

dbpr

# Office of the Inspector General 2024-2025 Annual Report

September 30, 2025

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## Snapshot of the Year

The 2024-2025 fiscal year was very productive. We completed more audits than the previous year despite having to adapt to more cumbersome auditing standards. On the investigations side, despite voluntarily reducing our number of investigators, we worked 40% more complaints than the year before with a mean resolution time of 3.2 days and a median of same-day resolution. Our sworn staff also took an increased role in building security, staffed the State's emergency operations center during hurricanes, and participated in the State's immigration enforcement efforts. We continued to enjoy the strong support of Department leadership and look forward to the 2025-2026 fiscal year.

## Overview of the Office of Inspector General

Section 20.055, Florida Statutes (F.S), establishes the Office of Inspector General (OIG) to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency within the Department of Business and Professional Regulation (DBPR).

The Inspector General is appointed by the Chief Inspector General and is under the general supervision of Secretary of DBPR for administrative purposes.

Section 20.055(8), F.S., requires inspectors general to submit an annual report to the Secretary of the Department and the Chief Inspector General by September 30<sup>th</sup> of each year. The report must include the following:

- A description of activities relating to the development, assessment, and validation of performance measures.
- A description of significant abuses and deficiencies relating to the administration of programs and operations of the agency disclosed by investigations, audits, reviews, or other activities during the reporting period.
- A description of the recommendations for corrective action made by the inspector general during the reporting period with respect to significant problems, abuses, or deficiencies identified.
- The identification of each significant recommendation described in previous annual reports on which corrective action has not been completed.
- A summary of each audit and investigation completed during the reporting period.

### Mission Statement

The mission of the Office of Inspector General is to be a valuable partner in conducting independent and objective internal audits, reviews, and investigations of department activities and programs. Our services add value to department management by assisting the department in providing greater accountability, integrity, efficiency, and effectiveness in fulfilling the department's overall vision, mission, values, and strategic goals.

### Responsibilities

Section 20.055, F.S., outlines the following duties and responsibilities for Offices of Inspector General:

- Direct, supervise, and coordinate audits, investigations, and management reviews relating to the agency's programs and operations.
- Conduct, supervise, or coordinate other activities carried out or financed by the agency for the purpose of promoting economy and efficiency in the administration of, or preventing and detecting fraud and abuse in, agency programs and operations.
- Keep the agency head informed concerning fraud, abuses, and deficiencies relating to programs and operations administered or financed by the agency; recommend corrective action concerning

fraud, abuses, and deficiencies; and report on the progress made in implementing corrective action.

- Review the actions taken by the state agency to improve program performance and meet program standards and make recommendations for improvement, if necessary.
- Advise in the development of performance measures, standards, and procedures for the evaluation of agency programs; assess the reliability and validity of the information provided by the agency on performance measures and standards and make recommendations for improvement, if necessary.
- Ensure effective coordination and cooperation between the Office of the Auditor General, federal auditors, and other governmental bodies with a view to avoiding duplication.
- Maintain an appropriate balance between audit, investigative, and other accountability activities.
- Comply with the General Principles and Standards for Offices of Inspector General, as published and revised by the Association of Inspectors General.
- Initiate, conduct, supervise, and coordinate investigations designed to detect, deter, prevent, and eradicate fraud, waste, mismanagement, misconduct, and other abuses in state government.
- Receive complaints and coordinate all activities of the department as required by the Whistle-blower's Act pursuant to Sections 112.3187 - 112.31895, F.S.
- Receive and consider the complaints that do not meet the criteria for an investigation under the Whistle-blower's Act and conduct such inquiries, investigations, or reviews, as the Inspector General deems appropriate.
- Conduct investigations and other inquiries free of actual or perceived impairment to the independence of the Inspector General's office. This shall include freedom from any interference with investigations and timely access to records and other sources of information.

## **Internal Audit Section Overview**

The primary goal of the Internal Audit Section (IAS) is to bring a systematic, disciplined approach to evaluating and improving the adequacy and effectiveness of the Department's governance, risk management, and internal control processes. To accomplish this goal, the IAS conducts internal audits of the Department's programs, activities, and functions. These audits evaluate the Department's exposure to fraud, risk, and the adequacy and effectiveness of internal controls established to:

- Achieve the Department's strategic objectives.
- Maintain the reliability and integrity of financial and operational data and information.
- Optimize operational effectiveness and efficiency.
- Safeguard assets, including information and information technology resources.
- Ensure compliance with laws, rules, regulations, policies, procedures, and contracts.

The IAS also conducts consulting engagements at management's request and provides advisory/technical assistance services to management on issues that do not require more extensive audit or consulting services. Additionally, the IAS serves as the liaison between the Department and external review entities such as the Auditor General and monitors and reports to the Secretary, via the Inspector General, on the status of actions taken to correct deficiencies reported in external and internal audits.

The IAS carries out the OIG's statutory responsibilities regarding performance measure development and assessment and provides technical assistance and administrative guidance on state single audit act matters.

The IAS also performs audits and consulting engagements in conformance with the *International Standards for the Professional Practice of Internal Auditing (Standards)*, as published by The Institute of Internal Auditors, Inc.

Finally, the IAS also consults with the Investigations Unit and provides quality control on investigative reports.

Follow-up reviews, management advisory services, and other projects are conducted in accordance with the *Standards* or other applicable professional internal auditing standards. The *Standards* provide a framework for ensuring independence, objectivity, and due professional care in the performance of internal audit work.

## **Summaries of Internal Audits Completed in 2024-2025**

### **Audit of Driver and Vehicle Information Database (DAVID)**

*Division of Alcoholic Beverages and Tobacco, Internal Audit Report Number A-2425BPR-003 - Published February 24, 2025*

The Division of Alcoholic Beverages and Tobacco is responsible for licensing the manufacture, distribution, sales, and service of alcoholic beverage and tobacco products. This includes the receipt and processing of license applications; collection and auditing of taxes, surcharges, and fees paid by licensees; and enforcement of the laws and regulations governing the sale of alcoholic beverage and tobacco products, pursuant to Chapters 210, 561-565, 567-569, F.S.

The Bureau of Enforcement within the Division accesses DAVID for its law enforcement function. Access privileges are granted in accordance with a memorandum of understanding (MOU) with the Department of Highway Safety and Motor Vehicles (DHSMV). The MOU requires regular audits of access to DAVID.

#### **Objectives**

The audit was conducted to assess the Bureau of Enforcement's administration and management of the MOU with the DHSMV for the use of data obtained from DAVID. Specifically, our office evaluated whether internal controls are adequate to protect the personal data from unauthorized access, distribution, use, modification, or disclosure.

#### **Scope**

The scope of this audit included a review of the Division's operations, policies, procedures, records, and activities with respect to the DAVID system for the period of December 11, 2021, through June 10, 2024. The internal controls reviewed deal with access, security and confidentiality, and use of the DAVID data.

#### **Results**

The purpose of this audit was to evaluate whether the Bureau's internal controls over the personal data accessed through the DAVID system are adequate to protect the data from unauthorized access, distribution, use, modification, or disclosure. In reviewing internal controls, we assessed authorized Bureau personnel's compliance with provisions of the MOU related to database access, safeguarding of information, and usage of DAVID. This audit also examined the Bureau's compliance with the terms of the MOU.

Audit testing conducted by the Office of Inspector General through November 2024, and the Bureau through quarterly quality control reviews, found no instances of unauthorized access, distribution, use, modification, or disclosure of data from the DAVID system.

## Audit of Driver and Vehicle Information Database (DAVID)

*Division(s) of Technology, Regulation, Certified Public Accounting and Real Estate, Internal Audit Report Number A-2425BPR-004 - Published May 12, 2025*

### Objectives

The audit was conducted to assess Technology's administration and management of the MOU with the DHSMV for the use of data obtained from DAVID. Specifically, our office evaluated whether internal controls are adequate to protect the personal data from unauthorized access, distribution, use, modification, or disclosure.

### Scope

The scope of this audit included a review of Technology's and the involved Divisions' operations, policies, procedures, records, and activities with respect to the DAVID system for the period of May 2022, through the conclusion of audit fieldwork, July 2024. The internal controls reviewed dealt with access, security and confidentiality of DAVID data, and use of DAVID data.

### Results

The purpose of this audit was to evaluate whether department internal controls over the personal data accessed through the DAVID system are adequate to protect the data from unauthorized access, distribution, use, modification, or disclosure. In reviewing internal controls, we assessed Technology's and authorized department personnel's compliance with provisions of the agreement related to database access, safeguarding of information, and usage of DAVID. This audit also examined departmental compliance with the terms of the MOU.

Audit testing conducted by the Office of Inspector General and Technology's quarterly quality control reviews found no instances of unauthorized access, distribution, use, modification, or disclosure of data from the DAVID system.

## Audit of Department's Executed Contracts

*Division of Administration and Financial Management, Bureau of Agency Services, Internal Audit Report Number A-2425BPR-005 - Published June 18, 2025*

The state's purchasing laws are designed to promote fair and open competition in the public procurement process. The goal is to reduce the appearance and opportunity for favoritism and foster public confidence that contracts are awarded equitably and economically. Chapter 287, F.S., deals with the procurement of personal property and services for the state, including state purchasing and contracts. It covers a wide range of topics relevant to purchasing categories, threshold amounts, insurance, and procurement procedures.

Per Chapter 287, F.S., competitive solicitation is to be made available simultaneously to all vendors, must include the time and date for the receipt of bids, proposals or replies and of the public opening,

and must include all contractual terms and conditions applicable to the procurement, including the criteria to be used in determining acceptability and relative merit of the bid, proposal, or reply. Section 287.017, F.S., establishes different purchasing categories with corresponding dollar thresholds. These purchasing categories, in conjunction with rule, determine the procurement methods that must be used (see table 1 and 2 below). Rule 60A-1.002, Florida Administrative Code (F.A.C.), provides further guidance on purchases less than Category 2 (\$35,000).

### Objectives

Our overall objective was to assess and evaluate contracts and purchase orders executed by the Department against Chapter 287, F.S., Rule 60A-1.002, F.A.C., and other contract management principles. We also attempted to identify any instances and/or trends in vendor preferences, as required by Section 287.136(2), F.S.

### Scope

The scope of the audit focused on the Department's standard two-party agreements, three or more party agreements, revenue agreements, and master agreements for the 2021-22 through 2023-24 fiscal years.

### Results

Our audit found that the Department followed the applicable contract procurement rules and regulations set forth and noted no instances of vendor preference for the contracts and purchase orders reviewed during the audit period.

## **Summaries of Florida Single Audit Act Activities Completed in 2024-2025**

### 2024-2025 Florida Single Audit Act Certifications

Project Number S-2425BPR-003. Completed September 2024.

Rule 69I-5.005(4), F.A.C., requires state agencies to annually certify the accuracy and completeness of their state projects included in the Catalog of State Financial Assistance. Agencies must complete the Catalog of State Financial Assistance Certification Form and identify any applicable additions, deletions, or changes.

Between July 2022 and September 2022, OIG staff submitted the relevant certifications for the five current DBPR Florida Single Audit Act projects. This information was timely disseminated to the Department of Financial Services (DFS) in accordance with the relevant DFS instructions.

## **Other IAS Activities**

### **External Audits Coordinated**

The OIG's Internal Audit Section serves as the central point of contact and coordination between the Department and external agencies engaged in audits of department operations. This liaison role helps ensure effective coordination and cooperation between the Department and the state (e.g., the Auditor General's office) and federal review entities and minimizes duplication of audit efforts. Internal audit staff coordinate information requests and responses, facilitate the scheduling of meetings, and

coordinate the Department's responses to preliminary and tentative findings issued by the Auditor General and other oversight agencies.

In Fiscal Year 2024-2025, internal audit staff provided liaison and coordination services for the following external reviews:

### *2023-2024 Auditor General Operational Audit*

*Department of Business and Professional Regulation, Division of Drugs, Devices, and Cosmetics and Selected Administrative Activities – Project E- 2324BPR-002 completed June 2024*

Pursuant to Section 11.45, F.S., the Auditor General performs operational audits of state agencies every three years. The objectives of the operational audit are to evaluate, for selected topics, management's performance in establishing and maintaining internal controls, including controls designed to prevent and detect fraud, waste, and abuse, and in administering assigned responsibilities in accordance with applicable laws, administrative rules, contracts, grant agreements, and other guidelines.

This external coordination was a continuation of a 2023-2024 external liaison.

#### Division of Drugs, Devices, and Cosmetics

Controlled Substance Oversight:

Finding 1: Department oversight of entities engaged in the wholesale distribution of controlled substances within the State was not sufficient to ensure entity compliance with state law or the adequate protection of the public health, safety, and welfare.

#### Division of Technology

Information Technology Controls

Finding 2: Department change management controls need improvement to ensure that all Controlled Substance Reporting (CSR) program code changes are managed by, and do not bypass, the Department's change management process.

Finding 3: Certain security controls related to CSR System user authentication need improvement to ensure the confidentiality, integrity, and availability of Department data and information technology (IT) resources.

Finding 4: The designation of the Deputy Chief Information Officer as the Department's Information Security Manager (ISM) did not promote an appropriate separation of duties between daily IT operations and the assessment and oversight of cybersecurity program controls.

#### Division of Administration

Selected Administrative Activities

Finding 5: Department controls for promptly canceling purchasing cards upon a cardholder's separation from Department employment need improvement.

The Divisions concurred with these audit findings and noted plans for corrective actions to address the Auditor General's findings and recommendations.

### *2024-2025 Auditor General Statewide Financial Statement Audit*

*Office of Budget and Planning; Bureau of Finance and Accounting; Office of the General Counsel; Division of Technology; and the Division of Alcoholic Beverages, Audit Project Number E-2425BPR-001 - Completed March 2024.*

The Auditor General conducts an annual financial statement audit for the State. The OIG facilitated the Department's responses as part of the Auditor General Statewide Financial Statement Audit for the fiscal year ended June 30, 2024. The audit determined the State of Florida's Comprehensive Annual Financial Report was fairly presented in all material respects.

No findings were directed to the Department.

### *Auditor General Quality Assessment Review*

*Office of Inspector General's Internal Audit Section, Report No. 2025-050, OIG Audit Project Number E-2425BPR-002, November 2024*

Pursuant to Section 11.45(2)(i), F.S., the Auditor General conducts quality assessment reviews of state agencies' Offices of Inspectors General (OIGs) internal audit activities. During the reviews, the Auditor General evaluates the design of the OIG's quality assurance program related to the internal audit activity and whether the program provides reasonable assurance of conformance with applicable professional auditing standards. They also evaluate OIG compliance with those provisions of Section 20.055, F.S., governing the operation of the state agency's OIG internal audit activity.

The Quality Assessment Review of the IAS section focused on the quality assurance and improvement program for the period July 2023 through June 2024. The AG's office also reviewed compliance with specific provisions of Section 20.055, F.S., governing the operation of state agencies' offices of inspectors general internal audit activities.

The Auditor General found that the quality assurance and improvement program related to the OIG's internal audit activity was adequately designed and complied with during the review period to provide reasonable assurance of conformance with applicable professional auditing standards and the Code of Ethics issued by the Institute of Internal Auditors. The review further found that the OIG generally complied with those provisions of Section 20.055, F.S., governing the operation of state agencies' offices of inspectors general internal audit activities.

### *2024 Federal Appraisal Subcommittee Audit*

*Division of Real Estate, Audit Project Number E-2425BPR-003*

The Appraisal Subcommittee (ASC) monitors each State's appraiser licensing and certification regulatory program to ensure the State:

- Recognizes and enforces the standards, requirements, and procedures pre-scribed by Title XI of the Financial Institutions Reform, Recovery and Enforcement Act of 1989, as amended, (Title XI).
- Has adequate authority to permit it to carry out its Title XI-related functions; and
- Makes decisions concerning appraisal standards, appraiser qualifications and supervision of appraiser practices consistent with Title XI.

The ASC, in general, satisfies these responsibilities by performing on-site Compliance Reviews of State agency programs and maintaining close communications with appraisers, State and Federal agencies, and users of appraisal services.

Each Compliance Review assesses every facet of a state's appraiser regulatory program. Emphasis is placed on the state agency's enforcement program. Reviews usually are scheduled to coincide with a meeting of the state agency's decision-making body and are conducted over two to four days. ASC staff presents its Preliminary Findings and recommendations to the State. The State is allowed 60 days to respond to the Preliminary Findings.

The ASC staff conducted an ASC Compliance Review (Review) of the Florida appraiser regulatory program (Appraiser Program) on February 10-13, 2025, to determine the Appraiser Program's compliance with Title XI of the Financial Institutions Reform, Recovery, and Enforcement Act of 1989, as amended.

The ASC considered the preliminary results of the Review and the State's response to those results. The Appraiser Program was awarded an ASC Finding of "Good."

### *OPPAGA Review*

*The Division of Condominiums, Timeshares, and Mobile Homes, Structural Integrity Reserve Studies (SIRS) and Milestone Inspection Reports, Audit Project Number E-2425BPR-004*

The purpose of external liaison was to assist OPPAGA in their gathering of documentation from the Division relevant to their review of SIRS and Milestone Inspection Reports.

### *Department of Financial Services Contract Compliance Audit*

*Division of Administration and Financial Management, Bureau of Agency Services, Audit Project E-2425BPR-005*

The Department of Financial Services performed a review of the Department of Business and Professional Regulation's contract management and monitoring processes for selected contracts and grant agreements. Authority for this review is provided by Sections 17.03, 215.971(3), and 287.136, F.S. The focus of the review encompassed contracts and grant agreements, effective July 1, 2023, through June 30, 2024.

### *Update to New Global Internal Auditing Standards, Audit Project S-2425BPR-006*

The Institute of Internal Auditors (IIA) required the update to the new Global Internal Audit Standards to be in effect by January 9, 2025, following the release of the updated standards in January 2024. There was a one-year transition period for organizations to adapt their practices and ensure compliance with the new principles-based framework. As such, the Internal Audit section updated the required documents to ensure compliance with the new IIA standards.

### *Significant Audit Findings and Recommendations Reported in Prior Annual Reports*

The Internal Audit Section actively monitors management's actions to correct deficiencies cited in internal audit reports and in reports issued by external review entities. In accordance with state law and internal auditing standards, the Inspector General provides the Department's Secretary with a

written report on the status of corrective action. The section incurred no follow-up reports for fiscal year 2024-2025.

### Other Miscellaneous IAS Activities

- The IAS prepared the *Schedule IX: Major Audit Findings and Recommendations* for the Department's Legislative Budget Request, which is required on an annual basis. The *Schedule IX* informs decision-makers about major findings and recommendations made in Auditor General and OIG audit reports issued during the current and previous fiscal years. The *Schedule IX* also provides information on the status of action taken to correct reported deficiencies and is cross-referenced to any legislative budget requests to help implement audit findings and recommendations.
- The IAS continuously updates the Integrated Internal Audit Management System templates for the OIG's annual risk assessment and audit projects.
- Staff represented the OIG and participated in the training of new Department employees.
- Staff monitored the DAVID quarterly quality control reviews conducted by the Division of Alcoholic Beverages and Tobacco, in addition to the aforementioned triennial audits.
- Staff monitored the Quarterly Contractor Access Reviews for contracted entities for Versa: Regulation conducted by the Division of Technology.
- Staff provided updates to executive management regarding all internal and external audit engagements.
- Staff monitored compliance with Executive Order 20-44 regarding sole-source, public-private agreements, and other specific contracts and agreements.

### Overview of the Investigations Section

Internal investigations help identify occurrences of fraud, waste, mismanagement, misconduct, or other abuses. OIG findings are reported to the Department's Secretary, Chief of Staff, Deputy Secretaries, Chief of Human Resources, and, as appropriate, to the respective division directors, and the Office of the General Counsel. Recommendations for improved processes, policies, or procedures are made when warranted by the findings.

The Investigations Section of the OIG is comprised of a sworn Director of Investigations and two sworn investigators who are lieutenants. Staff within this section are primarily responsible for conducting internal investigations and inquiries into allegations of employee misconduct and allegations that Department employees have violated law, rule, policy, procedure, or regulation, as well as Whistle-blower Act complaints.

The Investigations Section accomplishes its mission through both reactive and proactive investigative efforts based on the authority specified in Section 20.055, F.S., and in accordance with the Commission for Florida Law Enforcement Accreditation's standards for OIG's and the Association of Inspectors General's Principles and Standards for Offices of Inspector General (the "Green Book"). Pursuant to Section 20.055(7)(b), F.S., the Inspector General has the authority and discretion to conduct investigations and inquiries as the Inspector General deems appropriate, although Whistle-blower Act investigations are subject to additional requirements.

### Accreditation

On February 20, 2020, the Commission for Florida Law Enforcement Accreditation accredited the Investigations Section of the OIG. On December 6, 2022, the Office of Inspector General was reassessed by Florida Law Enforcement Accreditation and passed the assessment with no findings.

The OIG Investigations Section accreditation was renewed for an additional three years on February 23, 2023.

## Complaint Intake

The majority of complaints referred to the Investigations Section are received via the OIG's online complaint reporting process. Complaints are also forwarded to the OIG by the Chief Inspector General's office, the Attorney General's Office, and other state agencies. Many complaints reported to the OIG are referred to the Department's various Division Directors, since the complaints are more appropriate for management review and response rather than OIG investigation or inquiry. For example, complaints received in the 2024-2025 fiscal year included poor customer service and unsanitary conditions in restaurants, unlicensed activity, disagreements with Division decisions, findings, and investigations, and employee/employer disputes.

Recognizing that not all citizens have access to electronic communication, the Office of Inspector General maintains multiple points of intake. Citizens and employees may file a complaint by telephone, standard mail, email, in person, or through the Department's website.

Each complaint, after initial intake, is reviewed and vetted by the Inspector General and/or Director of Investigations to identify allegations of misconduct, waste, fraud, or abuse by Department staff. Each complaint is also analyzed to determine if the complaint describes activities as defined in Section 112.3187, F.S., also known as the "Whistle-blower's Act." Capturing and classifying each complaint enables the OIG to provide feedback to management when consistent public miscommunication, policy failure, or poor performance may exist within a Division.

## Case Classifications

Our office worked 382 cases in 2024-2025, a 40% increase from the 273 cases worked the year before. Our cases are classified as follows:

**Investigative Inquiries** – Informal reviews conducted to determine the validity of a complaint prior to the initiation of an internal investigation. The determination as to whether the review remains an inquiry, is upgraded to an internal investigation, or closed out is dependent on the evidence obtained during the informal review. **Our office completed ten Investigative Inquiries this year.**

**Internal Investigations** – Investigations conducted by the Office of Inspector General in response to a complaint of serious employee misconduct received by the office, and sometimes from the evidence obtained during an inquiry, that warrants a full and formal investigation into the facts surrounding the allegation(s). **Our office completed seven internal investigations this year.**

**Referrals** – The forwarding of complaints, typically of minor misconduct, poor customer service, dissatisfaction with Divisions' resolution of complaints, the correctness of legal decisions or interpretations, or poor staff performance, to the appropriate Division within the Department for review and response to the complainant. **Our office referred 270 cases to Divisions within the Department this year.** The Division of Regulation constituted 47% of these referrals this year, followed by the Division of Condominiums, Timeshares, and Mobile Homes with 15%, the Divisions of Hotel and Restaurants and Real Estate with 11% each, and various other divisions with single-digit percentages.

**Whistle-blower Determinations** – Receipt and review of complaints filed by a state agency employee/contractor, former state agency employee/contractor, or applicant for state

agency/contractor employment, containing serious allegations of wrongdoing on the part of a public employer or independent contractor and coordination of all activities of the agency as required by the Whistle-blower's Act pursuant to Sections 112.3187-112.31895, F.S. The primary purpose of the analysis is to determine the appropriateness of awarding whistle-blower status to the complainant. **Our office completed seven whistle-blower determinations this year, with no complaints meeting the criteria for whistle-blower protection.**

**Inspector General Reviews** – Special complaint reviews conducted by the Inspector General to assess and address the issues and to either provide final resolution to the complainant or determine whether further management action is required. Most Inspector General Reviews are initiated in response to complex requests, usually with a legal and/or political component, made by the Chief Inspector General's office or senior management. **Our office completed 11 of these reviews this year.**

**No Jurisdiction** – Complaints involving entities or businesses that DBPR does not license, have authority over, regulate, or oversee. The OIG will often help the complainant with information, if known, for the proper federal, state, local, or private organization that might assist the complainant when possible and appropriate. **Our office handled 78 No Jurisdiction complaints this year.**

**Law Enforcement Referral** – Complaints that involve the Department or personnel and are criminal in nature, threats or possible criminal acts against the Department, or any possible criminal violations discovered during an investigation or other OIG duties. Criminal complaints cannot be investigated by this office and are referred to the proper law enforcement authorities. **Our office referred sixteen issues to law enforcement this year.**

**Use of Force Reviews** – The Office of Inspector General independently reviews any use of force by law enforcement officers of the Division of Alcoholic Beverages and Tobacco, Bureau of Law Enforcement. **Our office handled one use of force review this year.**

**Non-Investigative Case and Agency Assist** – Non-investigative case incidents or potential issues that the OIG Investigative Bureau assists the Department with. These incidents/issues may involve potential risks or threats to the Department or Department employees that require law enforcement assistance, intervention, consulting, or referral. It also might involve assisting another state agency with an investigation or questions involving DBPR-related matters. **There were fourteen such issues this year.**

Our office also handles background checks for certain positions and performs management reviews as requested but did not perform either of these functions this year.

## Internal Investigations

The Office of Inspector General completed seven investigations during the 2024-2025 Fiscal Year.

### Case 2024-225-II

This investigation was conducted based on information provided by a DBPR Division regarding an allegation that an employee was not accurately reporting the mileage of their agency-issued vehicle. Additionally, during the investigation, the OIG found evidence of time theft and improper work reporting.

The employee resigned before the investigation could be completed.

### Case 2025-003-II

This investigation was conducted based on information provided by a DBPR Division that an employee made improper and unprofessional statements about a supervisor to other employees.

Based on interviews with the subject and coworkers, the allegation was sustained. The employee resigned.

#### Case 2025-089-II

This investigation was conducted based on a complaint made by a former DBPR employee. The employee alleged that a sworn member of a Division Field Office improperly handled evidence, took seized evidence for personal use, and fraudulently submitted field reports. The OIG conducted an investigation based on information found during OIG Inquiry 2025-064-INQ.

Based on case supporting materials reviewed and interviews conducted, the allegations were Not Sustained.

#### Case 2025-090-II

This investigation was conducted based on a complaint made by a former DBPR employee. The employee alleged that a sworn member of a Division Field Office improperly handled evidence, took seized evidence for personal use, and fraudulently submitted field reports. The OIG conducted an investigation based on information found during OIG Inquiry 2025-064-INQ.

Based on case supporting materials reviewed and interviews conducted, the allegations were Not Sustained.

#### Case 2025-092-II

This investigation was conducted based on information provided by a DBPR Division regarding an allegation that an employee was working secondary employment at a business prohibited by policy and after being denied permission by the OGC to work at the business.

In addition to video evidence and eyewitness observation, the employee admitted the allegation and it was sustained. The employee resigned.

#### Case 2025-095-II

This investigation was conducted based on a complaint made by a former DBPR employee. The employee alleged that a sworn member of a Division Field Office fraudulently submitted field reports. The OIG conducted an investigation based on information found during OIG Inquiry 2025-064-INQ.

Based on case supporting materials reviewed and interviews conducted, the allegation was Not Sustained.

#### Case 2025-259-II

This investigation was conducted based on a complaint by the vendor/owner of DBPR "Market Place" (self-serve kiosk in the DBPR Breakroom) that a DBPR employee had stolen merchandise from the marketplace.

Based on video evidence obtained during the investigation and due to the ongoing pattern of thefts by the employee, the employee was terminated before the investigation could be completed.

### **Non-Investigative Activities**

## Additional Assistance to the Agency in 2024-2025

The Inspector General and Director of Investigations participated in recurring biweekly meetings with representatives of the Office of the General Counsel and Bureau of Human Resources. These meetings helped eliminate duplicative efforts by the two offices and ensured all significant investigative, legal, or employment matters were addressed by the appropriate parties.

Investigative staff co-presented monthly with members of the internal audit team during new employee orientation sessions for Department employees. The investigative staff educated new employees on the role of the Inspector General, the laws governing the Office of Inspector General, fraud detection and deterrence, the types of complaints accepted by the office, and how to file complaints with the OIG.

Sworn OIG staff members assisted as needed with overall building security, serving as standbys or escorts in situations involving potentially disruptive or threatening staff or citizens, facilitating the issuance of trespass warrants, and other issues requiring law enforcement intervention, guidance, or referral.

Sworn members of the OIG helped staff the Florida Emergency Operations Center in Tallahassee for hurricane response during the state's three landfall hurricanes during the Fiscal Year and assisted in the State's immigration enforcement efforts.

Sworn members of the OIG taught Automatic Defibrator Usage, CPR and First Aid to members of DBPR's Safety Warden Team and other staff. They also assisted in organizing and providing security and first aid during the State's Take Your Child to Work Event. They also, along with other law enforcement agencies, delivered Thanksgiving food supplies to needy families in coordination with a local church's outreach.

## Computer Security Incident Response Team 2024-2025

The Inspector General and the Director of Auditing participated in several CSIRT meetings, and one training exercise, during the 2024-2025 fiscal year.

## Assistance to other State Offices of Inspector General

OIG Investigative Staff and the Inspector General assisted both the Office of the Chief Inspector General and OIG offices of other state departments with investigative research, data analysis, legal counsel, and whistleblower determinations as requested.