

Florida Department of Corrections



Office of Inspector General

Annual Report Fiscal Year 2021-2022





FLORIDA DEPARTMENT OF CORRECTIONS OFFICE OF THE INSPECTOR GENERAL

Governor
RON DESANTIS
Secretary
RICKY D. DIXON
Inspector General
KENNETH SUMPTER

An Equal Opportunity Employer

501 S. Calhoun Street, Tallahassee, FL 32399-2500

<http://www.dc.state.fl.us>

September 23, 2022

Melinda M. Miguel
Chief Inspector General
Office of the Chief Inspector General
Room 2103- The Capitol
Tallahassee, Florida 32399--0001

Dear Chief Inspector Miguel:

In accordance with Section 20.055, subsection (8), Florida Statutes, I am pleased to present the Florida Department of Corrections, Office of Inspector General's Annual Report for Fiscal Year 2021-2022.

Thank you for your support of the Department of Corrections', Office of Inspector General. This has been another productive year for our office. Through the Legislative Budget Request process, the Governor and Legislature approved our office to receive twenty-two inspector positions to address Prison Rape Elimination Act (PREA) investigations. This valuable resource will enhance our ability to conduct these vital investigations.

We continue to see success in the recruitment of Correctional and Probational Officers to fill vacant inspector positions within our Bureau of Internal Affairs. This is due to the Department addressing inspector base salaries and providing retention bonuses. By reorganizing our Bureau of State Investigations into two bureaus; Criminal Investigations and Internal Affairs, we have drastically reduced our timeline in addressing administrative investigations.

However, we continue to face recruitment challenges hiring certified law enforcement inspectors within the Criminal Investigations Bureau, which currently has over a 30% vacancy rate. I am optimistic that through the Legislative Budget process we will continue to see improvement of base salaries, which will enhance our recruitment challenge.

We look forward to a continued productive working relationship with you, Secretary Dixon, the Department's leadership and our state partners to ensure accountability, integrity, and efficiency within the Florida Department of Corrections.

Sincerely,

Ken Sumpter
Inspector General



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September 23, 2022

Ricky Dixon
Secretary
Florida Department of Corrections
501 South Calhoun Street
Tallahassee, Florida 32399-2500

Dear Secretary Dixon:

In accordance with Section 20.055, subsection (8), Florida Statutes, I am pleased to present the Florida Department of Corrections, Office of Inspector General's Annual Report for Fiscal Year 2021-2022. This report outlines our office's activities and accomplishments for the fiscal year ending June 30, 2022.

Thank you for your support of the Office of Inspector General. With your support, through the Legislative Budget Request process, the Governor and Legislature approved our office to receive twenty-two inspector positions to address Prison Rape Elimination Act (PREA) investigations. This valuable resource will enhance our ability to conduct these vital investigations.

You also made recruitment and retention a priority within the Department. Salary adjustments gained through the Legislative Budget Request have assisted our office in the recruitment and retention of certified correctional officer and probation officer inspectors within the Internal Affairs Bureau. However, we continue to face recruitment challenges hiring certified law enforcement inspectors within the Criminal Investigations Bureau, which currently has over 30% vacancies. With your continued support, I am optimistic that we will meet this recruitment challenge!

We look forward to a continued productive working relationship with you and your leadership team to support the Office of Inspector General's mission of accountability, integrity, and efficiency within the Florida Department of Corrections.

Sincerely,

Ken Sumpter
Inspector General

Introduction

The Florida Department of Corrections, Office of Inspector General is comprised of the Bureau of Internal Audit, the Bureaus of Investigation, and the Environmental Health and Safety Section. The Office of Inspector General is unique compared to most Offices of Inspectors General. Part of the duties and responsibilities of the Office is to investigate criminal violations involving inmates and visitors. The Office also conducts health and safety inspections of correctional institutions (CI) or any place in which state prisoners are housed or work. The inspections reference the physical conditions, cleanliness, sanitation, safety, and the general conditions of each institution. The authority of the Office is derived from Chapter 944.31, Florida Statutes.

As a State Office of Inspector General, the Office is a central point for coordination of and responsibility for the activities to promote accountability, integrity, and efficiency in state government. The governing principle of the Office is the Principles and Standards for Offices of Inspector General as published and revised by the Association of Inspectors General, commonly known as the "Green Book." The principles and standards of confidentiality, quality assurance, and objectivity are just some of the principles and standards adhered to by the Office.

Offices of Inspectors General have a long history not only in the Federal Government, but also in the State of Florida. The State of Florida adopted the Inspector General concept in 1994, after the Governor of Florida, the late Lawton Chiles, seeing the positive impact of Inspectors General in the federal system as a U.S. Senator, led to the creation of the Florida Inspector General Act that established an Office of the Inspector General in each state agency.



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DEPARTMENT BACKGROUND

As the nation's third-largest prison system, the Florida Department of Corrections (Department) fulfills a primary role in enhancing the safety of Florida residents. Through a network of state prisons (50 state and 7 private), road prisons, work camps, and community-based facilities, the Department manages incarceration and care for approximately 80,000 inmates. The Department also supervises approximately 146,000 offenders through approximately 146 probation offices statewide. The Department employs approximately 24,000 employees (as of June 30, 2022, over 5,000 of these are currently vacant) the majority of whom are Correctional Officers or Correctional Probation Officers who carry out this public safety mandate 24 hours a day, 7 days a week, 365 days a year.

PURPOSE OF THIS ANNUAL REPORT

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

VISION

A safe and efficient Florida correctional system.

MISSION

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

GENERAL GOALS

To add value to the Department by:

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

SPECIFIC AREAS OF RESPONSIBILITY

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

1. **Auditors** assess the efficiency and effectiveness of Department programs and associated controls, measure compliance with laws and procedures, and serve to deter waste, fraud, and abuse of Department resources in the following manner:
 - conduct compliance, performance, and information technology audits in accordance with professional auditing standards and conduct reviews relating to Department operations, contracts, staff, inmates, visitors, and volunteers;
 - identify instances of fraud, abuse, and other deficiencies relating to Department programs and operations, inform the Secretary of those conditions, recommend corrective action, and report on progress made in correcting deficiencies;
 - provide assistance with criminal and administrative investigations involving waste, fraud, or misappropriation of funds;
 - conduct contract management reviews to enhance accountability and oversight of the Department's contracts for goods and services;
 - assess the validity and reliability of the information provided by the Department on performance measures and standards and make recommendations for improvement, if necessary; and
 - serve as the Department's liaison in coordinating audits and facilitating cooperation with external agencies including the Auditor General, the Office of Program Policy Analysis, and the Department of Financial Services.

2. **Certified Law Enforcement and Correctional Inspectors** safeguard the integrity of the state's correctional system. The Office of Inspector General has 180 positions that are sworn law enforcement officers, certified correctional officer inspectors, and certified correctional probation officer inspectors that perform the following activities:

- conduct criminal and administrative investigations involving Department operations, contracts, staff, inmates, visitors, and volunteers;
- coordinate investigative efforts with Florida Department of Law Enforcement and other law enforcement agencies;
- review all incidents involving the use of force at state and private correctional facilities, and those involving probation officers to ensure compliance with established rules, procedures, and statutes;
- respond to complaints from multiple internal and external sources, MINS (Management Information Notification System), electronic complaint form (web-based), correspondence, e-mail, and telephone which will result in the opening of investigations, inquiries, or management referrals;
- examine alleged violations of Title VII of the Civil Rights Act, Chapter 60L- 36.004, Florida Administrative Code, and Chapter 110, Florida Statutes. Equal Employment Opportunity complaints are received through several channels, including the Department's internal complaint procedure, the Florida Commission on Human Relations, and the Equal Employment Opportunity Commission; and
- work closely with prosecutorial entities to facilitate the prosecution of criminal cases and coordinate Department activities as required by the **Florida Whistle-Blower's Act**.

3. **Regional Environment Health and Safety Consultants** inspect each correctional institution or any place in which inmates are housed, worked, or kept within the state, with reference to its physical conditions, cleanliness, sanitation, safety, and comfort. Areas of responsibility include:

- conduct semiannual inspections at all the Department's facilities and the seven private prisons managed by the Department of Management Services;
- accompany state fire protection specialists of the Division of State Fire Marshal during annual fire safety surveys;
- conduct annual fire, environmental health, and Occupational Safety and Health Administration (OSHA)-related safety inspections of new, renovated, and current institutions, followed by the on-site verification of corrected violations; and
- conduct training sessions for Loss Control Management to include accident investigation, general safety awareness, and environmental safety compliance.

OFFICE OF INSPECTOR GENERAL ACCREDITATION

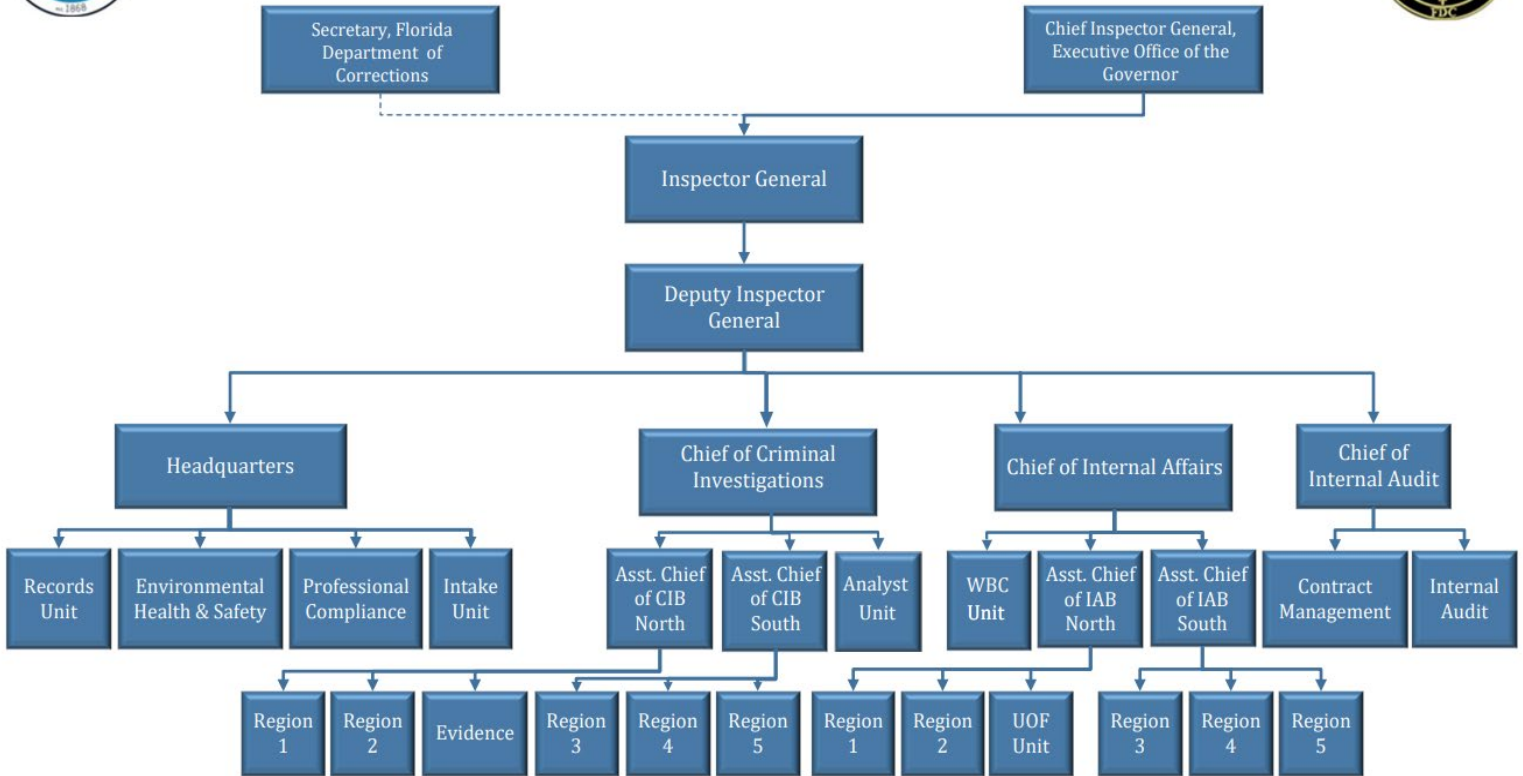
The Office of Inspector General continues to maintain its accreditation status through the Commission for Florida Law Enforcement Accreditation (The Commission). The Office was reaccredited in the fall of 2021. The Office has complied with standards that are “best practices” in the Office of Inspector General community based on the national recognized “Green Book.” In their report to the Commission, the assessment team wrote, the Department Office of Inspector General staff truly recognize the importance of accreditation. The Department Office of Inspector General was found to be a highly enthusiastic and well-qualified group of individuals. The assessment was flawless. Being accredited has long been recognized as a means of maintaining the highest standards of professionalism. K-12 Schools, universities, and hospitals are some of the most well-known organizations who also seek an accreditation status. The Office was first accredited by the Commission in 2015.



OFFICE OF INSPECTOR GENERAL ORGANIZATIONAL CHART



OFFICE OF THE INSPECTOR GENERAL



BUREAU OF INTERNAL AUDIT

MISSION

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

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

GOALS

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

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

BUREAU ORGANIZATION AND RESPONSIBILITIES

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

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

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

INTERNAL AUDIT SECTION

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

During Fiscal Year 2021-22, the Internal Audit Section completed 10 audits, as listed in the following table by report date.

<i>Fiscal Year 2021-22 Audit Reports and Reviews</i>		
<i>Report Number</i>	<i>Project Title</i>	<i>Report Date</i>
<i>A21018</i>	<i>Employee Benefit Trust Fund - Taylor Correctional Institution</i>	<i>08/13/2021</i>
<i>A21019</i>	<i>Employee Benefit Trust Fund - Century Correctional Institution</i>	<i>09/14/2021</i>
<i>A21020</i>	<i>Employee Benefit Trust Fund - Holmes Correctional Institution</i>	<i>09/16/2021</i>
<i>A21021</i>	<i>Employee Benefit Trust Fund - Madison Correctional Institution</i>	<i>09/22/2021</i>
<i>A21022</i>	<i>Employee Benefit Trust Fund - Sumter Correctional Institution</i>	<i>10/19/2021</i>
<i>A21016</i>	<i>Statewide Farm and Edible Crop Program</i>	<i>12/14/2021</i>
<i>A21005</i>	<i>Audit of Records</i>	<i>02/17/2022</i>
<i>A22006</i>	<i>Audit of Contracts</i>	<i>05/25/2022</i>
<i>A22005</i>	<i>Enterprise Audit of Cybersecurity Continuous Monitoring</i>	<i>06/23/2022</i>
<i>A22010</i>	<i>Regional Evidence Control Areas</i>	<i>06/30/2022</i>

Source: Bureau of Internal Audit

AUDIT ENGAGEMENTS

Audit Engagement Reports issued in Fiscal Year 2021-22 included:

Audit of Employee Benefit Trust Fund (EBTF) – Taylor Correctional Institution

Audit staff found cash proceeds were collected and deposited as required, and bank reconciliations were performed. Audit staff determined that internal controls over cash receipts were adequate to prevent, deter, and detect fraud. Examples of such controls include evidence where exchanges of cash were documented by signed receipts and prenumbered documents, and the daily sales reports were initialed by the reviewer

indicating the comparison and verification that cash proceeds were deposited intact. However, audit staff identified one issue of noncompliance with Department procedure.

Finding: The institution did not remit excess funds to the Central Office EBTF Team.

Recommendation: The Warden ensure the institution remits excess funds as required by Department procedure. If the institution continues to not remit excess funds to the Central Office EBTF Team, we recommend that Central Office EBTF Team consider a reduction of the authorized amount or suspension of revenue generation activities as allowed by Department procedure.

Audit of Employee Benefit Trust Fund – Century Correctional Institution

Audit staff found cash proceeds were collected and deposited as required, and bank reconciliations were performed. Audit staff determined that internal controls over cash receipts were adequate to prevent, deter, and detect fraud. Examples of such controls include evidence where exchanges of cash were documented by signed receipts and prenumbered documents, and the daily sales reports were initialed by the reviewer, indicating the comparison and verification that cash proceeds were deposited intact. However, in two instances, internal controls were not implemented as designed. Audit staff identified the following findings that warrant management's attention.

Finding 1: Cash was not always collected in a timely manner from the Main Unit Canteen.

Recommendation: The Warden ensure the bookkeeper collects cash from the staff canteens at a minimum of every other day, excluding weekends and holidays.

Finding 2: Required monthly documentation was not always emailed to the Finance and Accounting EBTF Team at Central Office by the 15th day of the month for the preceding month's activities.

Recommendation: The Warden ensure the bookkeeper e-mails all required monthly documentation to the Finance and Accounting EBTF Team no later than the 15th day of the month for the preceding month's activities.

Audit of Employee Benefit Trust Fund – Holmes Correctional Institution

Audit staff found cash proceeds were collected and deposited as required, and bank reconciliations were performed. Audit staff determined that internal controls over cash receipts were adequate to prevent, deter, and detect fraud. Examples of such controls include evidence where exchanges of cash were documented by signed receipts and prenumbered documents, and the daily sales reports were initialed by the reviewer, indicating the comparison and verification that cash proceeds were deposited intact. This audit did not identify any deficiencies; therefore, no findings and recommendations are presented in this audit report. As such, no response was required from management.

Audit of Employee Benefit Trust Fund – Madison Correctional Institution

Audit staff found cash proceeds were collected and deposited as required, and bank reconciliations were performed. Audit staff determined that internal controls over cash

receipts were adequate to prevent, deter, and detect fraud. Examples of such controls include evidence where exchanges of cash were documented by signed receipts and prenumbered documents, and the daily sales reports were initialed by the reviewer, indicating the comparison and verification that cash proceeds were deposited intact. This audit did not identify any deficiencies; therefore, no findings and recommendations are presented in this audit report. As such, no response was required from management.

Audit of Employee Benefit Trust Fund – Sumter Correctional Institution

Audit staff found cash proceeds were collected and deposited as required, and bank reconciliations were performed. Audit staff determined that internal controls over cash receipts were adequate to prevent, deter, and detect fraud. Examples of such controls include evidence where exchanges of cash were documented by signed receipts and prenumbered documents, and the daily sales reports were initialed by the reviewer indicating the comparison and verification that cash proceeds were deposited intact. However, audit staff identified the following issue that warrants management's attention.

Finding: The reviewer did not initial all deposit tickets.

Recommendation: The reviewer initial each validated deposit slip to ensure the daily amount recorded for sales is correct and was deposited in the bank.

Audit of Statewide Farm and Edible Crop Program

Audit staff found the selected farms provided required inmate safety training documentation. Audit staff also found crops grown at the selected farms were listed on the Master Menu and the Farm Produce Master Menu Substitution List. In addition, audit staff found internal controls exist to account for the amounts of produce harvested. However, audit staff identified the following issues that warrant management's attention.

Finding 1: Quantities of produce harvested did not agree with documentation of produce delivered.

Recommendation: The Farm and Edible Crop Program Management require the Regional Farm Manager to perform reconciliations of harvested produce to Produce Delivery Tickets to resolve any differences thereby ensuring accountability of crops produced is maintained.

Finding 2: DC2-410 Produce Delivery Tickets were not always signed by the receiving institutions.

Recommendation: The Farm and Edible Crop Program Management take steps to ensure that the receiving institutions sign the DC2-410 Produce Delivery Tickets to document the accepting and accounting of crops delivered.

Finding 3: Annual Statewide Farm and Edible Crop Program Growth Plan did not include all required data.

Recommendation: The Farm and Edible Crop Program Management take steps to ensure that all Regional Farm Managers include all required data as outlined in DC Procedure.

Finding 4: Annual Statewide Farm and Edible Crop Program Equipment Inventory and Maintenance Plans were not properly documented.

Recommendation: The Farm and Edible Crop Program Management take steps to ensure that all Regional Farm Managers create annual plans for the maintenance of all equipment assigned to their regions.

Audit of Records

Audit staff found that activities are generally in compliance with applicable laws, rules, and Department procedure. All records sampled at the Central Office Records Storage facility at Wakulla CI were in the records database. The sample of DC2-575 forms indicating the approvals for destruction of records were reviewed and signed by the Records Management Liaison Officer. Audit staff did not find records that were destroyed prior to the expiration of the required retention schedules. The Records Management Liaison Officer attended the Department of State training and submitted the Florida Department of State's Annual Records Management Compliance Statement form to the Bureau of Archives and Records Management as required. In addition, audit staff found internal controls over the central office records process are adequate. However, audit staff identified the following issue warranting management's attention.

Finding: Department Form DC2-574, Transmittal and Receipt for Records Storage, did not always contain complete information.

Recommendation: The Office of Administration develop controls to ensure that each DC2-574 form is completed as required by Department procedure.

Audit of Contracts

As required by Section 287.136, Florida Statutes, audit staff did not identify trends in vendor preference; however, the Department was not always in compliance with applicable laws and Department procedure.

Finding 1: The Bureau of Procurement did not always comply with Section 215.985(14), Florida Statutes.

Recommendation: The Bureau of Procurement comply with Section 215.985(14)(a), Florida Statutes, by taking steps to ensure correction of the deficiencies noted and ensure all required information is entered into FACTS.

Recommendation: The Bureau of Procurement ensure unredacted confidential or exempt information in FACTS is not accessible for public view.

Finding 2: The Bureau of Procurement did not always comply with Chapter 287, Florida Statutes, and Department Procedure 205.002.

Recommendation: The Bureau of Procurement comply with Chapter 287, Florida Statutes, and Department Procedure 205.002.

Finding 3: Department Procedure 205.001 has language that conflicts with Chapter 287.057, Florida Statutes.

Recommendation: The Bureau of Procurement amend Department Procedure 205.001 to be in compliance with state law.

Enterprise Audit of Cybersecurity Continuous Monitoring

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

Audit of Regional Evidence Control Areas

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

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

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

CONTRACT MANAGEMENT REVIEW SECTION

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

In Fiscal Year 2021-22, the Contract Management Review Section completed five contract management reviews and four follow-up contract management reviews as listed in the following table by report date.

<i>Fiscal Year 2021-22 Contract Management Review Reports</i>		
<i>Report Number</i>	<i>Project Title</i>	<i>Report Date</i>
<i>CMR21008F</i>	<i>Tallahassee Community College Contracts C2874 and C2923</i>	<i>08/12/2021</i>
<i>CMR20008</i>	<i>JPay, Inc. Contract C2885</i>	<i>11/12/2021</i>
<i>CRM21001</i>	<i>Non-Secure Programs, Inc. Contract C2903</i>	<i>02/08/2022</i>
<i>CRM21009F</i>	<i>Trinity Services Group, Inc. Contract C2816</i>	<i>03/15/2022</i>
<i>CMR22004F</i>	<i>U.S. Water Services Corporation Contracts C2802 and C2987</i>	<i>05/05/2022</i>
<i>CMR22003F</i>	<i>Non-Secure Programs, Inc. Contracts C2655 and C3013</i>	<i>05/20/2022</i>
<i>CMR21002</i>	<i>Ace Technologies, LLC Contract ATC-18-004</i>	<i>06/02/2022</i>
<i>CMR22002</i>	<i>Zabatt Power Systems, Inc. Contract ATC-17-030</i>	<i>06/09/2022</i>
<i>CMR22001</i>	<i>Non-Secure Programs, Inc. Contract C2902</i>	<i>06/22/2022</i>

Source: Bureau of Internal Audit

CONTRACT MANAGEMENT REVIEW REPORTS

Contract Management Review Reports issued in Fiscal Year 2021-22 included:

JPay, Inc. - Contract C2885

Contract Management Review staff found that JPay provided the Department with all reports as required by the contract. The reports included Monthly Inmate Sales Report, Friends and Family Sales Reports, Monthly Support Report, Monthly Inmate Support Report, Monthly Video Visitation Monitoring Report, Connectivity Reports, and Annual Sales Reports as required. CMR staff verified contract monitoring was performed at least annually as required. However, the following issues warrant management's attention.

Finding 1: JPay did not always submit the commission for purchases from private prisons to the Department.

Recommendation: The Bureau of Contract Management and Monitoring ensure that JPay remits commissions on sales from private prisons monthly as required by the contract.

Finding 2: Documentation was not provided to demonstrate that JPay's staff were screened utilizing the E-Verify system.

Recommendation: The Bureau of Contract Management and Monitoring ensure JPay staff are screened through the E-Verify system to confirm the eligibility of their employees to perform services under this contract and that documentation is available for review.

Finding 3: The Department did not always impose the required financial consequences when performance measures were not met.

Recommendation: The Bureau of Contract Management and Monitoring adhere to the contract and always impose financial consequences when performance measures are not met.

Non-Secure Programs, Inc. - Contract C2903

Contract Management Review staff found that contract payments were in accordance with the contract. However, CMR staff, the Office of Administration, the Office of Programs and Re-entry, and Non-Secure Programs found some offender records were falsified making it impossible to determine if services were rendered as required by the contract. Also, a Comprehensive Program Evaluation monitoring tool was not completed annually.

Finding 1: Offender files contained records that were falsified.

Recommendation: Contract Management enhance their monitoring activities to mitigate the risks of falsified records.

Finding 2: A Comprehensive Program Evaluation monitoring tool was not always completed annually.

Recommendation: Contract management ensure monitoring is conducted annually using a Comprehensive Program Evaluation monitoring tool as required by procedure. At a minimum, all steps in the Comprehensive Program Evaluation monitoring tool that do not require visiting the facility should have been performed.

ACE Technologies, LLC - Contract ATC-18-004

Contract Management Review staff determined that Ace Technologies was substantially compliant with contract requirements regarding staff qualifications, maintenance and repairs, response times, and reporting. CMR staff found the delivery of contracted services was effectively verified and properly monitored by contract management. CMR staff also found invoice payments were properly documented and the amount paid was in accordance with the contract. However, the following issues warrant management's attention.

Finding 1: Contract language does not contain a definite time period to calculate the compliance percentage for Performance Measure Two.

Recommendation: The contract be amended to specify a time period over which the compliance percentage is calculated.

Finding 2: The contract does not contain language requiring Ace Technologies staff who enter institutions to be tested/screened annually for tuberculosis.

Recommendation: Contract management amend the contract to add language that would require Ace Technologies' staff who enter institutions to be screened/tested annually for tuberculosis as outlined in Department Procedure 401.015.

Zabatt Power Systems, Inc. Contract ATC-17-030

Contract Management Review staff determined that Zabatt was substantially compliant with contract requirements regarding staff qualifications, compliance with maintenance and repairs, response times, and reporting requirements. CMR staff found the delivery of contracted services was effectively verified and properly monitored by contract management, and monitoring was performed as frequently as required. CMR staff also found invoice payments were properly documented and the amount paid was in accordance with the contract. CMR staff identified an issue warranting management's attention.

Finding: The contract does not contain language requiring Zabatt staff who enter institutions to be tested/screened annually for tuberculosis.

Recommendation: Contract management amend the contract to add language that would require Zabatt staff who enter institutions to be screened/tested annually for tuberculosis as outlined in Department Procedure 401.015.

Non-Secure Programs, Inc. - Contract C2902

Contract Management Review staff determined offenders were generally receiving the required individual and group counseling in both the Intensive Treatment Component and Employment/Reentry Component of the program. CMR staff also found Non-Secure had verified offenders' employment. In addition, CMR staff determined Non-Secure had the required substance use disorder treatment license. Further, CMR staff verified Non-Secure personnel met the qualifications for their positions. Finally, E-Verify and background checks had been performed on Non-Secure personnel as required.

CMR staff found that Non-Secure provided reports to contract management as required by the contract. These reports include the Monthly Performance Reports, Subsistence Reports, Alcohol/Drug Screening and Testing Reports, Staffing Reports, Grievance Log Summaries, Incidents Reports, and Quality Assurance Program Reports.

CMR staff found that contract monitoring was performed more frequently than required by the contract and the delivery of contracted services was effectively verified and properly monitored by contract management. CMR staff also found that deficiencies

identified during their monitoring activities were corrected or were being corrected and Non-Secure was in compliance with all six performance measures.

CMR staff found contract payments were in accordance with the contract and properly documented for the 15 invoices reviewed. This contract management review did not identify deficiencies; therefore, no findings and recommendations are presented in this report. As such, no response was required from management.

FOLLOW-UP TO CONTRACT MANAGEMENT REVIEW

Follow-up of Report CMR19007, Tallahassee Community College - Contracts C2874 and C2923

Contract Management Review staff determined that the findings have been corrected. No further follow-up will be conducted by the Bureau of Internal Audit.

Follow-up of Report CMR19003, Trinity Services Group, Inc. - Contract C2816

Contract Management Review staff determined that one of the six findings has been corrected. Contract management needs to perform additional work to address four of the remaining five findings and to address one of the findings now would not be an efficient use of resources due to the contract ending April 6, 2022.

Follow-up of Report CMR19006, U.S. Water Services Corporation - Contracts C2802 and C2987

Contract Management Review staff determined that management has taken corrective action on the findings identified in the original report and has corrected the findings. No further follow-up will be conducted by the Bureau of Internal Audit.

Follow-up of Report CMR22003F, Non-Secure Programs, Inc. - Contracts C2655 and C3013

Contract Management Review staff determined that management has taken corrective action on the findings identified in the original report and has corrected the findings. No further follow-up will be conducted by the Bureau of Internal Audit.

Audit and Contract Management Review Findings 21-22



Source: Bureau of Internal Audit

ENVIRONMENTAL HEALTH AND SAFETY SECTION

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

The Environmental Health and Safety Section employs a supervisor, four regional safety consultants, and one staff member that supports Central Office supervisor and serves as a safety consultant for several institutions. Safety Inspectors conduct semi-annual inspections at all the Department's facilities and the seven privately-operated prisons managed by the Department of Management Services. The semi-annual inspections are performed utilizing a set of 125 standards that were developed utilizing the guidelines set forth by the National Fire Protection Association (NFPA) 101, the Uniform Fire Code, Department of Health Standards and other federal, state, and local codes and standards.

Safety Inspectors conduct environmental health and safety complaint reviews/inspections when they get complaints via telephone, email, or traditional mail. These complaints may come from the public, staff, or within the corrections population. We take all complaints seriously and investigate. We also conduct emergency incident reviews of all serious incidents within the realm of environmental health, occupational health, and fire safety situations. Our goal is to prevent any further incidents.

In an effort to keep our Department safe, we have designed a program that ensures continual process improvements through persistent monitoring and analysis of all areas that inmates and employees are located. We make revisions to procedures and policies as needed to keep current. A major component of this process is having staff perform scheduled semi-annual inspections. This year we added unannounced inspections to further document the Department's priority of safety at all times. We continue to implement tools that proactively assist the Department of Corrections in the areas of regulatory compliance for occupational safety, environmental safety, fire, and life safety, and responding to emergencies. The expertise and a well-trained staff in the area of Environmental Health and Safety is essential to the development of our compliance program. The staff in this Section are Florida Certified Fire Safety Inspector I, National Bro-Board Certified Fire Safety Inspector I, Certified Fire Extinguisher Technicians, OSHA recognized trainer for General Industry, Certified Mold Identification and Remediation, and Certified ServSafe Managers.

The Environmental Health and Safety Section are homebased employees, permanently teleworking. They have been set up with laptops, cell phones and vehicles to work from their home locations. Teleworking increases the time available to accomplish inspections, allowing the staff to provide reports without having to travel to an office, often in an entirely different direction from the inspection site. This allows our time to be utilized more efficiently.

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

Semi-Annual Inspection Findings Fiscal Year 2021-22.

Regions	Number of Main Units	Main Unit Deficiencies	Number of Annexes	Annex Deficiencies	Number of Work Camps	Work Camp Deficiencies	Number of Community Release Centers	Community Release Center Deficiencies	Total Deficiencies
C.O.	9	71	4	23	7	23	2	5	122
1	13	418	4	252	9	9	2	5	684
2	18	215	3	26	10	26	6	64	331
3	10	390	3	68	5	65	12	79	602
4	11	174	2	1	5	10	11	12	197
Totals	61	1,268	16	370	36	133	33	165	1,936

Source: Office of Environmental Health and Safety

Critical Incident Reviews Fiscal Year 2021-2022.

Regions	Number of Main Units	Main Unit Incidents	Number of Annexes	Annex Incidents	Number of Work Camps	Work Camp Incidents	Number of Community Release Centers	Community Release Center Incidents	Total Incidents
C.O.	9	4	4	0	7	0	2	0	4
1	13	6	4	1	9	0	2	0	7
2	18	7	3	1	10	0	6	0	8
3	10	3	3	0	5	0	12	0	3
4	11	10	2	0	5	0	11	0	10
Totals	61	30	16	2	36	0	33	0	32

Source: Office of Environmental Health and Safety

Annual Complaint Reviews Fiscal Year 2021-2022.

Regions	Number of Main Units	Main Unit Complaints	Number of Annexes	Annex Complaints	Number of Work Camps	Work Camp Complaints	Number of Community Release Centers	Community Release Center Complaints	Total Complaints
C.O.	9	4	4	1	7	0	2	0	5
1	13	14	4	0	9	0	2	0	14
2	18	16	3	1	10	0	6	0	17
3	10	0	3	0	5	0	12	0	0
4	11	9	2	0	5	0	11	0	9
Totals	61	43	16	2	36	0	33	0	45

Source: Office of Environmental Health and Safety

BUREAUS OF INVESTIGATION

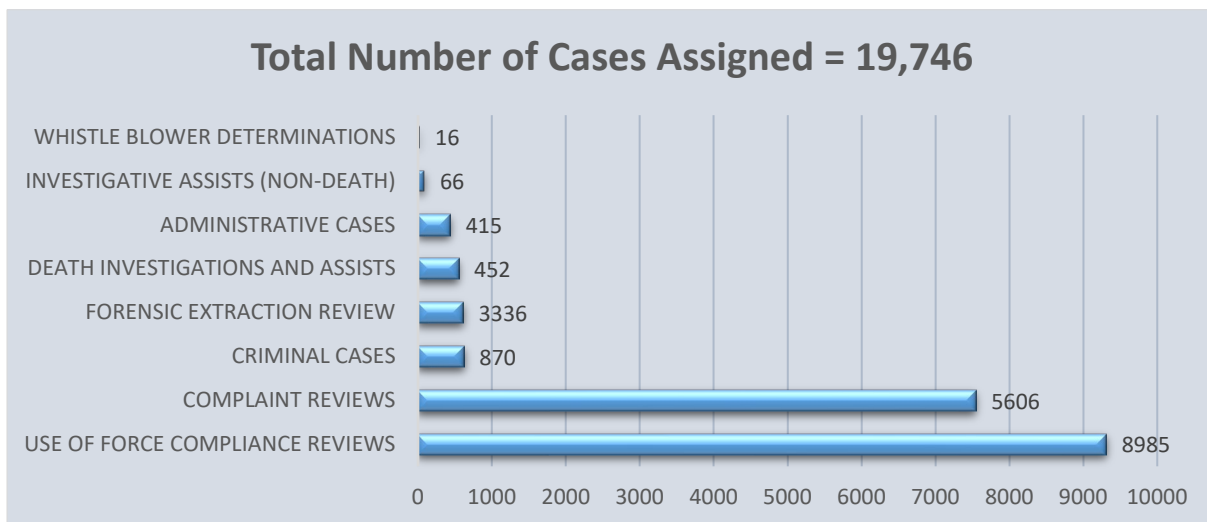
The Florida Department of Corrections, Office of Inspector General is committed to conducting independent and objective investigations through its Bureaus of Investigation. The investigative Bureaus are responsible for conducting criminal and administrative investigations and providing oversight of all use of force incidents. Our top priorities include investigations into public corruption, deaths, and criminal efforts that compromise the safety and security of our prisons through violence or the introduction of contraband. Completed criminal investigations for which probable cause exists that a crime has occurred are referred to the appropriate prosecutorial entity for consideration for prosecution. Administrative investigations with sustained findings are referred to management for appropriate action. Many of the staff assigned have certifications from the Association of Inspectors General.

As reported in last year's report, the **Bureau of Investigations** restructured into two separate bureaus; Internal Affairs Bureau and Criminal Investigations Bureau. Since

restructuring, each bureau has been afforded the ability to focus on their distinct mission: investigating criminal wrongdoing within the jurisdiction of the Department or Department's Rule or Policy violations. This has significantly impacted our timeliness of investigations and the effectiveness of Management to address any concerns earlier than later.

Additionally, this year, the Legislature budgeted the Office an increase of 37 additional FTEs to address investigative activity within 180 days.

During Fiscal Year 2021-22, the Office of Inspector General received 41,233 incidents/complaints which resulted in the opening of 19,746 Office of Inspector General cases. A total of 8,985 were cases that involved a use of force compliance review. The remaining incidents/complaints were referred to the Department's management team or other external entities for action deemed appropriate.



Source: Office of Inspector General-Records Unit

EXAMPLES OF CRIMINAL INVESTIGATION CASE SUMMARIES

Graceville Correctional Facility - Homicide, Case Number 21-04281

An employee was slammed to the ground by an inmate causing serious bodily injuries. The employee later succumbed to complications from the injuries sustained during the incident. The investigation documented through witness interviews and surveillance video, found sufficient evidence to formally charge the inmate with Aggravated Manslaughter of a Law Enforcement Officer. Closed by Arrest.

Suwannee Correctional Institution - Battery on a Law Enforcement Officer, Case Number 21-10420

An inmate threw a cup of feces from a shower stall striking an officer on the upper torso area. The inmate was sentenced to an additional 30 months in state prison along with fines totaling \$1,920.

Hamilton Correctional Institution - Possession of a Controlled Substance, Case Number 21-11945

Intelligence was obtained indicating a visitor would possibly attempt to introduce narcotics into Hamilton CI during visitation. During a planned interdiction operation, the visitor was found to be in possession of 29.8 grams of cocaine, 51.7 grams of methamphetamine, and 27.4 grams of synthetic marijuana. The visitor pled guilty to Possession of Methamphetamine with the Intent to Deliver and was sentenced to 48 months drug offender probation and multiple fines.

Hamilton Correctional Institution Annex - Introduction of Contraband and Possession of Firearm by Convicted Felon, Case Number 22-00001

Two civilians (one a former inmate at Hamilton CI) attempted to introduce numerous smart phones and drugs into the prison. While attempting to access the prison property, the vehicle became stuck in the plowed fire line. Both individuals were arrested after attempting to dispose of the contraband items and a loaded firearm by throwing the items from the vehicle. Both defendants pled guilty to the charges. One received 18 months in state prison; the other defendant received 5 years of probation.

Florida State Prison - Attempted Murder, Case Number 21-13996

Two employees at Florida State Prison were removing inmates from their cells to another wing when an inmate stabbed one of the employees in the chest with a homemade weapon. When the other employee attempted to intervene, the inmate then stabbed the second employee in the hand. The inmate was arrested, charged and Adjudicated Guilty on the charges of Attempted Felony Murder, Aggravated Battery on a Correctional Officer, Aggravated Assault upon a Law Enforcement Officer, and Possession of Contraband in State Correctional Facility. The defendant was adjudicated guilty on all charges and received two 25-year sentences and two 15-year sentences.

Reception and Medical Center - Aggravated Stalking, Case Number 22-07702

An inmate at the Reception and Medical Center is currently serving a prison sentence for Domestic Violence related charges. An investigation determined the inmate was making calls to the victim of his original court case by using another inmate's telephone access. The inmate threatened multiple times to kill the victim and the victim's new boyfriend. Through research of phone calls and an interview with the victim, sufficient evidence was documented to charge the inmate with aggravated stalking. A probable cause affidavit was submitted to the State Attorney's Office for prosecution.

Polk Correctional Institution - Aggravated Battery on Law Enforcement Officer, Case Number 21-17638

An investigation revealed that an inmate attacked two employees during a cell extraction event, causing one of the employees facial trauma. The second employee suffered a minor physical injury. These attacks were captured on video and attested to by witness interviews. The case has been submitted to the State Attorney's Office for prosecution.

Tomoka Correctional Institution - Attempted Felony Murder of a Correctional Officer, Case Number 21-14803

An inmate attacked an employee by ambushing them in a laundry room of a dormitory. The inmate utilized a homemade weapon to stab the employee multiple times in the face and neck. The inmate confessed that he wanted to incapacitate the employee, steal their uniform and attempt to escape.

EXAMPLES OF FORENSIC REVIEWS RESULTING IN INVESTIGATIONS

Tomoka Correctional Institution - Failure to Maintain a Professional Relationship, Case Number 22-01747

Analysis of data from a contraband cellular device confiscated from New River Work Camp revealed communication between inmates and an employee of Tomoka CI. Communications indicated an unprofessional relationship and financial transactions between the employee and two inmates. An investigation sustained administrative violations. The employee subsequently resigned.

Union Correctional Institution - Improper Conduct, Case Number 21-19448

Analysis of data from a contraband cellular device confiscated from Wakulla CI revealed communication between an inmate and an employee of Union CI. During the investigation, the employee admitted to communicating with multiple inmates through various methods and facilitating money transfers for inmates. The employee resigned under investigation. An investigation sustained administrative violations.

EXAMPLES OF ADMINISTRATIVE INVESTIGATION CASE SUMMARIES

Jefferson Correctional Institution - Physical Abuse, Case Number 21-16877

This investigation began as a physical abuse complaint against an officer, a sergeant, and a captain who carried an inmate out of a confinement unit at Jefferson CI without submitting any incident or use of force reports. Through numerous staff interviews, it was determined that the captain intentionally denied the inmate services (a 23-hour observation), used another staff member's chemical agent canister to threaten the inmate and cause him to return to his dormitory while he was still experiencing breathing problems, and then ordered the staff member whose chemical agent was used to write an incident report to document the broken seal on the following shift. The captain was sustained on Cruel or Inhumane Treatment of an Inmate, Conduct Unbecoming a Public Employee, and False Statements. The other subjects were not sustained on any counts.

Columbia Correctional Institution - Physical Abuse, Case Number 21-10164

At Columbia CI, one staff member utilized unauthorized excessive force while attempting to place a confinement inmate back in his cell while another officer just observed. The inmate was removed from his cell, his cell was searched, and his emergency was never addressed. Therefore, the inmate refused to re-enter the cell. The staff member used

force to put the inmate back into the cell. Once inside the cell, the staff member attacked the inmate. The case was closed sustained for the violations of Excessive Force; Failure to Report a Use of Force; Willful Violation of Rules, Regulations, Directive, or Policy; and Conduct Unbecoming a Public Employee, and the subject staff member who utilized the force was dismissed from employment. The other subject staff member received sustained violations for False Statements/Failure to Participate in an Official Investigation, Submitting an Inaccurate or Untruthful Record or Report, and Conduct Unbecoming an Employee which resulted in a 24-hour suspension.

Suwannee Correctional Institution - Physical Abuse, Case Number 22-00558

A staff member applied force to an inmate contrary to Department Rule 33-602.210, Florida Administrative Code, when no lawful reason for force to be applied was merited based on the inmate's actions. The case was closed as sustained for physical abuse. The subject staff member received a suspension.

Wakulla Correctional Institution - Improper Conduct, Case Number 21-19448

Information recovered from a cellphone extraction recovered at Wakulla CI identified a staff member employed at Union CI who was communicating with multiple inmates across the state. The information from the extraction was cross referenced with outgoing inmate communications which discovered multiple communications of romantic relationships and possible contraband introduction. This case was sustained on the violations of Conduct Which Violates Florida Statutes, Failure to Maintain a Professional Relationship, Failure to Report, and Conduct Unbecoming a Public Employee. The subject staff member resigned while under investigation.

Santa Rosa Correctional Institution Annex - Conduct which violates Florida Statutes and Failure to Maintain a Professional Relationship, Case Number 21-02031

An examination of a contraband cell phone recovered by security staff at Santa Rosa CI, produced evidence of electronic communications between a female correctional officer and an inmate. The Office of Inspector General initiated Criminal Investigation Number 21-06617, which included an extensive analysis of the data recovered from the contraband phone. The review of recorded inmate telephone calls, video records, electronic mail messages, and interviews of multiple inmates and security staff members revealed additional allegations against the officer. Additional allegations included introducing cell phones, drugs, and tobacco into the secured perimeter for inmates in exchange for monetary compensation. The criminal investigation was closed due to a lack evidence necessary to successfully prosecute the officer for a criminal violation of law. However, the information was referred to the Bureau of Internal Affairs for review of possible violations of Department policy and/or procedures governing employee conduct. The Office of Inspector General initiated Administrative Investigation Number 20-02031 and determined a preponderance of evidence did exist to conclude the officer had violated Department Rule 33-208.001(4), Florida Administrative Code, Conduct which Violates Florida Statutes, and Department Rule 33-208.002(26), Florida

Administrative Code, Failure to Maintain a Professional Relationship by introducing (transmitting) unauthorized electronic communications to an inmate in a state correctional institution in violation of Chapter 944.47, Florida Statutes. The officer resigned while under investigation.

Graceville Correctional Facility - Cruel or Inhumane Treatment of an Inmate, Submission of an Inaccurate or Untruthful Report and Conduct Unbecoming a Public Employee, Case Number 22-00408

The Office of Inspector General Use of Force Unit concluded a field investigation was warranted based upon their review of records related to an incident where a correctional officer at a private facility reported she utilized reactionary, physical force on an inmate. The Office of Inspector General initiated criminal investigation case number 21-16897 which included a review of the report of force used submitted by the officer, the related video records, and interviews of the officer and inmate. The criminal investigation was closed after consultation with the State Attorney's Office which declined to file criminal charges against the officer for a violation of Florida Statutes; however, the information gathered was referred to the Bureau of Internal Affairs for review of possible violations of Department policy/procedures governing employee conduct. The Office of Inspector General initiated administrative investigation case number 22-00408 and determined a preponderance of evidence did exist to conclude the officer had violated Department Rule 33-208.002(8), Florida Administrative Code, Cruel or Inhumane Treatment of an Inmate; Department Rule 33-208.002(19), Florida Administrative Code, Submitting Inaccurate or Untruthful Information; and Department Rule 33-208.002(3), Florida Administrative Code, Rules of Conduct, Conduct Unbecoming a Public Employee, by physically striking an elderly inmate without adequate justification and forcefully dragging the inmate across the concrete floor after pulling him from his chair, and by submitting an incident report containing false information in an attempt to justify the use, type, and amount of force used. The private facility officer resigned during the criminal investigation.

Columbia Correctional Institution - Sustained for Conduct which violates State Statute and Failure to Maintain Professional Relationship, Case Number 21-13447

A certified officer was found to have communicated with an inmate who, at one point, was under the officer's supervision. Officer terminated employment at a private facility and began employment with the Department (second time employed with the Department). The officer continued communication with the inmate via telephone, JPay, and written letters. Communication alluded to a romantic relationship. The officer terminated employment during the investigation.

Columbia Correctional Institution - Sustained for Failure to Maintain a Professional Relationship and Willful Violation of Rules and Regulations, Case Number 21-14976

Certified Officer allowed inmate access to sally port area and officer's station sally port for approximately four hours during the night shift. The officer was alone and seen

providing the inmate with food/drink during the four-hour period. The officer allowed the inmate to accompany them during security checks during the four-hour period.

Mayo Correctional Institution - Failure to Maintain a Professional Relationship, Case Number 21-15045

A staff member was communicating with an inmate inappropriately by legal mail. The case was closed as sustained for failure to maintain a professional relationship and conduct which violates Florida statues, rule, or directive. The subject staff member's employment was terminated after the sustained findings.

The table below represents the disposition of investigations by the Office of Inspector General for Fiscal Year 2021-2022.

Case Disposition	Administrative	Criminal
<i>Exonerated</i>	1	
<i>Not Sustained</i>	163	
<i>Partially Sustained</i>	25	
<i>Policy Deficiency</i>	0	
<i>Sustained</i>	110	
<i>Unfounded</i>	25	96
<i>Closed by Arrest</i>		75
<i>Exceptionally Cleared</i>		118
TOTAL	324	289

Source: Office of Inspector General – Records Unit

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

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

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

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

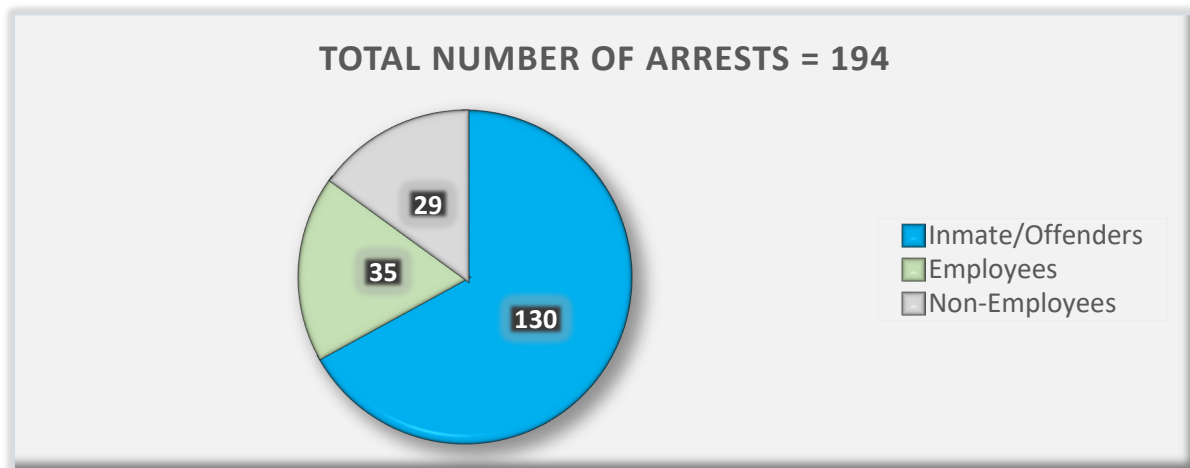
Policy Deficiency refers to a finding in an administrative case for which a preponderance of evidence suggests the subject's behavior or action did occur and is not addressed by Department procedure, rule, or other authority or an action Department management does not condone, but is not a violation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

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

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

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

The chart below represents subjects by type in the investigations and the number of individuals arrested for Fiscal Year 2021-22.



Source: Office of Inspector General-Records Unit

FLORIDA DEPARTMENT OF LAW ENFORCEMENT CRIMINAL JUSTICE STANDARDS AND TRAINING COMMISSION

The Florida Department of Corrections, Office of Inspector General maintains a strong professional working relationship with the Florida Department of Law Enforcement, Criminal Justice Standards and Training Commission (CJSTC). Specifically, within the Florida Department of Law Enforcement is the Criminal Justice Professionalism Division, which the Office of Inspector General is responsive and accountable to in providing CJSTC-78, Internal Investigation Report Referrals, reporting the disposition of an investigation where the subject was a sworn law enforcement officer, correctional officer, or correctional probation officer as defined in section 943.10, Florida Statutes. This accountability and reporting by the Office of Inspector General provides the means for the licensing authority of the State of Florida for Sworn Officers, the ability to review and administer appropriate administrative sanctions against the officer's certification in instances when an officer is found in violation of Florida Statutes and/or Commission standards.

ADMINISTRATION AND MANAGEMENT

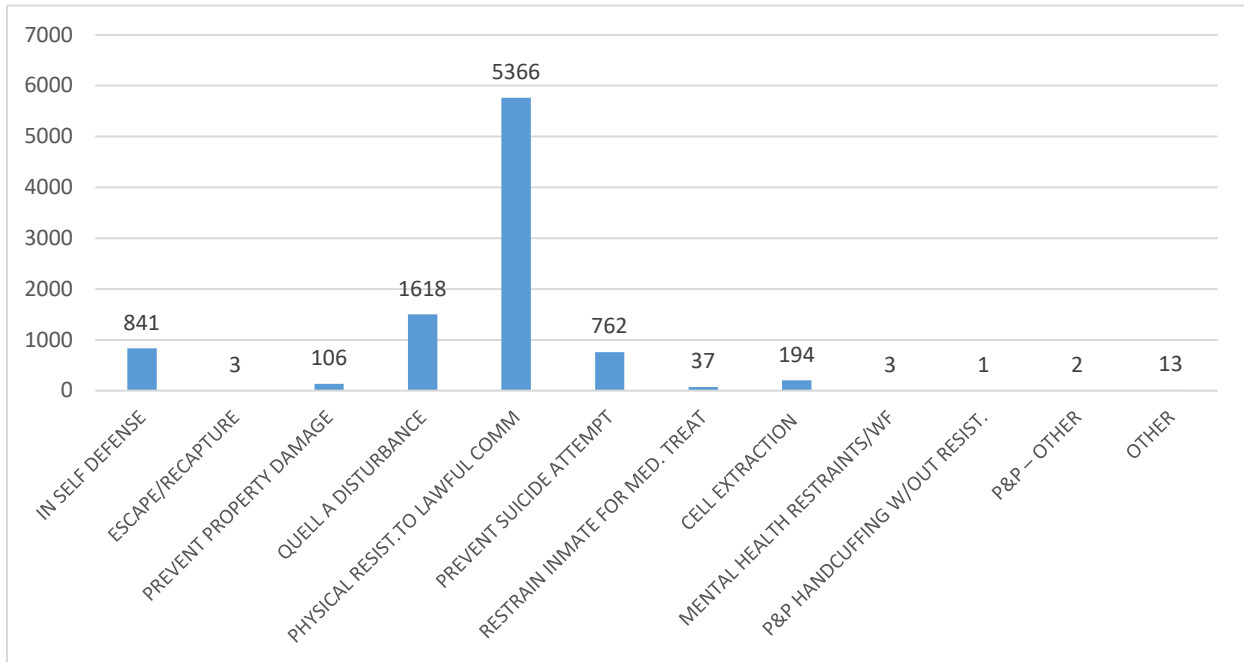
The Florida Department of Corrections, Office of Inspector General, has additional responsibilities beyond conducting audits and investigations. The responsibilities represent a substantial workload for the Office of Inspector General and include performing reviews relating to use of force incidents,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

USE OF FORCE UNIT

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

To accomplish this mission, the Use of Force Unit independently reviews and evaluates all use of force incident reports, associated documents, and video recordings as required from each correctional facility or office. Evidence indicating possible procedural violations, inmate abuse, excessive/improper/unauthorized force, or battery by staff is referred for investigation.

The following chart reflects use of force incidents reported to the unit in Fiscal Year 2021-2022.



Source: CDC

The difference of 39 incidents reported in this chart versus the total number of cases assigned is due to the time it was reported in CDC to the time it was entered in case management system.

RECORDS UNIT

The Office of Inspector General Records Unit received approximately 922 requests for records in fiscal year 2021-22. Many Office of Inspector General records such as complaints, investigations, inmate telephone calls, videos, and audio recordings have been provided in response to court orders, litigation, subpoenas, external background investigations, accreditation (ACA and CFA), and pursuant to sections 943.1395(5), 112.532(4)(b), and 119.01, Florida Statutes.

The majority of requests received by the Records Unit are public records requests which are assigned a reference number electronically through the GovQA portal and assigned by the Office of Administration Public Records Unit. There were 642 public records requests assigned to the Office of Inspector General. This amount has steadily increased over the years while staffing has remained the same. The Office of Inspector General Records Unit processed approximately 12% of the Department's public records requests.

CENTRAL INTAKE UNIT

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

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

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

The Intake Unit reviewed 41,233 incidents as reported within the Management Information Notification System (MINS) and reviewed and processed 2,133 pieces of correspondence submitted via letter, electronic complaint, e-mail, phone call, walk-in, inter-agency, and external agency referrals. The Intake Unit assigned 19,746 cases within IGIIS.

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

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

- provides an incident/event reporting system for all areas of the Department, enabling early identification of problems and timely allocation of investigative and corrective resources;
- collects statewide data for use by key personnel in developing strategies to address areas of concern;
- provides timely flow of information to management and, through the Public Information Office, to the public; and
- leads Department efforts to maintain cooperative working relationships with Florida Department of Law Enforcement and other law enforcement agencies.



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