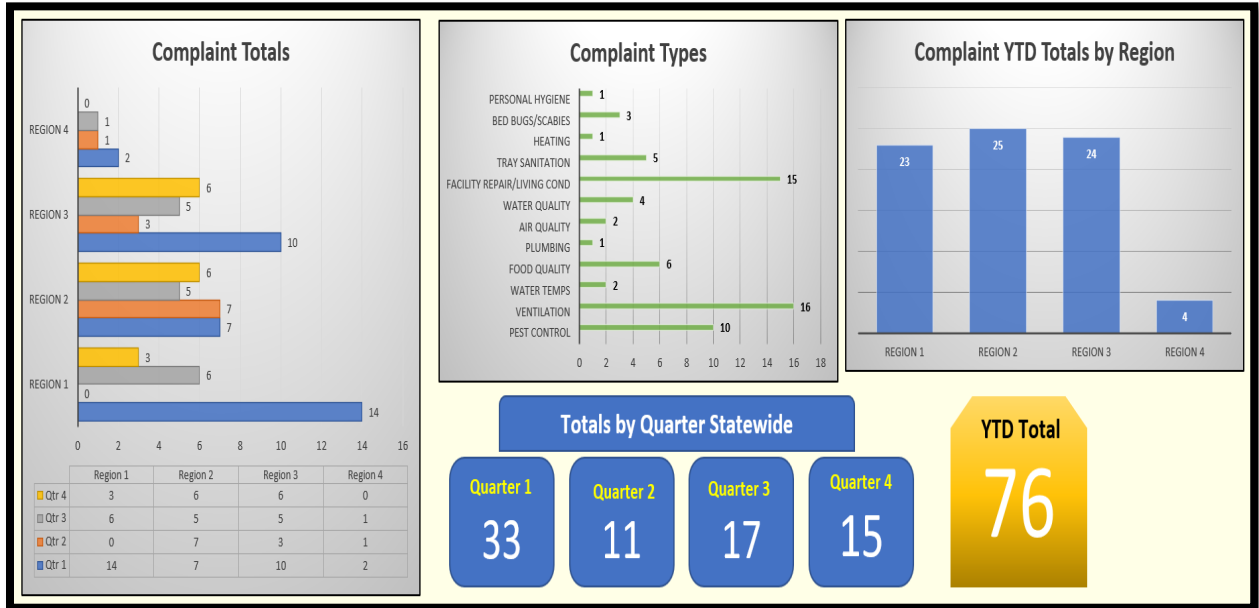
Source: Environmental Health and Safety Unit

Emergency Incidents (2022-2023)



Source: Environmental Health and Safety Unit

Complaints (2022-2023)



Source: Environmental Health and Safety Unit

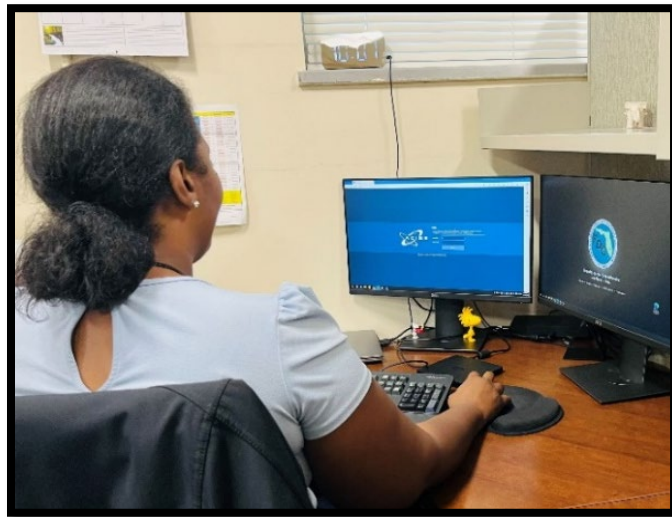
RECORDS UNIT



The Office of Inspector General Records Unit was established in 2016 and is responsible for processing requests for records, case dissemination, the retention of records, and administration of the case management system. The Records Unit is also responsible for ensuring that the Office of Inspector General monthly and quarterly reports are prepared which show statistics for each program area.

Consistent with last year, approximately 12% of the Department's public records requests were processed by the Office of Inspector General Records Unit.

The case dissemination process for routing sustained internal affairs investigations to discipline authorities was improved by providing guidance or training as needed for the IG Tracker as well as by sending out monthly reports to each region for pending cases. Additionally, the Unit gained a part-time employee to assist with disseminating investigations that have a sustained moral character violation, that resulted in the elimination of backlog and allows for processing in a consistent timely basis. The Inspector General Investigative & Intelligence System, otherwise known as IGIIS, is constantly evolving. During this fiscal year, three program areas were implemented into IGIIS for case tracking. The Environmental Health and Safety Unit and Professional Compliance are now using IGIIS for their program area needs. Moreover, queries are added or modified weekly to assist with the Office of Inspector General running smoothly, ensuring deadlines are met.





Ken Sumpter
Inspector General

Debra Arrant
Deputy Inspector General

Paul Strickland
Chief of Internal Audit

Darryl Cherry
Chief of Criminal Investigations

Marilyn Henderson
Chief of Internal Affairs

Christopher Goude
Interim Environmental Health and Safety Unit Manager

Florida Department of Corrections

Office of Inspector General

501 South Calhoun Street

Tallahassee, Florida 32399-2500

(850) 488-9265