

Florida Department of Juvenile Justice

Dr. Eric Hall, Secretary

Office of Inspector General 2024 Annual Report



Robert A. Munson, Inspector General

Florida Department of Juvenile Justice

Office of Inspector General

Annual Report for Fiscal Year 2023-2024

Charter of Operations

Department of Juvenile Justice Mission

The mission of the Florida Department of Juvenile Justice (Department) is to enhance public safety through high-quality effective services for youth and families delivered by world-class professionals dedicated to building a stronger, safer Florida.

Office of Inspector General 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.

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 1970s, 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 1960s. This function evolved into audits and investigations, and in the 1980s 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.

Authority

The OIG reports directly to the Chief Inspector General. The authority of the 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.

Core Values

Leadership
Professionalism
Integrity
Excellence
Accountability
Communications
Teamwork



Responsibilities

The 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 and making recommendations for improvement.
- Providing direction for, supervising, 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.
- Ensuring effective coordination and cooperation between the Auditor General, federal auditors, and other governmental bodies with a view toward avoiding duplication.
- Reviewing, as appropriate, rules relating to the programs and operations and making recommendations concerning their impact.
- Ensuring that an appropriate balance is maintained between audit, investigations, and other accountability activities, and
- Complying with the General Principles and Standards for Offices of Inspector General as published and revised by the Association of Inspectors General.

The Inspector General is required by statute to provide the agency head with an annual report by September 30th each year, summarizing the activities of the OIG during the immediately preceding state fiscal year. This document 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 but 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.

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.

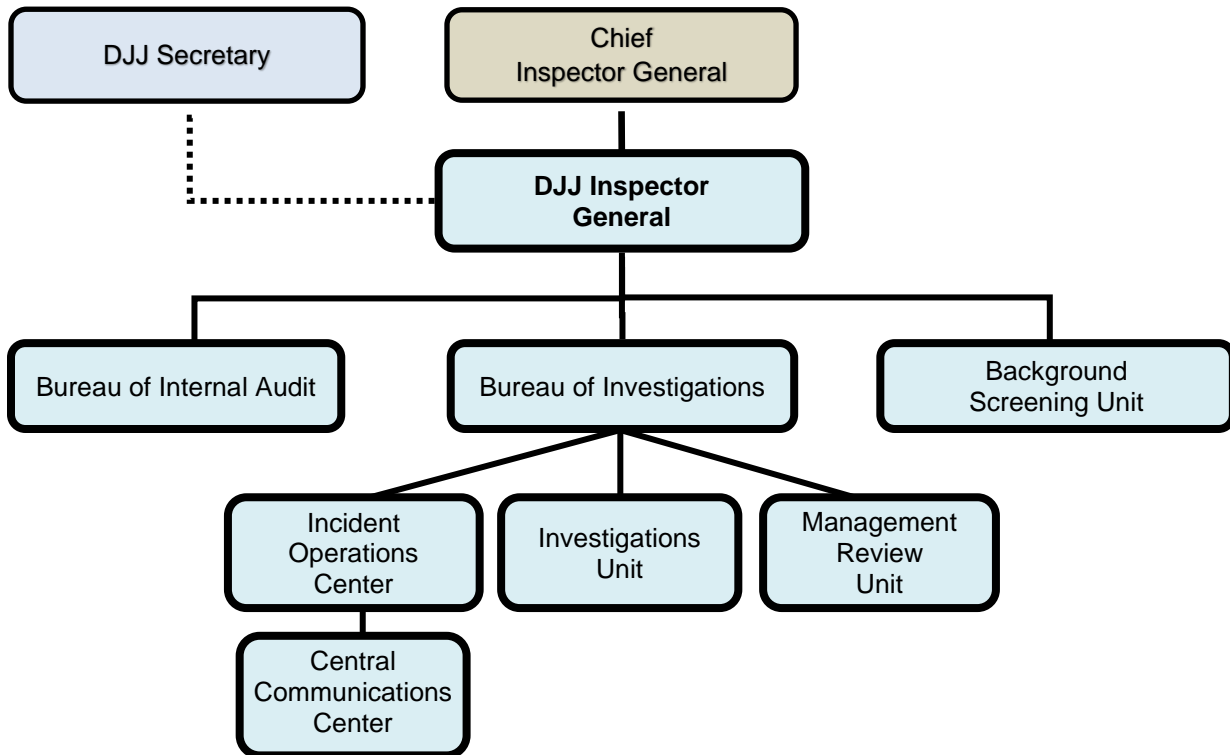
The Office of Inspector General, Bureau of Investigations received initial Accreditation through the Commission for Florida Law Enforcement Accreditation in June 2015 and was reaccredited for the third time in June of 2024.

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.

Organization

The Office of Inspector General is comprised of three main operating areas: Bureau of Investigations, Bureau of Internal Audit (BIA), and Background Screening Unit (BSU). The organizational structure for the OIG is as follows:



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.

Bureau of Investigations

The Bureau of Investigations oversees the Investigations Unit, which detects and investigates administrative violations or misconduct impacting the Department; the Management Review Unit, which is charged with conducting administrative reviews of those allegations that do not rise to the level requiring an investigation; and the Incident Operations Center, which tracks and manages all reported incidents and complaints.

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
Association of Inspectors General
Information Systems Audit and Control Association

Institute of Internal Auditors, Inc.
Florida Audit Forum
American Society for Industrial Security

Staff Development

Continued professional staff development is essential to the OIG. During FY 2023-2024, 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	3
Certified Public Accountants	1
Certified Information Systems Auditor	1
Certified Inspector General Auditor	2
Certified Inspector General	3
Certified Inspector General Investigator	11
Certified Public Manager	2
Certified Fraud Examiner	3
Certified Protection Professional	1
Certified in FDLE Criminal Justice Information Services	19
Certified FDLE Terminal Agency Coordinator	2
Certified Department of Justice, Prison Rape Elimination Act (PREA) Auditor	1
Notary Public	15

Bureau of Internal Audit



The Bureau of Internal Audit (Bureau), 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, cybersecurity, 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 or, where appropriate, in accordance with generally accepted governmental auditing standards. 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 for FY 2023-2024

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

- Three compliance and performance audits.
- Seven follow-up reviews to internal and external audits.
- Various management advisory projects and coordination with Auditor General audits.

Compliance and Performance Audits

A compliance audit is a comprehensive review of the Department and its service providers' 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 one (1) compliance and two (2) performance audits as follows:

Audit of PACE Center for Girls, Inc. (Compliance audit)

This was a financial compliance audit of Pace Center for Girls, Inc. (PACE) for the period July 1, 2022, through December 31, 2023, and related activities through the end of fieldwork. This audit was conducted at the request of the Office of the Secretary, based on allegations in an anonymous letter.

Pace Center for Girls, Inc. (PACE) is a not-for-profit organization incorporated in 1985, under the laws of the State of Florida. PACE mission is to provide girls and young women, between the ages of 11-17, with opportunities for a better future through education, counseling, training, and advocacy.

PACE currently operates twenty-one (21) centers in the State of Florida that provide a full academic school day to young girls and women. The centers are in the following counties: Alachua, Broward, Citrus, Clay, Collier, Duval, Escambia-Santa Rosa, Hernando, Hillsborough, Lee, Leon, Manatee, Marion, Miami-Dade, Orange, Palm Beach, Pasco, Pinellas, Polk, St. Lucie, and Volusia-Flagler. In addition to the above, PACE also partners with school districts and community healthcare partners in Florida, Georgia, and South Carolina to bring much needed mental health services to young women through its REACH Program.

The audit objectives were to determine whether:

- Expenditures and reimbursement for staff travel complied with Department contracts.
- Staff bonuses were awarded in accordance with PACE personnel policies and procedures; and
- Allocation of resources to PACE affiliates was in accordance with Department contracts and PACE policies and procedures.

The audit disclosed, in general, that PACE materially complied with the Department contracts and PACE policies and procedures pertaining to Department funds. In addition, based on documents reviewed and audit procedures applied during the audit process, the auditor was unable to substantiate that PACE engaged in any improper conduct pertaining to managing Department funds.

Audit of Probation Case Management (Performance audit)



The Office of Probation and Community Intervention (Probation) works with youth from the time they are referred to the Department until the time they leave the juvenile justice system. Probation case management is a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the services required to ensure public safety and meet the youth's and family's needs.

The assessment of youth is a critical component of the case management system and begins when the youth is received by a Juvenile Assessment Center (JAC) or a detention screening unit by law enforcement. If a youth is not taken into custody by law enforcement, the case management process begins when the Department receives the formal

complaint or delinquency referral. The information gathered in the assessment process is obtained through a detention screening, intake screening, initial mental health and substance abuse needs screening, comprehensive assessment, and a comprehensive evaluation of the youth.

Assessment information forms the foundation for recommendations to the court regarding a youth's treatment plan and directs the decision-making process to detain (secure detention) or release a youth prior to a detention hearing, including recommending the appropriate level of supervised release (Home Detention, Evening/Day Reporting Center, Intensive Home Detention, and Intensive Home Detention with Electronic Monitoring).

The overall objectives of this audit were to determine whether:

1. Detention screening processes are implemented in accordance with Florida Statutes, Florida Administrative Codes, Department contracts, Department policies, and Probation internal policies and procedures.
2. Detention screenings are appropriately conducted in accordance with statutes, rules, policies, and procedures.
3. Adequate internal controls are in place over detention screenings, screening results, final screening decisions, and youth releases; and
4. Detention screening records are properly maintained.

The audit disclosed that in general, internal operating policies and procedures were established to provide guidelines for the detention screening processes; and internal controls were established to ensure compliance with statutes, rules, contracts, department policies and internal policies and procedures. However, the audit indicated that the detention screening processes need improvement in the following areas:

1. Probation did not have guidelines pertaining to the “on-call” detention screening of youth that are not presented to or seen by the detention screeners.
2. The effectiveness of Probation’s internal controls, implemented to ensure that youth are not inappropriately released (unauthorized release), needs to be re-evaluated; and
3. Maintaining detention screening records in the JJIS Document Library continues to need improvement.

To address the noted issues, we recommended the Department:

- Evaluate current processes to determine whether there is a need to implement “on-call” screening guidelines, specific for Circuits that do not have a “brick and mortar” facility for Law Enforcement Officers (LEOs) to bring youth to following an arrest; and if deemed necessary, incorporate guidelines through rule or internal policy.
- If it is determined that an “on-call” detention screening policy is not necessary, work with the Circuits that conduct “on-call” screenings (Circuits 3, 5, and 16) to ensure “on-call” detention screenings are conducted in accordance with current rules, Department policies, and Probation internal policies and procedures.
- Evaluate the internal controls established for completion of the Detention Risk Assessment Instrument (DRAI); enhance measures to ensure detention screeners complete the manual DRAI prior to the computer assisted DRAI (CAD); and ensure 2nd DRAI reviews are conducted prior to a youth being released from detention screening.
- Review F.A.C. 63D-13 and Probation internal policy, PCI-15-001, to determine whether additional clarification is needed regarding the maintenance of detention screening packets in the JJIS Document Library; ensure that the detention screening packet is uploaded in a consistent and cohesive manner statewide; and determine if a checklist for review of detention screening packets would be an effective internal control to ensure all detention screening documents are appropriately uploaded into the JJIS Document Library; and if so, implement the checklist through rule or internal policy.

Audit of Secure Detention Supervision (Performance audit)

The mission of the Office of Detention Services is to provide temporary detention and care for youth under 18, who are held or have been taken into custody by law enforcement. The Department's goal is to provide a safe, secure, and healthy environment for youth under its jurisdiction. Generally, there is a twenty-one-day (21) limit to secure detention; but those charged with serious offenses can be held up to thirty days.

Florida Statutes require the Department to operate statewide detention services for youth. The Department uses a standard risk assessment instrument to conduct detention screening. Youth assessed as a risk to public safety are to be placed in a secure detention facility while awaiting court proceedings.

The Department operates twenty-one (21) secure detention centers in the State through three regional offices (North, Central, and South). Each secure detention center is administered by a Superintendent who reports to a Regional Director.

The overall objectives of the audit were to:

- Determine compliance with policies and procedures in selected areas pertaining to the safety, security, health, and welfare of detained youth; and
- Examine internal controls designed and implemented to promote operational efficiency.

The audit disclosed, in general, Detention complied with applicable statutes, rules, and policies pertaining to youth safety, security, health, and welfare. Also, there were internal controls in place to promote operational efficiency.

Strength

- Policies and procedures require a superintendent or designee to conduct a weekly review to discuss the status of each youth listed on the census report for secure, non-secure detention, and electronic monitoring. Based on our review of the detention review process at four facilities, it appears the Office of Detention Services is doing a good job in this area.

Weakness

- Detention rules state the following: Detention facilities shall use, at a minimum, one logbook in Master Control, one for each living area, and one for visitors. We noted no material issues pertaining to our review of Detention logbooks; however, we believe converting manual logbooks to electronic logbooks would be a more efficient way of managing detention facilities.
- The Continuity of Operations Plan (COOP) at two facilities only included one Deputy Secretary. The department currently has two Deputy Secretaries. To preclude confusion, the COOP Plan should include both Deputy Secretaries and their order of succession to the Secretary.

Notwithstanding the above, our review noted the following:

- We reviewed twenty-one youth files; seven of those youth files were not labeled confidential. Six of those files were from one facility. Corrective action was immediately taken by the noted facilities. We recommended that Detention Services ensure that youth files are marked CONFIDENTIAL.



- The following documents were not signed by staff for one youth: Health Education Admission Packet, Youth Orientation Checklist, and Youth Acknowledgement and Notification of Prison Rape Elimination Act (PREA). We recommended that Detention Services ensure critical documents are signed by Detention Services' staff.

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 seven (7) internal and external audits. The Bureau issued the following follow-up review reports:

- Follow-up on the Auditor General's Operational Audit No. 2023-191, Selected Administrative Activities, and Prior Audit Follow-up. The corrective action plan has been completed and no further follow-up is needed.
- Follow-up on the Audit of the Bureau of Monitoring and Quality Improvement. The corrective action plan has not been completed, and the second follow-up will be conducted in FY 2024-25. Open recommendations –
 - a. We recommend that the Department ensure all contracts are listed/assessed on the Annual Prioritization Tool as required.
 - b. We recommend the Department ensure that time measures on the tracking report are consistent with the Department's policies and procedures. We also recommend that the Department assess current time measures for drafting, editing, and reviewing the ACR reports to determine if time allocations are sufficient for all Bureau personnel to review and approve/finalize the reports.
- Follow-up on the Audit of PCard Administration and Usage. The corrective action plan has been completed and no further follow-up is needed.
- Follow-up on the Audit of Background Screening Process. The corrective action plan has been completed and no further follow-up is needed.
- Follow-up on the Audit of Residential Commitment Management. The corrective action plan has been completed and no further follow-up is needed.
- Follow-up on the Enterprise Audit of Cybersecurity Identity Management and Access Control. The corrective action plan has not been completed and further follow-up will be conducted in FY 2024-2025. *As an audit of a state agency's information technology security program, the results are confidential and exempt from public disclosure pursuant to section 282.318(4)(g), Florida Statutes (F.S.).*
- Follow-up on the Enterprise Audit of Cybersecurity Continuous Monitoring. The corrective action plan has not been completed and further follow-up will be conducted in FY 2024-2025. *As an audit of a state agency's information technology security program, the results are confidential and exempt from public disclosure pursuant to section 282.318(4)(g), Florida Statutes (F.S.).*

Other Activities

The Florida Single Audit Act

The Florida Single Audit Act 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 more than \$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 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 the Department, 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 2023-2024, the Bureau of Investigations assigned **85** complaints for investigation or inquiry.

The Bureau of Investigations closed **57** investigations in fiscal year 2023-2024. Most of these investigations included multiple allegations. The total number of allegations investigated during the period was **224**. Of the allegations investigated, **102** were determined to be Sustained, **83** were Not Sustained, **26** were Unfounded, **5** were Exonerated and **8** were other determinations. There were **4** EEO cases with **8** allegations, **5** were found with No Cause and **3** were found to have Cause.

The Bureau also closed **28** inquiries in fiscal year 2023-2024. The total number of allegations investigated through inquiries was **38**.

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

202204424 Palm Beach Youth Academy

A youth alleged he was targeted due to his sexuality and staff encouraged other youth to fight him. He further alleged that his confidential health information was released to unknown persons. There were additional allegations that two staff were engaged in sexual relationships with three other youths and contraband was being brought into the facility. The case was closed with the following findings: Two allegations of Sexual Abuse (PREA) were NOT SUSTAINED; an allegation of Confidentiality Violation was NOT SUSTAINED; two allegations of Improper Conduct were NOT SUSTAINED; Two allegations of Improper Supervision were NOT SUSTAINED and Two allegations of Introduction of Contraband were NOT SUSTAINED.



202204778 St. John's Youth Academy – High Risk

A large fight occurred inside the program. During the altercation, a youth choked a staff member. Law enforcement responded and arrested the youth. Subsequent to the arrest, it was alleged the staff and youth were involved in a relationship, staff allowed the fight to occur, a staff was pregnant by a youth, and staff brought in contraband for the youth. Department of Children and Families investigated and closed their case as Not Substantiated. Law enforcement closed their case, citing no probable cause. The OIG investigation was closed with findings on three counts of Sexual Abuse (PREA) as NOT SUSTAINED. Additionally, the classifications of Use of Force – Unnecessary, Improper Conduct, Violation of Policy/Rule were closed as NOT SUSTAINED.

202300325 Everglades Youth Academy

Several youths climbed through the ceiling tiles, damaged cameras, and caused a disruption. As staff intervened, the youth attacked them, however, several youths alleged that staff assaulted them. The investigation concluded with the following findings: an allegation of Improper Supervision against two staff was closed with a SUSTAINED finding against one staff and NOT SUSTAINED finding against the second staff. The allegations of Use of Force – Unnecessary against six staff were closed NOT SUSTAINED.

202300454 Alachua Regional Juvenile Detention Center

A youth was reportedly left behind in the facility during evacuation, due to a fire. It was determined that a youth remained secured in his sleeping room for the duration of the evacuation. An investigation was conducted, and it was determined two staff failed to follow policy/rule. The incident was closed with two SUSTAINED counts of Violation of Policy/Rule.

202300814 Everglades Youth Academy

During a management review investigation regarding other incidents, it was alleged that three female staff were sexually involved with three different male youths in the program. Additionally, a fourth staff person was made aware of the allegations but failed to report it within the required timeframe. The allegation of Sexual Abuse - PREA was closed as UNFOUNDED against three staff and NOT SUSTAINED against another staff. The allegation of Improper Conduct-Staff/Youth Relationship against one staff was closed as NOT SUSTAINED. The allegation of Failure to Report against the fourth staff was closed as SUSTAINED.

202300869 Oak Grove Academy

A youth alleged that a female staff engaged in sexual misconduct with him during night checks, one night. Based on interviews conducted during the investigation, it was revealed that there were three additional victims she may have sexually abused.

DCF closed their case with a Verified Finding of Sexual Abuse - Sexual Molestation. The Hamilton County State Attorney's Office filed against the staff for two counts of felony sexual misconduct. The OIG closed three counts of Sexual Abuse (PREA) as NOT SUSTAINED and SUSTAINED on one count of Sexual Abuse (PREA). The OIG also concluded SUSTAINED findings of Improper Conduct and a Violation of Policy/Rule.

202301464 Hope Forest Academy

A youth alleged that one night, two coach counselors entered his room and kicked and struck him. Video surveillance supported the youth's claim. During the investigation, the OIG found sufficient evidence to investigate a third coach counselor for his actions during the incident. The investigation was closed with one SUSTAINED finding of Use of Force – Excessive; one NOT SUSTAINED finding of Use of Force – Excessive; and one SUSTAINED finding of Use of Force – Improper. One staff was criminally charged with Battery.

202301559 Everglades Youth Academy

A Registered Nurse (RN) reported that while reviewing a female staff's profile on social media during lunch, they discovered the female staff had posted a picture that same day of two youth currently in the facility. Later that day while watching live cameras of a contraband search, an Administrator observed a Unit Manager remove his shoe and slide it to a youth who placed a phone in the shoe and slid it back to the Unit Manager in an attempt to conceal the contraband. During the investigation, a Juvenile Probation Officer advised that during a call with a youth's mother, she claimed her son has been using a cell phone to contact her on Instagram. The youth claimed he purchased the iPhone and THC (marijuana) from the Unit Manager via CashApp. The investigation was closed with the following findings: an allegation of Improper Conduct was SUSTAINED; an allegation of Violation of Policy/Rule (introduction of contraband) was SUSTAINED; an allegation of Violation of Policy/Rule (computer/electronic device misuse) was SUSTAINED; and an allegation of Confidentiality Violation was NOT SUSTAINED.

202301599 Volusia Regional Juvenile Detention Center

A youth sustained a fractured shoulder during a physical restraint. The youth also alleged he was choked by staff during the restraint. DCF closed the case as No Indicator of Asphyxiation. The OIG investigation determined that staff did not choke the youth, however, they did use improper techniques. The case was SUSTAINED for Use of Force – Improper on one staff and NOT SUSTAINED for Use of Force – Improper on another staff.

202301889 Duval Academy Non-Secure

An uprising occurred among youth in the program and law enforcement responded. One youth was hit in the head with a metal object during the incident and transported by EMS for outside medical care. Multiple items, including televisions, a refrigerator, and the security camera system were damaged by youth during the incident. The Jacksonville Sheriff's Office (JSO) arrested four youth. During the OIG investigation, it was discovered that Former Facility Administrator (FA) Claude Henderson applied handcuffs and leg shackles to several youth in attempt to regain control and compliance during the incident and failed to follow protocol. The investigation was closed with five counts of Improper Supervision being EXONERATED. One count of Improper Supervision and one count of Violation of Policy/Rule were SUSTAINED.

202302025 PACE Center for Girls – Alachua

An allegation was received that a former program aid had a sexual relationship with former youth from July 2022 to the present. During the investigation, it was revealed that a second staff was aware of this relationship and failed to report. DCF declined to investigate. The Gainesville Police Department (GPD) investigated the matter which resulted in an arrest affidavit being filed with the Alachua County State Attorney's Office for a violation of F.S.S. 800.101- Offenses Against Students by Authority Figures. The OIG closed the investigation with a SUSTAINED finding of Improper Conduct/Staff-Youth Relationship and SUSTAINED finding for Failure to Report.

202302033 Leon Regional Juvenile Detention Center

A youth's mother filed a complaint alleging excessive force was used against her child by two staff members during an incident at the facility. The investigation was closed with the following findings: Use of Force/Excessive against one staff member

UNFOUNDED. Use of Force/Improper against a second staff member was SUSTAINED.

202302248 Kissimmee Youth Academy

A youth was involved in a sexual relationship with a female staff that was investigated in report #2023-01031. The staff was terminated and subsequently arrested. That same youth now alleged that staff at the facility conspired with the terminated staff to continue her communication with the youth. During the investigation it was determined there was sufficient evidence to investigate a staff for Sexual Abuse (PREA) involving four youths. The investigation was closed with the following findings: two allegations of Improper Conduct were SUSTAINED; one allegation of Improper Conduct was NOT SUSTAINED; two allegations of Violation of Policy/Rule were SUSTAINED; one allegation of Violation Policy/Rule was NOT SUSTAINED; two allegations of Confidentiality Violation were SUSTAINED, two allegations of Failure to Report were SUSTAINED; one allegation of Threats by Staff was NOT SUSTAINED; four allegations of Sexual Abuse (PREA) were NOT SUSTAINED and four allegations of Improper Conduct Staff/Youth Relationships were SUSTAINED.

202302305 Orlando Intensive Youth Academy

A youth was transported by ambulance to a hospital after staff found him hanging in his room from a ceiling sprinkler head. The youth had tied a sock around his neck and lost consciousness during the incident. He was successfully revived through Cardiopulmonary Resuscitation (CPR). Allegations of Improper Supervision against two Youth Care Workers were SUSTAINED.

202302310 Deep Creek Youth Academy

On an unknown date and time, the Assistant Facility Administrator (AFA) was performing a PAR straight arm escort on a youth and allegedly struck the youth in the face with a closed fist for being combative. On another unknown date and time, the Facility Administrator (FA) took two youth into a closet, off camera, and had them "military strip searched" and was striking them in the body with closed fists. These two youth were then denied abuse calls by the FA. In addition, youth were allegedly not being supplied with enough hygiene products and clothing, having to wear the same clothes for up to two weeks. There were also allegations that youth are engaged in sexual activities with each other, a staff smoked marijuana in the parking lot on his break, and staff brought contraband (cigarettes, vapes, and cell phones) into the facility for youth. Findings for the case were NOT SUSTAINED for Use of Force – Excessive, Use of Force – Unnecessary (two counts), Improper Supervision, Improper Conduct, Introduction of Contraband, and Violation of Policy/Rule. Two allegations of Improper Conduct and one allegation of Violation of Policy/Rule were UNFOUNDED.

202302314 Center for Success and Independence

A youth's mother reported that her son was having sexual relations with a female staff while at the facility. The youth was detained at the facility from 10/25/2022 – 04/17/2023 and allegedly formed a relationship with the staff during that time. The youth's mother advised that she went through the youth's phone and discovered sexually explicit photos and videos the staff had sent to her son. The Marion County Sheriff's Office Major Crimes Unit reviewed the case and determined that since the victim was an adult and the photographs had been sent to him after he was released from the program, there was no crime committed. The OIG closed the investigation with a NOT SUSTAINED finding for Sexual Abuse (PREA) and a SUSTAINED finding for Improper Conduct/Staff-Youth Relationship.

202302334 Kissimmee Youth Academy

A youth's caretaker alleged that at an unknown time, an Operations Manager sexually molested her nephew and another youth. Additionally, the Operations Manager reportedly watched the two youths through a window as they masturbated in their rooms. It was further alleged that a Case Manager facilitated unauthorized telephone access between a youth and a non-custodial party. The OIG investigated the allegations, and it was closed with the following findings: An allegation of Sexual Abuse (PREA) was UNFOUNDED. An allegation of Violation of Policy/Rule was SUSTAINED.

202302667 Probation and Community Intervention Circuit 09 (EEO Complaint)

Three female Juvenile Probation Officers (JPO's) alleged that while at the JPO Training Academy, a male JPO made several

inappropriate comments about female JPO's body parts. The male JPO also reportedly said he wanted to put them on his "hit list" (to have sexual intercourse) and wanted to take them to his room. An EEO Resolution panel determined there was NO CAUSE to believe Sexual Harassment occurred. However, there was CAUSE to believe the male staff violated policy regarding Conduct Unbecoming a Public Employee. The male JPO resigned from his position.

202302813 Escambia Regional Juvenile Detention Center

A youth alleged that a staff member was having a sexual relationship with her boyfriend, who was a youth previously at the facility. The youth also alleged that excessive force was used against her and another youth during a PAR incident at the facility. She further alleged a staff was making threats toward her and refused to allow her to make an abuse call. The investigation was closed with the following findings: Sexual Abuse (PREA) UNFOUNDED, Use of Force/Excessive - NOT SUSTAINED, Use of Force/Improper - SUSTAINED, Threats by Staff - NOT SUSTAINED, and Violation of Policy Rule/Refusing an Abuse Call - NOT SUSTAINED.

202302926 Deep Creek Youth Academy Comprehensive Mental Health

An 18-year-old youth alleged a staff used improper force, pulled down his pants, and digitally penetrated him. The St. Johns County Sheriff's Office conducted a criminal investigation relating to the complaint and the case was closed as UNFOUNDED. The OIG closed the investigation as UNFOUNDED for Sexual Abuse (PREA) and Use of Force – Improper.

202303074 Orange Regional Juvenile Detention Center (EEO)

The DJJ EEO officer received a complaint that a Juvenile Justice Detention Officer (JJDO) II alleged she was sexually assaulted by a JJDO Supervisor when he exposed his genitals to her in sub-control. The EEO panel found No CAUSE to believe alleged harassment/discrimination occurred; however, did find Cause to believe other misconduct occurred - Conduct Unbecoming a Public Employee.

202303130 Detention Services

An anonymous caller reported allegations of questionable and/or inappropriate behavior by a Detention Services staff during an after-hours gathering while at a Detention Services retreat. The staff allegedly made unwelcome and provocative dances/gestures in a coworker's personal space. It was also alleged the staff was intoxicated when he directed profanity and threats towards a second coworker. The investigation was closed with two SUSTAINED findings of Misconduct/Conduct Unbecoming a Public Employee.

202303304 Escambia Boy's Base

A staff member reported that another staff member told her she visited a youth from the facility at his place of employment and kissed him in her vehicle. The two were also allegedly planning on starting a relationship when he was released from the facility. The investigation was closed with the following findings: Sexual Abuse (PREA) - NOT SUSTAINED, Violation of Policy Rule - SUSTAINED.

202303315 & 202304470 Alachua Regional Juvenile Detention Center

The Superintendent was notified by the Florida Department of Children and Families (DCF) of an investigation concerning an improper relationship and Sexual Abuse (PREA) by a female detention officer against a 17-year-old male youth detainee. A law enforcement agency determined there was no crime committed. The OIG investigation determined the allegation was UNFOUNDED. However, an allegation of Violation of Policy/Rule was SUSTAINED against the detention officer for having contact with a youth who was released from the detention center.

202303394 Lake Academy

An anonymous complainant made several allegations against staff regarding improper relationships, attempted cover ups, inappropriate comments, and falsification. The investigation was closed with the following findings: An allegation of Improper Conduct was UNFOUNDED; an allegation of Falsification was UNFOUNDED; an allegation of Violation of

Policy/Rule (denying youth CCC calls) was UNFOUNDED; an allegation of Improper Conduct was NOT SUSTAINED; an allegation of Introduction of Contraband was SUSTAINED; an allegation of Failure to Report was SUSTAINED; an allegation of Improper Conduct/Staff-Youth Relationship was NOT SUSTAINED; and an allegation of Introduction of Contraband was NOT SUSTAINED.

202303414 Orange Youth Academy

An anonymous complainant alleged a female staff member has engaged in sexual activity with two youth. The investigation was closed with the following findings: An allegation of Sexual Abuse (PREA) was UNFOUNDED; an allegation of Sexual Abuse (PREA) was NOT SUSTAINED; and an allegation of Failure to Report was SUSTAINED.

202303469 Palm Beach Youth Academy

The South Regional Director of Residential Services advised that while conducting interviews on an unrelated incident, it was alleged that two female staff were sexually involved with multiple youths. The allegation of Sexual Abuse (PREA) was investigated and closed as UNFOUNDED on both staff.

202303821 Bay Regional Juvenile Detention Center

Three youth escaped from the facility by pulling open a section of chain link fence on the recreation yard. The youth were apprehended within minutes by law enforcement. The case was closed with SUSTAINED findings of Improper Supervision against three staff members.

202303829 Everglades Youth Academy

The Facility Administrator (FA) reported that a youth with a history of seizures had another seizure in his room. After reviewing video footage of the incident, the FA discovered the youth was involved in a physical altercation with multiple youths prior to the seizure. The incident was investigated and the case closed with a SUSTAINED finding of Improper Supervision against two staff. Additionally, an allegation of Medical Neglect against one staff was SUSTAINED.

202304189 Orange Regional Juvenile Detention Center

After being found with contraband, a youth alleged that a staff member supplied him with marijuana. The investigation closed with a NOT SUSTAINED finding of Introduction of Contraband.

202304232 Orange Regional Juvenile Detention Center

A statewide trainer reported that a youth injured his chin when he fell in his room. The youth was taken to Medical and later sent to the hospital for further evaluation. A few days later, the youth's mother advised that her son told her he did not fall but that the statewide trainer wrapped a sweater around his neck and choked him until he passed out and fell, hitting his chin. During the investigation, the OIG found sufficient reason to also investigate another staff for Falsification based on his documentation of events. The investigation was closed with the following findings: An allegation of Use of Force – Unnecessary was SUSTAINED; an allegation of Falsification was SUSTAINED; two allegations of Misconduct/Conduct Unbecoming a State Employee were SUSTAINED; and one allegation of Misconduct/Conduct Unbecoming a State Employee was UNFOUNDED.

202304290 Alachua Regional Juvenile Detention Center

A Supervisor reported to the CCC that a 13-year-old youth alleged that a (probationary) detention officer was allowing youth to fight in unoccupied rooms, off-camera. Based on a video review, an allegation of Misconduct/Conduct Unbecoming a Public Employee was SUSTAINED against the probationary officer who was subsequently terminated from employment.

202304465 Fort Myers Youth Academy

A Juvenile Probation Officer (JPO) reported receiving e-mail from a youth's mother who alleged that her daughter (16) had been inappropriately touched on the buttocks by a male staff member at the Fort Myers Youth Academy. Furthermore, the victim youth also alleged abuse against the male staff's sister who also worked at the program. Allegations of Sexual Abuse, Use of Force-Excessive, and Use of Force – Improper against the male staff were NOT SUSTAINED. However, allegations of Use of Force-Improper and Violation of Policy/Rule against the staff's sister were SUSTAINED. The female staff member resigned.

202304491 Fort Myers Youth Academy

A former Youth Care Worker (YCW) alleged that she performed CPR on a youth who was not breathing. The youth was resuscitated but was never transported to a hospital for further medical attention. The investigation determined that a Violation of POLICY/RULE against the former YCW was SUSTAINED for not having prepared an Incident Report. Allegations of Medical Neglect and Failure to Report against the Shift Supervisor were also SUSTAINED for not having the youth medically evaluated and for not notifying the CCC within 2 hours of the incident.

202304724 Probation and Community Intervention Circuit 12

The mother of a former youth now 18 reported that the youth's former JPO and her son were in a relationship while the JPO was supervising the youth. The youth is currently in prison and the JPO and the youth plan to marry when he is released. The Sarasota County Sheriff's Office (SCSO) investigated and closed their case inactive, as it could not be determined if a crime had occurred. The OIG closed the investigation as NOT SUSTAINED for Improper Conduct/Sexual Nature and SUSTAINED for Misconduct/Conduct Unbecoming a Public Employee, as text messages found on the former staff's phone contained inappropriate language.

202304785 Palm Beach Youth Academy

An anonymous complainant alleged the Director of Student Services was involved in an inappropriate relationship with a youth from the program. The investigation yielded a NOT SUSTAINED finding for Improper Conduct/Staff-Youth Relationship and a SUSTAINED finding for Violation of Policy/Rule (failing to document an internal incident).

202304871 Volusia Regional Juvenile Detention Center

Several vape pens containing nicotine were recovered from two different youth. A youth reported a staff person supplied him with the contraband and he paid the staff via Cash App. Additionally, staff at the facility allegedly failed to report the recovery of the contraband to the CCC within two hours. The Volusia County Sheriff's Office investigated, and the Assistant State Attorney filed one third degree felony count against the staff for Introducing Contraband into Juvenile Facility. The OIG closed the investigation with a SUSTAINED finding for both Introduction of Contraband and Failure to Report.

202304896 Palm Beach Regional Juvenile Detention Center

A youth tested positive for marijuana during intake at his residential program. He then alleged that he smoked marijuana during his time at the detention center. The investigation closed with a SUSTAINED finding for Improper Search against unknown staff at the detention center.

202304934 Everglades Youth Academy Max Risk

An anonymous complainant alleged a youth had access to a cell phone and vape devices. The anonymous source revealed that a check of a specific Instagram account revealed a photograph of a youth that was posted within the last 20 hours. The complainant also provided several photographs and a video depicting a fight inside a sleeping room at the facility. Staff conducted room searches and found two cell phones, a phone charger and a vape charge in an empty room. The investigation was closed with a SUSTAINED finding of Improper Search against an unknown staff and a SUSTAINED finding of Improper Supervision against an unknown staff.

202305169 St. Lucie Regional Juvenile Detention Center

As youth were lining up to return from outside recreation, a youth ran across the yard, climbed a building, and escaped from the facility. Staff discovered the youth was missing after a count was conducted when they returned to the module. The investigation closed with three SUSTAINED findings for Improper Supervision and three SUSTAINED findings for Violation of Policy/Rule (failure to perform headcounts).

202305380 Everglades Youth Academy

The Facility Administrator reported that DCF and law enforcement were at the facility to investigate an allegation that a youth was sexually abused by a Shift Supervisor. It was further alleged that a staff and youth were exchanging notes and vape pens, and cell phones were being brought into the facility. There was sufficient evidence to also investigate an allegation that a staff engaged in an improper relationship with a youth, as well as the Assistant Facility Administrator and two Security Specialists for Improper Supervision. The investigation yielded the following findings: Two allegations of Sexual Abuse (PREA) were NOT SUSTAINED; an allegation of Improper Conduct was SUSTAINED; two allegations of Improper Conduct-Staff/Youth Relationship were SUSTAINED, an allegation of Introduction of Contraband was NOT SUSTAINED; an allegation of Improper Conduct was NOT SUSTAINED; an allegation of Failure to Report was SUSTAINED, an allegation of Violation of Policy/Rule was SUSTAINED, and two allegations of Improper Supervision were SUSTAINED.

202305437 Orange Youth Academy

A youth alleged that a female staff member asked him several sexually related questions and came to his door to watch him, which made him very uncomfortable. The youth also alleged that staff dragged him to his room for refusing to take a shower. The investigation closed with a NOT SUSTAINED finding for Sexual Abuse (PREA); two UNFOUNDED findings for Use of Force – Unnecessary and an UNFOUNDED finding for Failure to Report.

202305492 Cypress Creek Max Risk

A former staff alleged that one of the youth impregnated a former staff while she was still employed at the facility. The same complainant alleged another current staff was seen under the bed covers with a youth. The investigation determined that the allegation of Sexual Abuse (PREA) regarding the impregnated staff was UNFOUNDED, and the allegation of the staff under the cover with youth was also UNFOUNDED.

202305615 St Lucie Regional Juvenile Detention Center

A Juvenile Detention Officer Supervisor reported that a male youth alleged that he was inappropriately touched by another male youth while under staff supervision. No further details were reported. The investigation was closed with a SUSTAINED finding for Improper Supervision.

202305834 Pasco Regional Juvenile Detention Center (EEO Complaint)

A male Juvenile Detention Officer Supervisor (JDOS) alleged a female JDOS touched him inappropriately and kissed him on the neck which created a hostile work environment. An EEO resolution panel determined there was CAUSE regarding Conduct Unbecoming a Public Employee and NO CAUSE regarding a Hostile Work Environment.

202305861 Orange Regional Juvenile Detention Center

A handgun was discovered in a transport van located in the sally port. The firearm was found wedged between the rear bench seats and wall of the vehicle. The firearm was brought into the facility and stored until it was turned over to the Orange County Sheriff's Office. The gun was not registered as stolen. The following day, a Juvenile Probation Officer advised that a youth told her that on an unknown date, an unknown youth pointed an unloaded firearm at him while at Orange Regional Juvenile Detention Center. The youth later stated he found the firearm and showed it to staff. The Superintendent reportedly confiscated the firearm. The investigation was closed with four SUSTAINED findings for Improper Search; a SUSTAINED finding for Introduction of Contraband; and a NOT SUSTAINED finding for Failure to Report.

202306079 Lake Academy (EEO Complain)

A Shift Supervisor at Lake Academy reported to the DJJ Equal Employment Officer that improper relationships had occurred between some current and former program youth and current and former program staff members. Furthermore, one of the former staff reportedly impregnated a former youth detainee. The investigation determined that three allegations of Improper Conduct/Staff-Youth Relationship against a former male staff member were NOT SUSTAINED. An allegation of Sexual Abuse (PREA) against a former male staff member was UNFOUNDED. Allegations of Failure to Report against two former Assistant Facility Administrators were NOT SUSTAINED and an allegation of Sexual Abuse (PREA) against a current AFA were NOT SUSTAINED.

202306083 Palm Beach Regional Juvenile Detention Center

A youth's leg was allegedly injured while being redirected by a Juvenile Detention Officer after the youth attacked another staff. The investigation was closed with a NOT SUSTAINED finding of Use of Force - Excessive against one staff.

202306142 Palm Beach Regional Juvenile Detention Center

The facility Superintendent reported that a Juvenile Justice Detention Officer Supervisor (JJDOS) sent a youth a message through Facebook that contained a pornographic video. During the investigation, there was sufficient evidence to investigate a second JJDO for Failure to Report. The investigation was closed with a SUSTAINED finding for Improper Conduct/Staff-Youth Relationship and a SUSTAINED finding for Failure to Report.

202400203 Eckerd Connects - Pathways

A senior Juvenile Probation Officer notified the CCC that a local Sheriff's Office contacted her about a DJJ contracted (probation) employee having inappropriate text communication with a 16-year-old male youth who was on probation. According to the Sheriff's Office detectives, while investigating the youth for a series of property crimes, the youth allowed them to review his phone that was provided by the probation program. The phone contained a text message from the employee promising to send the youth a hundred dollars and a sexually explicit message also. The Sheriff's Office closed their investigation, as there was no evidence that a crime was committed. The employee admitted to sending the text message and promising to send the youth money but with no intention of ever doing so. He further explained that the sexually suggestive text message was meant for his girlfriend, which went to the wrong contact in his personal phone he was using for company business until his damaged work phone was replaced. An allegation of Improper Conduct/Staff Youth Relationship against the employee was UNFOUNDED. However, an allegation of Improper Conduct against the employee was SUSTAINED.

202400222 Orange Regional Juvenile Detention Center

During a routine drug screen upon admittance to a residential facility, a youth tested positive for THC during the intake process. The youth claimed he smoked a THC vape pen while he was at the detention center. The investigation closed with a SUSTAINED finding against an unknown staff for Improper Search and a SUSTAINED finding for Violation of Policy/Rule (failure to ensure staff searches were performed) against the administrator.

202400257 Broward Youth Treatment Center

The Facility Administrator reported that while in the recreation yard, a youth was able to scale a wall, jump over the roof and escape the facility grounds and run into an apartment complex co-located in the business compound. The youth alleged that after he was apprehended, unidentified staff threw him to the ground, punched, choked, and swore at him. During the investigation, the OIG found sufficient reason to investigate staff for failing to properly document their restraint on the youth. The matter was closed with the following findings: Use of Force - Excessive against one staff was SUSTAINED, an allegation of Use of Force - Improper against two staff was UNFOUNDED, and an allegation of Violation of Policy/Rule (failure to complete a PAR report, failure to maintain proper rations) was SUSTAINED against two staff and UNFOUNDED against one staff.

202400300 Wimauma Academy

A youth was transported to a hospital emergency room after he reportedly fell and bit his tongue. The youth received five

sutures to his tongue. A subsequent review of surveillance video determined that a staff placed the youth in a headlock and the youth fell to the ground unconscious, biting his tongue in the fall. The Hillsborough County Sheriff's Office (HCSO) and DCF investigated the incident. HCSO arrested the staff for Aggravated Child Abuse. That same day, an arrest warrant was issued for the staff member. The DCF case was closed with Verified findings of Asphyxiation and Physical Injury applied to the staff. The OIG determined that the allegations of Use of Force – Unnecessary, Falsification and Failure to Report were SUSTAINED. Two additional allegations of Failure to Report and Improper Conduct were NOT SUSTAINED.

202400903 Probation and Community Intervention Circuit 09 (EEO Complaint)

A Juvenile Probation Officer (JPO) alleged in his resignation letter, that his supervisor was prejudiced and had discriminated against him. An EEO Resolution panel determined there was NO CAUSE to believe discrimination occurred.

202401083 Alachua Regional Juvenile Detention Center

It was alleged a staff member used excessive force when attempting to place a youth in his room. It was determined the staff punched the youth in the face. DCF closed with a Verified finding of Physical Injury applied to the staff. The Gainesville Police Department investigated and obtained a warrant for the staff's arrest. DJJ terminated the staff, and the case was closed with SUSTAINED findings regarding Use of Force – Excessive and Violation of Policy/Rule.

202401252 Okaloosa Regional Juvenile Detention Center (EEO Complaint)

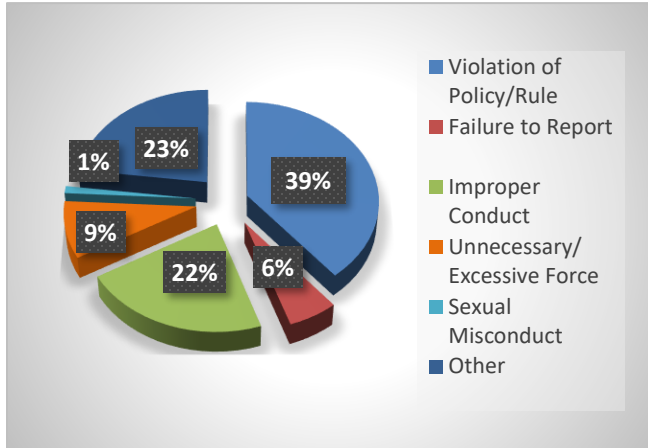
A female staff reported sexual harassment by another staff who allegedly made inappropriate comments regarding her anatomy. The EEO Resolution Panel determined there was "NO CAUSE" to believe sexual harassment occurred.

202401596 Duval Regional Juvenile Detention Center

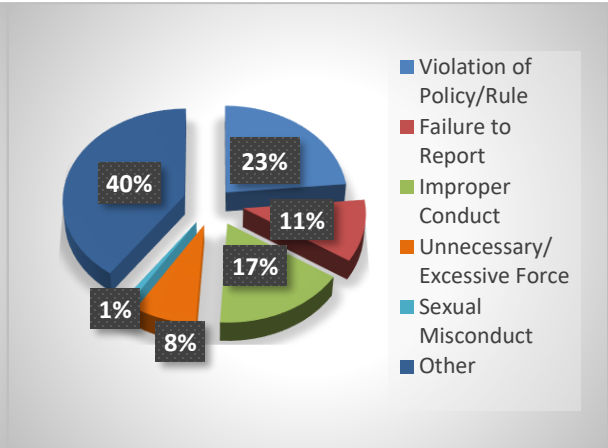
During an investigation involving the discovery of sexually explicit letters written by staff to a youth from Leon Regional Juvenile Detention Center (RJDC) (202401589), another letter was discovered in the youth's possession. The letter was personal in nature and was written by a staff member from the Duval RJDC. The case was closed with a SUSTAINED finding of Improper Conduct against the staff.

Sustained Findings by Type

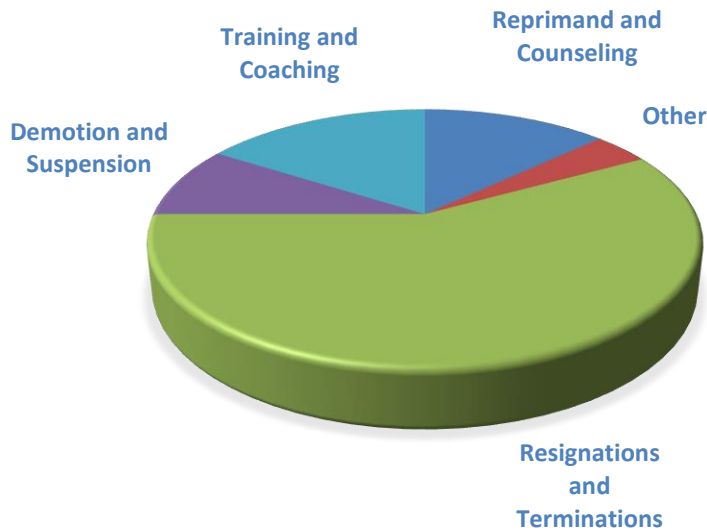
2022 – 2023



2023 – 2024



Disciplinary Actions



Categorization of Investigations Closed

	Total	Exonerated	Sustained	Not Sustained	Unfounded	Other	Percentage of Substantiated Allegations
Confidentially Violation	4	0	2	2	0	0	50%
Failure to Report	18	0	11	7	0	0	61%
Falsification	3	0	2	0	1	0	67%
Force, Excessive	10	0	2	8	0	0	20%
Force, Unnecessary	10	0	2	6	2	0	20%
Harassment	0	0	0	0	0	0	0%
Harassment/Discrimination	1	0	0	0	0	1	0%
Hostile Work Environment	1	0	0	0	0	1	0%
Improper Conduct	20	0	7	10	3	0	35%
Improper Conduct/Computer Misuse	0	0	0	0	0	0	0%
Improper Conduct/Conduct Unbecoming a Public Employee	0	0	0	0	0	0	0%
Improper Conduct/Sexual Nature	1	0	0	1	0	0	0%
Improper Conduct/Staff on Staff Relationship	0	0	0	0	0	0	0%
Improper Conduct/Staff - Family of Youth Relationship	0	0	0	0	0	0	0%
Improper Conduct/Staff - Youth Relationship	17	0	10	6	1	0	59%
Improper Conduct/Threats by Staff	0	0	0	0	0	0	0%
Improper Conduct/Verbal Threats	0	0	0	0	0	0	0%
Improper Search	7	0	7	0	0	0	100%
Improper Supervision	28	5	18	4	1	0	64%
Improper Use of Force	10	0	4	5	1	0	40%
Introduction of Contraband	10	0	4	6	0	0	40%
Medication Neglect	2	0	2	0	0	0	100%
Misconduct/Conduct Unbecoming a Public Employee	10	0	6	0	1	3	60%
Sexual Abuse (PREA)	35	0	1	21	13	0	3%
Sexual Harassment	1	0	0	0	0	1	0%
Sexual Harassment (PREA)	0	0	0	0	0	0	0%
Sexual Harassment / Staff-on-Staff	2	0	0	0	0	2	0%
Sexual Misconduct (PREA)	0	0	0	0	0	0	0%
Threats By Staff	2	0	0	2	0	0	0%
Violation of Policy/Rule	32	0	24	5	3	0	75%
TOTAL	224	5	102	83	26	8	46%

Facility Surveys

The OIG routinely conducts unannounced facility site surveys at Department facilities on a regular basis to ensure that detention centers and residential treatment programs operate safely and securely in accordance with established procedures and contract requirements. Inspectors examine the facility's overall physical condition and operations, security, youth safety, food service, cleanliness, medical facilities, housing environment, staffing levels, and conduct interviews of the staff and youth regarding their morale and treatment, respectively.



Incident Operations Center

The Incident Operations Center (IOC) is responsible for the management of all reported incidents, including monitoring action taken by Department 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 Central Communications Center (CCC). The IOC provides daily incident/complaint hotline coverage through the CCC. The IOC provides information to assist in maintaining a safe environment for the treatment and care of youth in Department programs. The IOC is staffed by an IOC Director, CCC Supervisor, IOC Analysts, and Duty Officers.

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 Reporting System, which is a specialized management information tracking system. Once incidents are entered into the CCC tracking system, notification is sent to the Secretary, program area 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 the move of the Management Review Unit to the OIG.

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 Reporting 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 OIG and program area representatives 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 and Management Reviews 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.
- Provide customer service assistance and guidance to citizens who need Department services.

Statistical Data

- Approximately **10,246** calls were received by the CCC.
- Duty officers logged **4,840** reportable incidents and **1,540** non-reportable incidents into the CCC tracking system. The majority of these incidents dealt with complaint against staff **1,641**, program disruption **1,651**, and medical issues **1,648**.
- Approximately **8,751** 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 Medical Transport **1,124**, Improper Supervision **603**, Baker Act - Transport **523**, Contraband Discovered/Recovered **473**, and EMS Response **461**.
- A total of **955** incidents were assigned for either a review or investigation. This number comprises **701** Program Reviews, **156** Management Reviews, and **98** IG Investigations/Inquiries.
- A total number of **5,337** incidents were closed. This number comprises **4,557** Pre-Assessment, **592** Program Reviews, **116** Management Reviews, and **72** IG Investigations/Inquiries.

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 2023-2024 fiscal year, the MRU conducted and closed 116 reviews.

Background Screening Unit

The Background Screening Unit (BSU) assists 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 how the Department checks a person's criminal history to determine if they meet statutory requirements to work or volunteer. The person's fingerprints are submitted to the Florida Department of Law Enforcement (FDLE) and the Federal Bureau of Investigation (FBI) for processing and a demographic search of the Comprehensive Case Information System (CCIS), a database that collects and displays the criminal records stored in courthouses throughout the State of Florida, is performed. Also, as a criminal justice agency, the criminal history reports received from the FDLE and FBI display all adult arrests and may also include 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. FDLE recently implemented Federal Rap Back Services. This service keeps the fingerprints of employees and volunteers on file and will provide notification to the Department when a person is fingerprinted for a new arrest or criminal registration in the United States. National Rap Back Services, when fully implemented, will eliminate the need for 5-Year Rescreening/Resubmission.

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 from 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 processes
- Operates Livescan Devices and Photograph Equipment
- Coordinates the Installation of new Department Livescan Devices
- 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
- Creates and maintains policies and procedures
- Processes background screening invoices
- Processes retention notification, billing, and deletions
- Corresponds nationally with law enforcement agencies and court clerks
- Collects and catalogs Annual Affidavits
- Scans completed screening documents into an archival database for future reference and access
- Responds to in-person, telephone, fax, and e-mail inquiries

Statistical Data

- **11,301** employee background screenings were conducted.
- **\$452.50** in fingerprint processing fees and fingerprint retention fees were collected.
- **951** applicants were statutorily disqualified, failed to submit needed information, or were withdrawn by the requester.
- **55** applicants requested an exemption hearing for an offense appearing on their record that was statutorily disqualifying.
- **756** arrest notifications were received and processed.
- **11,301** record searches were conducted in the Inspector General Incident Tracking system.
- Approximately **79,107** pages of documents were scanned into the screening archival database.

OIG Staff Directory

Robert Munson

Wanda Glover

Inspector General

Administrative Assistant III

Internal Audit

Michael Yu

Roosevelt Brooks

Kelly Neel

Audit Director

Auditor

Auditor

Investigations

Darrell Furuseth

Holly Queen

Gerard Ward

Griffin Crosby

Shewanda Hall

Jeffrey McGuiness

Steve Peacock

Bill Reall

Tracey Shearer

Michelle Smith

Chelsea Coachman

Martina Walker

Chief of Investigations

Supervisor

Supervisor

Inspector Specialist

Inspector Specialist

Inspector Specialist

Inspector Specialist

Inspector Specialist

Inspector Specialist

Inspector Specialist

Administrative Assistant II

Staff Assistant

Incident Operations Center

Rachel Robinson

Lytha Belrose

Sharda Davis

Therman Gullette

Haley Hall

Director

Supervisor

Analyst

Analyst

Analyst

Central Communications Center

Safa Shariat

Lisa Alexander

Brian Donaldson

Dierdre Harris

Phoenix Holladay

Matthew McCaffrey

Supervisor

OPS Duty Officer

Duty Officer

OPS Duty Officer

Duty Officer

Duty Officer

Management Review Unit

Edward Smith

Neil Stier

Sarah Bechtel

JulhiAnn Francis-Singh

Melinda Gouldsbury

Bonita Johnson

Sharon Lawrence

Michael Lindsey

Amanda Lugo

Claudia McFarlane-Paul

Scott Pedersen

Supervisor

Supervisor

Review Specialist

Review Specialist

Review Specialist

Review Specialist

Review Specialist

Review Specialist

Review Specialist

Review Specialist

Review Specialist

Background Screening Unit

Lisa Alexander

Erika Ross

Morgan Williams

Gabrielle Boles

Marlon Jackson

James Watson

Keldric James

Claudino Laurent

Courtney Mack

D'Erra Scott

Director

Supervisor

Supervisor

Staff Assistant

OPS Staff Assistant

OPS Senior Clerk

Screeener

Screeener

Screeener

Screeener



Office of Inspector General

Florida Department of Juvenile Justice
2737 Centerview Drive
Tallahassee, Florida 32399-3100

www.djj.state.fl.us/services/support/OIG

Telephone: (850) 921-6344