FDLE
Florida Department of
Law Enforcement

J. Mark Glass
Commissioner

September 29, 2025

J. Mark Glass, Commissioner
Florida Department of Law Enforcement
2331 Phillips Road
Tallahassee, FL 32308

Dear Commissioner Glass:

In accordance with Section 20.055(8), Florida Statutes, I am pleased to present the Florida Department of Law Enforcement (FDLE) Office of Inspector General's (OIG) Annual Report for Fiscal Year 2024-2025. This report summarizes the activities performed by this office based on its statutory obligations, procedural requirements and other responsibilities. Moreover, this report reflects the professionalism and dedication of the OIG members who were instrumental in these accomplishments.

On behalf of the OIG team, I express our gratitude for your support.

Sincerely,

Lourdes Howell-Thomas
Inspector General

LHT

Attachment

cc: Melinda Miguel, Chief Inspector General

ANNUAL REPORT

2024-2025

FLORIDA DEPARTMENT OF LAW ENFORCEMENT

LOURDES HOWELL-THOMAS
Inspector General

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Introduction

The 1994 Florida Inspector General Act (Section 20.055, Florida Statutes [F.S.] established an Office of Inspector General (OIG) in each state agency to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency in government.

The OIG produced this annual report in compliance with Florida Statutes. This report details the projects and activities undertaken by the OIG during the Fiscal Year (FY) 2024-2025.

Mission Statement

The FDLE OIG's mission is to provide timely and professional auditing, investigation, evaluation, inspections, and consulting services that promote transparency, accountability and integrity in Department services and programs.

Statutory Authority

Per s. 20.055(2), F.S., the specific duties and responsibilities of the OIG include:

- Provide direction for, supervise, and coordinate audits, investigations, and management reviews relating to the programs and operations of the agency.
- Conduct, supervise, and coordinate other activities carried out or financed by the agency to promote economy and efficiency, and prevent and detect fraud and abuse in programs and operations.
- Keep the agency head informed concerning fraud, abuses, and deficiencies relating to programs and operations; recommend corrective action; and report on the progress made in implementing corrective action.
- Review actions taken to improve program performance and meet program standards and make recommendations for improvement.
- Ensure that an appropriate balance is maintained between audit, investigative, and other accountability activities.
- Ensure effective coordination and cooperation between the Auditor General, federal auditors, and other governmental bodies.
- Review rules relating to the programs and operations of the agency and make recommendations regarding their impact.
- Comply with the General Principles and Standards for Office of Inspector General as published and revised by the Association of Inspectors General.

Organization

Two cornerstones of the OIG are independence and objectivity. By statute, the IG is under the direct supervision of the Commissioner, which ensures **independence** and freedom from outside control and conditions in carrying out its duties and responsibilities. OIG work is conducted **objectively** in accordance with professional standards, and in an unbiased manner. OIG work adheres to the Association of Inspectors General, General Principles and Standards for Offices of Inspector General for investigations, inspections, and evaluations (Green Book), and to the Generally Accepted Governmental Auditing Standards (Yellow Book) for audits.

As of June 30, 2025, the OIG was comprised of 27 full-time positions and 2 part-time positions. The OIG is comprised of four main sections: Audit, Investigation, Accountability, and the Office of Executive Director (OED) Administration.

Audit Section

The purpose of the Audit Section is to assist FDLE in accomplishing its objectives by providing management with independent and objective assurance and consulting reviews regarding risk management, internal control, and governance processes. Per s. 20.055(6), F.S., each inspector general shall review and evaluate internal controls necessary to ensure the fiscal accountability of the state agency. The Audit Section is overseen by the Auditing Director, and it is supported by three Senior Management Analysts II, one Government Analyst II, and one part-time OPS Government Analyst II.

The Audit Section is responsible for:

- Conducting audits (financial, performance, cybersecurity, contracts, and compliance); management reviews; and special projects.
- Monitoring the implementation of the agency's response to any report issued on the agency by the Auditor General or the Office of Program Policy Analysis and Government Accountability no later than six-months after issuance of the report.
- Conducting reviews of compliance with Single Audit requirements, Florida Statutes, Administrative Code, and Memoranda of Understanding.

Investigation Section

The Investigation Section (Professional Standards Unit) reviews and investigates all complaints received that alleges an FDLE member has violated law, rule, or agency policies or procedures. The PSU's investigations are thoroughly and timely conducted, as their outcome impacts the lives of FDLE members and the trust of the public in FDLE as a law enforcement agency. The PSU is comprised of the Special Agent Supervisor, five Inspectors, and one Crime Intelligence Analyst.

The PSU maintains an electronic field reporting system for the purpose of submitting, tracking, and processing information related to internal investigations, administrative inquiries, and citizen complaints. PSU also maintains a case management system, which is a repository for all PSU cases, citizen complaints, and performance issues.

In addition, PSU oversees the Early Intervention System (EIS), which effectively alerts PSU when a member has two or more reported incidents in six months, three reported incidents in 12 months, or four reported incidents in a 24-month period. When an EIS alert is generated, the member's chain of command is informed so that any potential performance issues can be addressed, if needed.

Accountability Section

The Accountability Section provides oversight, consultation, and evaluation services that promote efficiency, effectiveness, and accountability in FDLE programs and processes. The Accountability Section is comprised of the Compliance and Strategy Director, one Senior Management Analyst II (Accreditation Manager), two Senior Program Analysts, and five Government Analysts II.

The Inspection and Evaluation Unit conducts staff inspections, evaluations, consultations, and program reviews to assess Department programs and initiatives and provide valuable information to leadership.

The Policy and Accreditation Unit provides support for the Department's law enforcement accreditation efforts with the Commission for Florida Law Enforcement Accreditation (CFA) and the Commission on Accreditation for Law Enforcement Agencies (CALEA), and coordinates development and updates to department policies and procedures.

The Strategy Unit consults with executive leadership to develop the Department's strategic direction and manages the Strategic Performance Efficiency and Accountability Reporting (SPEAR) system.

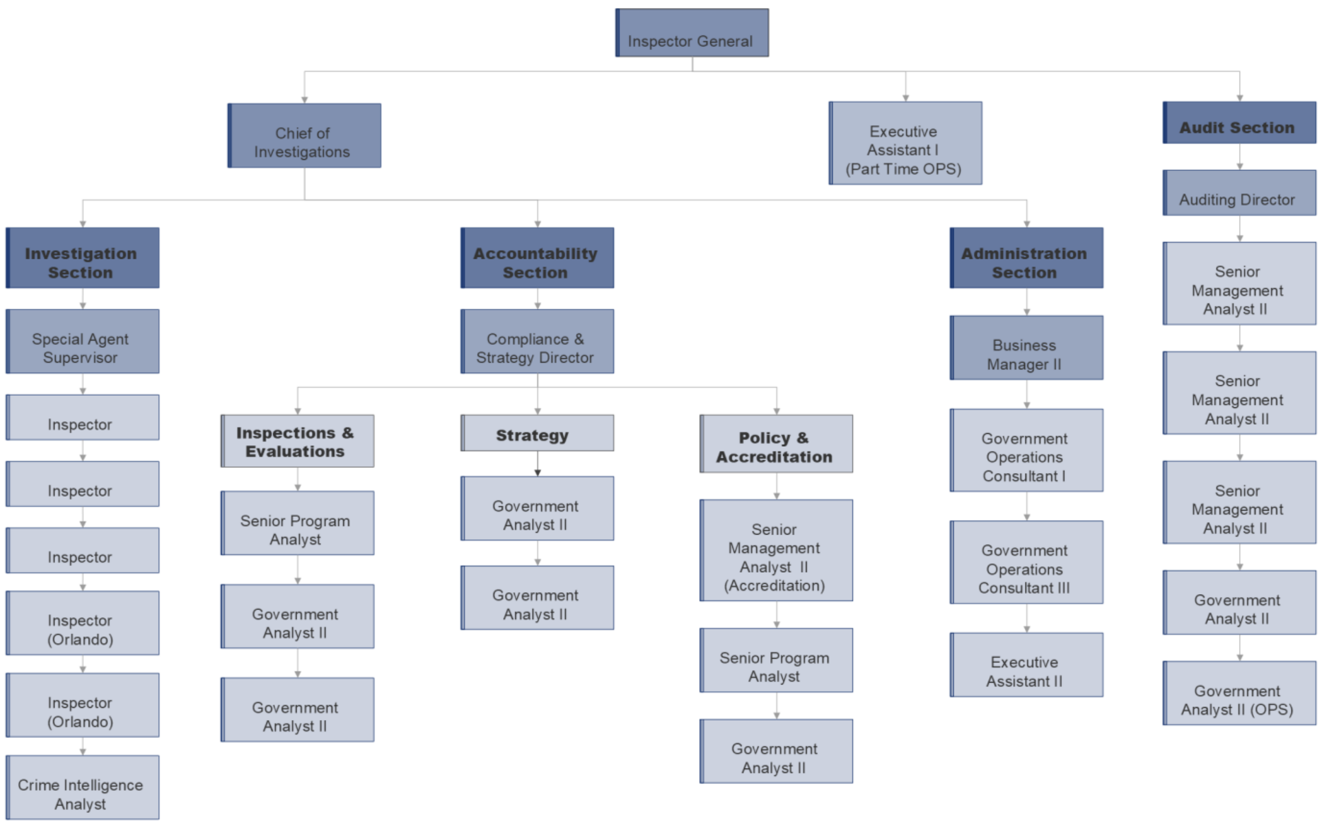
Administration Section

The Customer Complaints Unit (CCU) is compromised of the Business Manager II, one Government Operations Consultant I, and two Business Consultants I. The CCU is responsible for receiving complaints and issues related to FDLE services, its members, and allegations of fraud, waste, and abuse within FDLE. The CCU coordinates with the regions and divisions for assistance with responses to and resolution of complaints.

This section is also responsible for facilitating the business administration of the entire Office of Executive Director.

Organizational Chart

The chart below illustrates the FDLE OIG structure:



Commitment to Operational Excellence

The OIG prides itself on maintaining a highly skilled and diverse team of professionals dedicated to promoting accountability and integrity in government operations. The OIG is committed to continuous staff development. This commitment ensures that the OIG consistently leads in promoting integrity, respect, quality, and service within FDLE's operations.

OIG staff held the following certifications during the 2024-2025 FY reporting period:

- Certified Inspector General
- Certified Fraud Examiner (2)
- Certified Criminal Justice Standards Training Commission General Instructor (4)
- Certified Inspector General Auditor (2)
- Certified Inspector General Investigator (3)
- Certified Inspector General Evaluator (2)
- Florida Certified Contract Manager (3)
- Certified Crime Intelligence Analyst
- Certified Commission of Florida Law Enforcement Accreditation Assessor (3)

In addition to holding various certifications, OIG staff are members of the following organizations:

- Association of Certified Fraud Examiners
- Association of Inspectors General
- Florida Internal Affairs Investigators Association
- The Institute of Internal Auditors, Inc.

OIG Activities

The following depicts the OIG accomplishments during the 2024-2025 FY reporting period:

Audit Section

The following audit activities were completed during the 2024-2025 FY reporting period:

Cybersecurity Audit – Incident Response, Reporting and Recovery **August 2024**
IA-2324-01
The objectives of this audit were to evaluate the Department's controls and compliance with incident response, reporting, and recovery requirements contained in the Florida Cybersecurity Standards (Rules 60GG-2.001 through 60GG-2.006, F.A.C.). In conclusion of the audit, the final report identified one finding with recommendations for corrective action. Management agreed with the finding.

Aviation Unit Audit **October 2024**
IA-2324-03
The objectives of this audit were to assess adherence to Department policies and procedures; to examine any changes made regarding safety and operations; and to identify opportunities for achieving efficiencies and effectiveness. After completion of the preliminary phase of the audit, the OIG issued a memorandum outlining three issues identified along with recommendations for corrective action.

Cybersecurity Audit - Asset Management **June 2025**
IA-2425-01
The objectives of this audit were to evaluate the Department's controls and compliance with asset management requirements contained in the Florida Cybersecurity Standards (Rules 60GG-2.001 through 60GG-2.006, F.A.C.), with a focus on 60GG-2.002(1), F.A.C. In conclusion of the audit, the final report contained no findings and indicated compliance with the outlined objectives.

Enterprise Contracts Audit **June 2025**
IA-2425-02
The objectives of this audit were to evaluate all Agency contracts for compliance with Chapter 287, Florida Statutes, and other applicable procurement laws and regulations; to analyze the Agency's overall contracting practices for trends indicating vendor preference; and to assess the implementation status of corrective actions taken in response to findings and recommendations from prior contracts audit reports. In conclusion of the audit, the final report contained no findings; however, observations for improvement were identified and documented in a separate memorandum.

Cybersecurity Audit Follow Up – Security Continuous Monitoring **August 2024**
IA-2122-01
An 18-month follow-up was conducted to determine the status of three findings with recommendations, out of seven findings identified in the audit report, which remained open. The OIG concluded that Management has taken steps to address the recommendations; however, two are partially implemented and one remains open.

Cybersecurity Audit Follow Up – Incident Response, Reporting & Recovery **March 2025**
IA-2324-01
A six-month follow-up was conducted to determine the status of the one finding with a recommendation identified in the audit report. The OIG concluded that Management is in the process of implementing corrective action; however, the finding remains open.

Auditor General – Information Technology Operational Audit Follow Up **March 2025**
Report Number 2024-111
A follow-up on the Auditor General's audit of the FDLE information Technology General Controls was conducted. The final report included four findings with recommendations for corrective action. The fourth finding included six confidential findings that were included in a separate confidential report. The OIG concluded that Management has taken steps to address the recommendations; however, one non-confidential and two confidential findings remain open.

Florida Digital Service – 2023 Triennial Security Risk Assessment Follow Up **April 2025**
A follow-up was conducted on the risk assessment completed by the vendor KITC-RSM, on behalf of Florida Digital Service. The final report included ten findings with recommendations for corrective action. The OIG concluded that Management has taken steps to address the recommendations; however, eight findings remain open.

Aviation Unit Audit Follow-Up **June 2025**
A follow-up was conducted on the Department's Aviation Unit to determine the status of the three findings with recommendations identified in the report. The OIG concluded that Management has taken steps to address the recommendations; however, the three findings remain open.

GCOM Computerized Criminal History Contract Review **January 2025**
SP-2223-02
The OIG conducted a review of the GCOM Computerized Criminal History (CCH) contract. The objectives of this project were to review the CCH procurement process; assess the CCH system development; and to identify any potential opportunities for improvement. At the conclusion of the project, the OIG issued a memorandum outlining several issues which were identified as part of the review.

Protective Operations Service Procurements Review **March 2025**

SP-2223-03

The OIG conducted a review of the Sole Source Procurement for counterterrorism training held for the Protectives Operations Service (POS). The objective of this project was to ensure compliance and transparency in the Sole Source Procurement process. In conclusion of the project, the OIG issued a memorandum outlining an issue identified with a recommendation for corrective action.

Single Audit Compliance Reviews **March 2025**

SA-2324

Section 215.97, F.S., requires that a copy of the recipient's financial reporting package be filed with the state awarding agency and the Auditor General. The OIG staff reviews single audit documentation submitted by Department grant managers.

Internal Quality Assurance Review **June 2025**

IP-2425-01

The objective of this project was to focus on compliance with quality control standards governing the internal audit function, as required by GAGAS Chapter 5. This project also included a follow-up review on the status of the four recommendations made in the 2023 Internal Quality Assurance Review of Internal Audit Processes Report. In conclusion of the project, it was determined that all four recommendations remained open; however, steps towards implementation are being made.

Department of Highway Safety and Motor Vehicles Compliance Audits **February 2025**

The Department has memoranda of understanding (MOU) with the Florida Department of Highway Safety and Motor Vehicles (DHSMV) regarding accessing databases. The OIG evaluated internal controls governing the applications for compliance with the terms and agreements identified in each of the memorandums.

- Governmental Entity Access to Driver and Vehicle Information Database (DAVID) MOU
  Annual Certification Statement Signed – July 2024

- Driver's License and/or Motor Vehicle Record Data Exchange MOU
  Internal Control and Data Security Audit Completed – February 2025

- Access to Biometric Facial Analysis System MOU
  Annual Certification Statement Signed – February 2025

- Judicial Inquiry System (JIS) Interagency Agreement MOU
  Access Certification Statement Signed – September 2024

External Coordination
Pursuant to s. 20.055(2)(g), F.S., the OIG is responsible for ensuring effective coordination and cooperation between state and federal auditors, and other governmental bodies with a view towards avoiding duplication. During the FY 2024-2025, the OIG staff participated in coordination of reviews, audits, and monitoring visits with the following other external entities:

- **2025 Information Technology Survey**
  The survey is designed to cover a broad spectrum of general and application-related controls, the purpose of which is to gain an understanding of the organization's IT environment, the level of governance in place, and the alignment of controls with the existing IT infrastructure.

- **Triennial Review of Florida's Sexual Predator and Sexual Offender Registration Process**
  As required by section 943.04353, Florida Statutes, the Office of Program Policy Analysis and Government Accountability (OPPAGA) conducted its triennial review of the effectiveness of Florida's sexual predator and sexual offender registration process and community and public notification provisions.

- **Social Security Administration**
  During the reporting period, the Social Security Administration (SSA) assessed the State of Florida Police Alias Social Security Number Program. No additional correspondence has been received from SSA, and the final report remains pending.

- **Department of Justice**
  The Office of the Chief Financial Officer (OCFO) conducted an on-site monitoring visit. The OCFO reviewed policies and procedures in place to control the financial aspects of FDLE's awards from the Department of Justice. In conclusion of the review, the OCFO issued a follow-up letter which outlined eight recommendations with guidance for corrective action.

- **Federal Bureau of Investigations**
  The Federal Bureau of Investigations (FBI) conducted seven on-site audits during the fiscal year. The audits were as follows:

  National Incident-Based Reporting System (NIBRS) Audit: Evaluates the accuracy, timeliness, and completeness of incident-level crime data submitted to the FBI.

  Criminal Justice Information Technology Security (CJIS Security Policy) Audit: Assesses adherence to strict cybersecurity protocols for protecting sensitive criminal justice data.

  Use-of-Force Audit: Reviews reports, documentation, and compliance with department or statewide policies on force usage.

National Crime Information Center (NCIC) Audit: Ensures that records accessed or entered in the NCIC system meet FBI standards for use, accuracy, and accountability.

Next Generation Identification (NGI) Audit: Examines proper use and handling of biometric data (e.g., fingerprints, facial recognition).

National Instant Criminal Background Check System (NICS) Audit: Examines the accuracy and timeliness of background checks conducted for firearm purchases.

National Sex Offender Registry (NSOR) Audit: Ensures compliance with registration, tracking, and community notification requirements.

At the conclusion of the on-site audits conducted, the FBI issued final letters which identified a collective total of fifteen findings, to which the Department issued responses outlining the corrective actions to be taken.

Open Audit Findings

All significant recommendations described in previous annual reports have been implemented or are in progress.

Investigations Section

The following are summaries of investigations completed or in progress during the 2024-2025 FY reporting period:

DUI/Open Container **April 2025**

EI79-2277

A member was pulled over and arrested for DUI. They were also cited with open container and failure to use turn signal.

Sustained

Dual Employment/Standards of Member Conduct **December 2024**

EI79-2278

A member had a personal account with the website OnlyFans.com that was not previously disclosed to the agency, nor does the individual have a dual employment form completed for the additional employment/ income.

Sustained

Negligence/FDLE Procedures and Documentation/ Making False Statements **February 2025**

EI79-2283

Member failed to provide material information the SAO in support of felony charges; they also failed to comply with FDLE Investigative report documentation standards for submission and failed to conduct an evidentiary review of the seized items, made a false statement regarding the evidentiary value of the seized items, and made a false statement that the ASA approved a return of the items to defendant.

Sustained

DUI/Unbecoming Conduct **August 2025**

2024IA-002

Member was arrested on 9/28/24 by the Pensacola Police Department and charged with a DUI. Member took a breathalyzer test and blew close to double the legal limit for alcohol.

Sustained

Work Hours Discrepancy **December 2024**

2024IA-001

Allegations of work hours discrepancy on People's First timesheet. The member claimed to have worked on days that they were not recorded to have been in the office.

No Investigation Warranted/Resigned

Standards of Member Conduct **May 2025**

2024IA-003

Allegations of sexual harassment against subordinates. The member was reported to conduct behavior unbecoming of an FDLE member during and outside of work hours that made other members uncomfortable.

Sustained

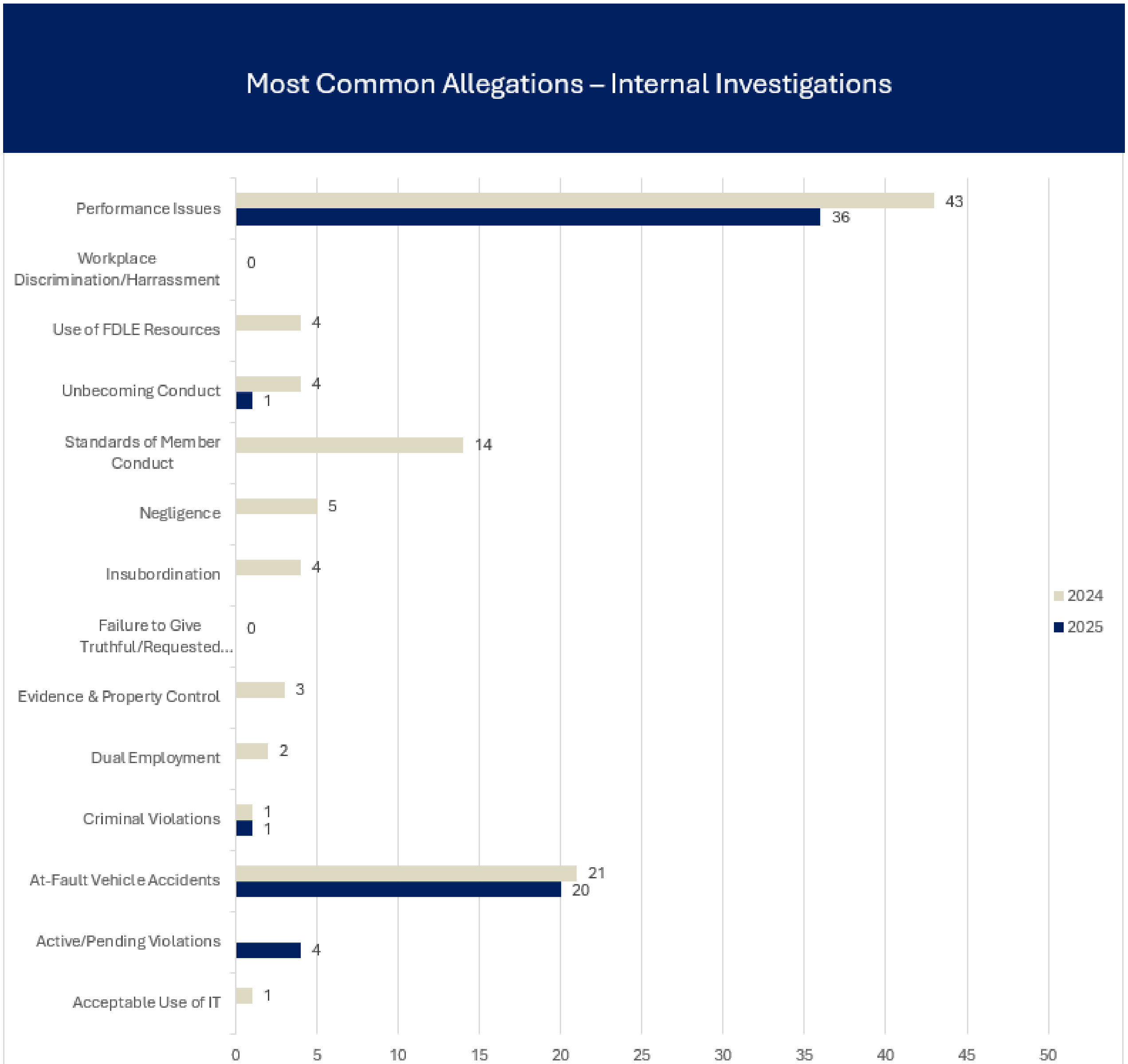
Accidental Discharge of Firearms **May 2025**
2024IA-004
Members were conducting dry fire / red dot training for Capitol Police Officers in the Capitol Police Training/Simulation room when live round from the member's duty firearm into the wall
Sustained

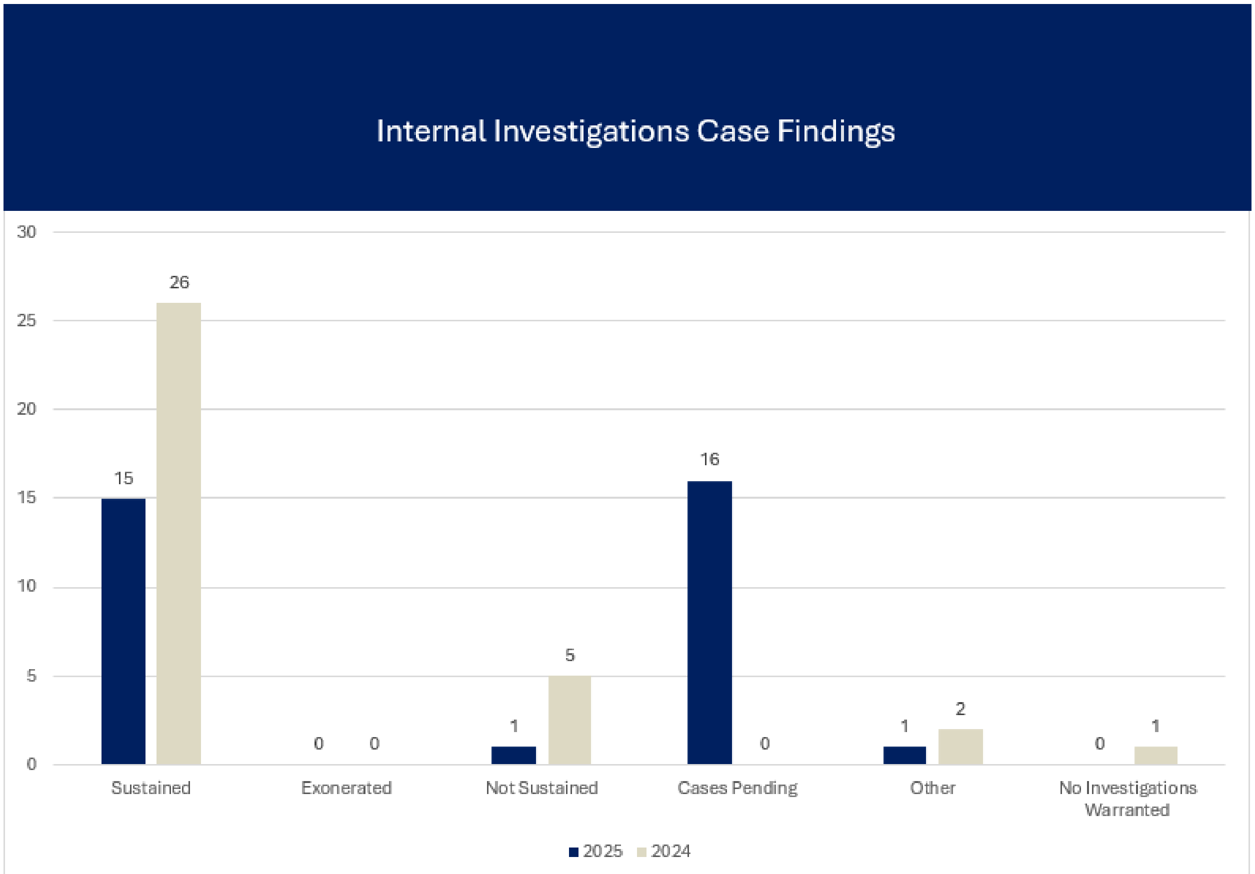
2024 - 2025 Fiscal Year Trends

The following trends were identified for the 2024-2025 FY compared to the 2023-2024 FY trends:

- The number of Preliminary Review Cases increased from 19 in FY 2023 - 2024 to 30 in FY 2024 - 2025.
- The number of Internal Complaint Cases decreased from 35 in FY 2023 - 2024 to 17 in FY 2024 - 2025.
- The number of Early Intervention Alerts generated on a FDLE member were 39 in FY 2024 – 2025, compared to 26 in 2023-2024.

The following charts contain a summary of the statistics generated for the 2024-2025 FY reporting period:




Internal Investigations Case Findings
30
25
20
15
10
5
0
26
15
16
5
1
0
0
0
1
2
0
1
Sustained
Exonerated
Not Sustained
Cases Pending
Other
No Investigations Warranted
2025
2024

Customer Complaints Unit

During the 2024-2025 FY reporting period, the OIG received 5,260 customer complaints. Of those complaints, only 40 were filed against an FDLE service or member.

The following graph depicts a summary of the complaints received:

Type of Complaint	Total Handled
External Agency Complaints	4,306
Service Complaints	55
EOG Referrals	311
Inmate Complaints	548

Accountability Section

The following activities were completed during the FY 2024-2025 reporting period:

Inspections

Evidence Inspections **October 2024**
Planned and conducted annual inventories and inspections of investigative evidence facilities across all Regional Operations Centers: Tallahassee, Pensacola, Jacksonville, Orlando, Ft. Myers, Tampa, and Miami.

Armory Inspections **In Progress**
Designed a project plan and completed fieldwork for five out of seven armory inspections within the Regional Operations Centers.

Evaluations

Annual Reviews **January 2025**
Produced annual reviews in compliance with accreditation standards and FDLE policy, covering Early Intervention System, Bias-Based Profiling, Confidential Informants/Sources, Intelligence Operations, Traffic Enforcement Activity, and Use of Force.

Therapy Dog Program
Conducted research and evaluation for the development of a Chaplain Program and a Therapy Dog Program.

Professional Compliance Process
At the request of Senior Executive Leadership, initiated an evaluation of the Professional Compliance Process, including completion of background research, stakeholder interviews, and development of the initial draft of the evaluation report.

Memorandum of Understanding for Office Involved Shootings
Researched and developed documentation for OIS MOUs maintained between FDLE and external agencies to ensure accurate record keeping.

Special Projects

Commissioner's Initiative Team
Served as a consultant on the Commissioner's Initiative Team, contributing to strategic departmental initiatives.

IFS Investigations
Provided support on multiple IFS Investigations projects, assisting with research, coordination, and implementation.

Quick Stats
Designed a new format for Department Quick Stats, incorporating FY 23/24 data to use as a guide for command staff in legislative matters. Highlights the agency's achievements and metrics in the prior fiscal year.

AIM Case Data
Supplied AIM case data for legislative presentations, accreditation reviews, and executive requests.

AIM Data Quality
Identified and addressed AIM data quality issues, coordinating with ROCs to ensure corrections and compliance.

Guidance for Sworn Members
Developed guidance for sworn members on documenting investigative priorities in the Automated Investigative Management System (AIMS).

Guidance on Illegal Immigration Activities
Introduced a new IR highlight to track 287(g) enforcement activities. Ensure consistent and accurate record keeping across the agency.

Officer Involved Shooting Statistics
Continued tracking Officer-Involved Shootings (OIS), updating the dataset to include subject sex over a five-year period.

Policy

Department-Wide Policy Update Project
Led a department-wide policy evaluation and update initiative, established a new advisory board and formalized a review and approval process.

PARC Committee Meetings
Coordinated and facilitated meetings of the Policy & Accreditation Review Committee (PARC).

PARC Webpage
Developed a dedicated PARC webpage to share meeting materials and updates with FDLE and committee members.

Phase 1 Policies
Successfully managed the update of all Phase 1 policies related to Administration and High Liability.

PowerDMS for Directives

Designed and implemented a PowerDMS structure to distribute new policies, including training on directive comparison and mobile access via department-issued cell phones.

Policy Subject Matter Expertise

Provided subject matter expertise and consultation on key directives, including Tactical Operations Planning & Risk Assessment, Directive System, Time-Sensitive Activities, Accreditation, Strategic Planning, and Officer-Involved Shootings.

Directing Memorandums

Coordinated the development and release of Directing Memorandums DM 2025-02 and DM 2025-03 on critical departmental topics.

Accreditation

CFA Reaccreditation

Oversaw the Department's successful ninth consecutive reaccreditation and fifth consecutive Excelsior reaccreditation from the Commission for Florida Law Enforcement Accreditation (CFA).

Accreditation Support Materials

Created accreditation support materials, including a CFA Final Assessment training presentation and a comprehensive compliance spreadsheet for all CFA standards.

Accreditation Reports

Completed annual accreditation reports for both CFA and CALEA.

CALEA File Review

Successfully managed the Year 2 CALEA file review. Coordinated the assessment, which included a detailed file review of standards and interview with key Department personnel.

Strategy

Division Strategic Plans

Coordinated the revision of 10 strategic plans for FY 25/26 across divisions, including Criminal Justice Professionalism, Forensics, CJIS, Capitol Police, Statewide Intelligence, Statewide Services (Missing Persons Offender Enforcement), Cyber, ITS, Business Support, and Regional Investigations.

Strategic Performance Efficiency Metrics

Expanded the Strategic Performance Efficiency and Accountability Reporting (SPEAR) system by approximately 60%, increasing data availability and usability.

SWOT Analysis
Led an Investigations SWOT analysis and SAC meeting to facilitate the annual update of FDLE Investigative Priorities.

SPEAR Landing Pages
Developed customized SPEAR landing pages for divisions, integrating components such as Task Forces, Lethality Assessment, ICAC, SOT, and Case/Arrest tracking.

Quarterly Briefing Books
Produced and formatted quarterly strategy briefing books for executive leadership.

Strategy Webpage
Created a new internal strategy webpage to centralize SPEAR and strategic planning resources. This webpage includes a HTML export to increase accessibility to FDLE team members.

Technical Support
Provided ongoing technical support for SPEAR across all divisions, including regular communication with data coordinators and division heads.

CONTACT US:

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