

Florida Department of Juvenile Justice

Matthew J. Walsh, Secretary

Office of Inspector General

Annual Report

2024-2025



Robert A. Munson, Inspector General

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Florida Department of Juvenile Justice Office of Inspector General

Annual Report Fiscal Year 2024-2025

Charter of Operations

Department of Juvenile Justice Mission

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

Office of Inspector General Mission

The Office of Inspector General (OIG) provides independent oversight, through objective and timely audit and investigative services, to ensure the Florida Department of Juvenile Justice and its partners maintain the highest level of integrity, accountability, and efficiency.

Purpose

The Office of Inspector General is established to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency, and to conduct independent and objective audits, investigations, and reviews relating to the programs and operations of the Department of Juvenile Justice. The OIG assists the Department in accomplishing its objectives by promoting economy and efficiency, and by preventing and detecting fraud and abuse in its programs and operations.

Historic Overview

The term “inspector general” historically has been associated with maintaining and improving the operational efficiency of our nation’s armed forces. In the 1970s, Congress adopted the idea and created civilian inspectors general to address fraud, waste, abuse, and corruption in federal agencies.

An audit function was established in the Department in the 1960s. This function evolved into audits and investigations, and in the 1980s it was designated as the Office of Inspector General. In 1994, amendments to Section 20.055, F.S., required an OIG in each state agency.

Authority

The OIG reports directly to the Chief Inspector General. The authority of the OIG is derived from Section 20.055, Florida Statutes, and allows for full, free, and unrestricted access to all persons, records, and other information relevant to the performance of engagements.

Core Values

Leadership
Professionalism
Integrity
Excellence
Accountability
Communications
Teamwork



Responsibilities

The OIG is statutorily assigned specific duties and responsibilities per Section 20.055(2), Florida Statutes, which include:

- Advising in the development of performance measures, standards, and procedures for the evaluation of programs.
- Assessing the reliability and validity of information provided by the agency on performance measures and standards, and making recommendations for improvement, if necessary.
- Reviewing actions taken by the agency to improve program performance and meeting program standards and making recommendations for improvement.
- Providing direction for, supervising, and coordinating audits, investigations, and management reviews relating to the programs and operations of the agency.
- Promoting economy and efficiency in agency programs in the administration of or preventing and detecting fraud and abuse.
- Recommending corrective action concerning fraud, abuses, weaknesses, and deficiencies and reporting on the progress made in implementing corrective action.
- Ensuring effective coordination and cooperation between the Auditor General, federal auditors, and other governmental bodies with a view toward avoiding duplication.
- Reviewing, as appropriate, rules relating to the programs and operations and making recommendations concerning their impact.
- Ensuring that an appropriate balance is maintained between audit, investigations, and other accountability activities, and
- Complying with the General Principles and Standards for Offices of Inspector General as published and revised by the Association of Inspectors General.

The Inspector General is required by statute to provide the agency head with an annual report by September 30th each year, summarizing the activities of the OIG during the preceding fiscal year. This document provides information to departmental staff and other interested parties on how the OIG accomplishes its mission.

Independence and Objectivity



The OIG's activities shall be independent of Department operations, and the OIG staff shall be objective in performing their work. The Inspector General reports to the Chief Inspector General and is supervised by the Secretary of the Department but are not subject to supervision by any other employee of the Department. This ensures that audits, investigations, and other activities remain free from interference in the determination of the scope of activities, performance of work, and results. According to standards, the OIG shall refrain from participating in any operational activities that it might be expected to review or appraise or that could otherwise be construed to compromise the independence and objectivity of the OIG.

Scope of Work

The scope and assignment of the activities shall be determined by the Inspector General. However, the Secretary of the Department may at any time request the Inspector General to perform an audit, investigation, or review of a special program, function, or organizational unit. The scope of work is to determine whether the Department's risk management, control, and governance processes are adequate and functioning in a manner to ensure risks are appropriately identified and managed; significant financial, managerial, and operating information is accurate, reliable, and timely; resources are acquired economically, used efficiently, and adequately protected; programs, plans, and objectives are achieved; quality and continuous improvement are fostered in the organization's control process; and significant legislative or regulatory issues impacting the Department are recognized and addressed appropriately.

Professional Standards

The OIG complies with established professional standards in fulfilling its responsibilities. These include the *Principles and Standards for Offices of Inspector General*, published by the Association of Inspectors General, the *Global Internal Audit Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors, Inc., as well as applicable standards of the Association of Certified Fraud Examiners, and the State of Florida Auditor General's Rules.



Accreditation



Accreditation is formal recognition granted by an independent agency, affirming that an organization has met established standards and specific operational requirements. It serves as a trusted benchmark for excellence and professionalism within the field. To achieve and maintain accreditation, the Office of Inspector General (OIG) must demonstrate compliance with a designated set of standards. This involves compiling and presenting comprehensive documentation—such as written directives, policies, interviews, and direct observations—that collectively serve as evidence of conformity. Supporting materials may include general and special orders, standard operating procedures, policy manuals, ordinances, strategic plans, rules, training directives, applicable state laws, court orders, and binding memoranda.

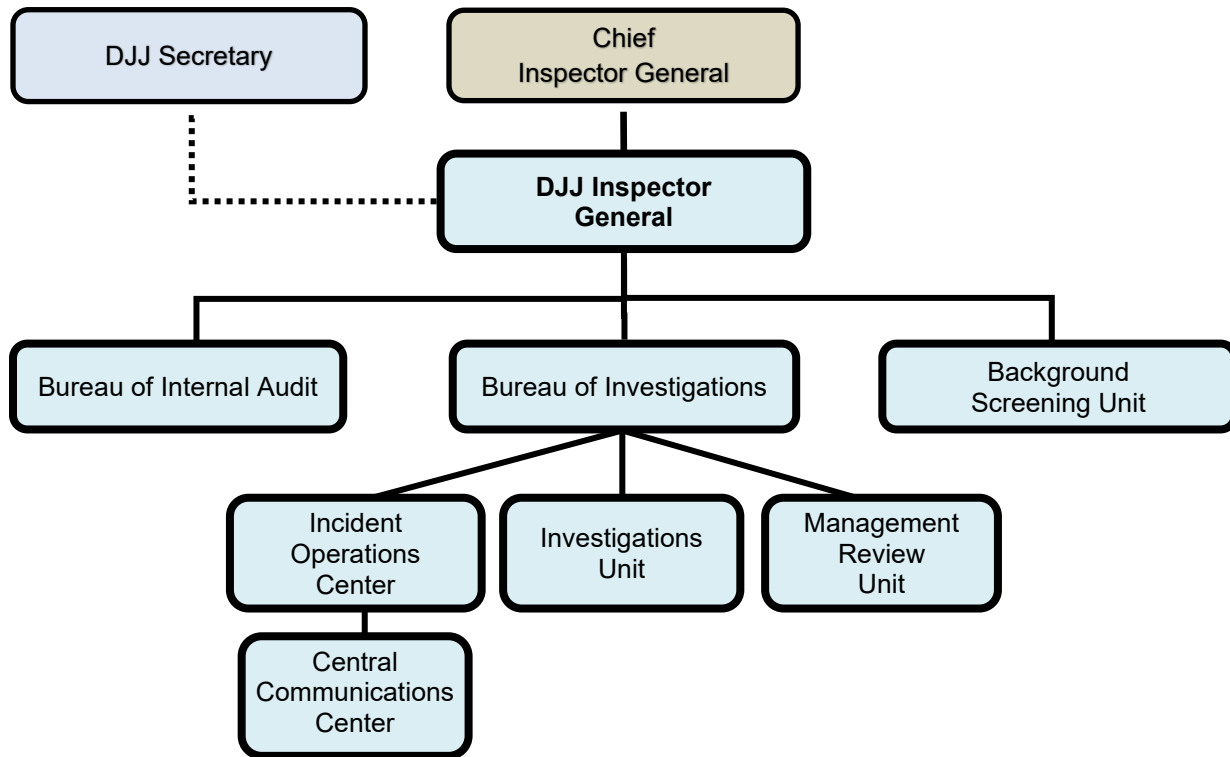
The Office of Inspector General, Bureau of Investigations was first accredited by the Commission for Florida Law Enforcement Accreditation in June 2015, and successfully achieved its third reaccreditation in June 2024, reaffirming its continued commitment to professional excellence and accountability.

Periodic Assessment

The Inspector General shall periodically evaluate whether the purpose, authority, and responsibilities outlined in the charter remain sufficient to enable the Office of Inspector General to effectively support the Department in achieving its mission.

Organization

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



Bureau of Internal Audit

The Bureau of Internal Audit provides independent appraisals of the performance of Department programs and processes, including the appraisal of management's performance in meeting the Department's information needs while safeguarding its resources. Internal auditing strengthens the organization's ability to create, protect, and sustain value by providing the Secretary and management with independent, risk-based, and objective assurance, advice, insight, and foresight.

Bureau of Investigations

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

Background Screening Unit

The Background Screening Unit assists the Department in meeting its goal of hiring qualified applicants who meet statutory and agency standards of good moral character by conducting background screenings pursuant to Chapters 39, 435, 984, and 985, Florida Statutes, and the Department's background screening policy and procedure.

Professional Affiliations

American Institute of Certified Public Accountants
 American Society for Industrial Security
 Association of Certified Fraud Examiners
 Association of Government Accountants

Association of Inspectors General
 Florida Audit Forum
 Information Systems Audit and Control Association
 Institute of Internal Auditors, Inc.

Staff Development

Continued professional staff development is essential to the OIG. During fiscal year (FY) 2024-2025, OIG audit staff participated in numerous professional training sessions, including courses required to meet the *Standards for the Professional Practice of Internal Auditing*. The standards require each auditor to complete at least 40 hours of continuing education and training every two years to maintain professional proficiency. The investigative staff members also attend regular training throughout the year to maintain their professional certifications. The OIG staff remain committed to seeking professional excellence through continued training and development to ensure the highest quality of service for our customers.

Staff Certifications

Expertise within the OIG encompasses a variety of disciplines with personnel qualified in auditing, accounting, investigations, background screening, and information technology. Staff members continually seek to augment their professional credentials which further enhance their abilities and skill level through additional training. Staff personnel are also actively involved in numerous professional organizations which assist them in maintaining a high level of proficiency in their profession and areas of certification.

The accomplishments of the staff in obtaining professional certifications represent significant time and effort by each staff member, reflecting positively on the individual as well as the Department.

The table below outlines the various certifications held by OIG personnel, along with the number of certifications held for each.

Professional Certifications	No.
Certified Internal Auditor	3
Certified Public Accountants	1
Certified Information Systems Auditor	1
Certified Inspector General Auditor	2
Certified Inspector General	3
Certified Inspector General Investigator	11
Certified Public Manager	2
Certified Fraud Examiner	2
Certified Protection Professional	1
Certified in FDLE Criminal Justice Information Services	19
Certified FDLE Terminal Agency Coordinator	2
Certified Department of Justice, Prison Rape Elimination Act (PREA) Auditor	1
Notary Public	15

Bureau of Internal Audit



The Bureau of Internal Audit (Bureau), under the direction of the Inspector General, assists the Secretary and the Department in deterring and detecting fraud, waste, and abuse, and provides assurance that the department uses its resources in an efficient and effective manner. The Bureau of Internal Audit carries out its function for the Department under the leadership of the Director of Auditing who reports to the Inspector General. The Bureau includes the Director of Auditing and three auditors.

Audit Responsibilities

Pursuant to section 20.055(6), Florida Statutes, the Bureau conducts performance, cybersecurity, financial, and compliance audits of the Department and prepares reports of its findings and recommendations. Audits are performed in accordance with the *Global Internal Audit Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors or, where appropriate, in accordance with generally accepted governmental auditing standards. An audit involves obtaining an understanding of governance processes and the internal control structure; assessing control risk; testing records and responses of inquiries by obtaining corroborating evidentiary matter through inspection, observation, confirmation, and other procedures. The Institute of Internal Auditors defines internal auditing as an independent, objective assurance and advisory service designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes.

In addition to audits, the Bureau provides non-audit services, such as special projects, and provides management advisory services to the Department.

Accomplishments for FY 2024-2025

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

- One compliance audit.
- Two cybersecurity audits.
- Five follow-up reviews on internal audits.
- Various management advisory projects
- Coordinating Auditor General audits.

Performance, Cybersecurity, Financial, and Compliance Audits

A compliance audit is a comprehensive review of the Department's adherence to state laws, rules, regulatory guidelines, policies, procedures, and contractual requirements. Performance audits are examinations and evaluations of the Department's systems, programs, and processes from an efficiency and effectiveness perspective. Performance audits also include determining whether the Department acquired, protected, and used its resources economically and efficiently in accordance with applicable laws and regulations. A financial audit is a formal examination of an organization's financial records, transactions, and statements to ensure accuracy, compliance, and integrity. A cybersecurity audit involves a comprehensive analysis and review of the information technology infrastructure of the Department. It detects vulnerabilities and threats, displaying weak links, and high-risk practices. It is a primary method for examining compliance.

The Bureau completed one compliance audit, and two cybersecurity audits as follows:

Audit of Cybersecurity Controls for Incident Response, Reporting, and Recovery

The State of Florida Cybersecurity Standards (SFCS), 60GG-2, Florida Administrative Code (F.A.C.), establishes cybersecurity standards for information technology (IT) resources. State agencies must comply with these standards. The scope of this audit included current cybersecurity policies, procedures, activities, and processes related to incident response, reporting, and recovery from initial planning and preparation, through implementation, execution, and post-incident review. The objective of the audit was to determine if the Department complies with Florida Cybersecurity Standards (Rules 60GG-2.001 through 60GG-2.006, F.A.C.) for incident response, reporting, and recovery through the following stages in an incident response life cycle:

- Preparation,
- Detection and Analysis,
- Containment, Eradication, and Recovery
- Post Incident Activity, and
- Coordination.

As an audit of a state agency's information technology security program, this document and associated records are confidential and exempt from public disclosure pursuant to section 282.318(4)(g), Florida Statutes (F.S.).

Audit of Contract Procurement Procedures

The state's purchasing laws are designed to promote fair and open competition in the public procurement process. Also, the goal is to reduce the appearance and opportunity for favoritism and foster public confidence that contracts are awarded equitably. Various exemptions incorporated into statutes are as follows: *Services or commodities provided by governmental entities...A contract for commodities or contractual services may be awarded without competition if state or federal law prescribes with whom the agency must contract or if the rate of payment or the recipient of the funds is established during the appropriations process.* The use of state term contracts is mandatory for Florida agencies in accordance with section 287.056, F.S. A state term contract is a contract that is competitively procured by the Florida Department of Management Services for selected products and services for use by state agencies and eligible users.

To enable transparency and public scrutiny of contracts, state laws further provide that the Chief Financial Officer of the state of Florida shall establish and maintain a secure contract tracking system available for viewing and downloading by the public through a secure website. The Department of Financial Services created the Florida Accountability Contract Tracking System (FACTS) to provide the capability for state agencies to report their contracts to the public in one central location. Per section 215.985(14)(a), F.S., all agencies shall record their contract information within 30 calendar days of executing a contract.

The procurement of commodities and contractual services within the Department is divided between two bureaus: Procurement and Contract Administration is responsible for procuring goods and services pertaining to direct services to youth and/or program support services; General Services is responsible for the procurement of commodities and services not related to services to providers and youth.

The purpose of this engagement was to conduct a risk-based compliance audit of contracts procured under Chapter 287, F.S., and executed by the Department during 2021-2022 through 2023-2024 fiscal years. In accordance with section 287.136(2), F.S., the audit included an evaluation and identification of any trends in vendor preferences.

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 2021-2022 through 2023-2024 fiscal years.

The objectives of the audit were to:

- Determine if complete and accurate data was recorded in the Florida Accountability Contracts Tracking System (FACTS) as described in section 215.985(14)(a), F.S., for a selected sample of Department contracts.

- Evaluate a selected sample of contracts for compliance with Chapter 287 and other applicable procurement statutes, and
- Identify any Department trends in vendor preference.

Our audit found no trends in vendor preference by the Department. We also concluded that, in general, the Department procured commodities and contractual services in conformity with the requirements of applicable laws, rules, and Department policies and procedures. Department internal controls were generally adequate to ensure compliance with the above requirements except as noted below.

Observation 1: Information posted to the Florida Accountability Contract System for 7 of 54 contracts were not completed for public view within 30 days after execution of those contracts, as required by Florida Statutes. We recommended the Department enhance internal controls to ensure that all contract data and documents are accurately posted in FACTS within 30 days of executing a contract.

Observation 2: Separation of Duties can be improved. Department personnel participated both as an evaluator and negotiator in the same procurement process. We recommended, where feasible, that the same personnel not participate both as an evaluator and negotiator in the same procurement process.

Audit of Cybersecurity Controls for Asset Management

The Department's Office of Administration manages information technology (IT) services within the Bureau of Information Technology (BIT). BIT supports the Department with network infrastructure, cybersecurity, and other related services. BIT assists with cybersecurity activities, including the development of policies, procedures, internal controls, and asset management.

The scope of this audit included current Department cybersecurity policies, procedures, activities, and processes related to information system asset management.

The objective of this audit was to evaluate Department controls and compliance with asset management requirements contained in the State of Florida Cybersecurity Standards (SFCS), Rule 60GG-2, Florida Administrative Code (F.A.C.) The SFCS establishes cybersecurity standards for information technology resources. State agencies must comply with these standards. According to Rule 60GG-2.002(1) F.A.C., *each agency shall ensure that IT Resources are identified and managed. Identification and management shall be consistent with IT Resource's relative importance to agency objectives and the organization's risk strategy.*

As an audit of a state agency's information technology security program, this document and associated records are confidential and exempt from public disclosure pursuant to section 282.318(4)(g), Florida Statutes (F.S.).

Internal and External Audit Follow-Up Activities

The Bureau is responsible for monitoring the Department's implementation of corrective action to address recommendations in audit reports and policy reviews issued by the Auditor General (AG), the Office of Program Policy Analysis and Government Accountability (OPPAGA), and the Department's Bureau of Internal Audit. The Bureau provided liaison activities for AG audits and conducted follow-ups to monitor the status of corrective actions for five (5) internal audits. The Bureau issued the following follow-up review reports:

- Third Follow-up on the Enterprise Audit of Cybersecurity Continuous Monitoring. The corrective action plan has been completed; no further follow-up is needed.
- Third Follow-up on the Audit of the Bureau of Monitoring and Quality Improvement. The corrective action plan has been completed; no further follow-up is needed.

- Second Follow-up on the Enterprise Audit of Cybersecurity Identity Management and Access Control. The corrective action plan has been completed; no further follow up is needed.
- Second Follow-up on the Audit of Probation Case Management. The corrective action plan has not been completed. The third follow-up will be conducted in FY 2025-2026.

Open recommendations –

1. Evaluate "on-call" screening processes to determine if there is a need to develop guidelines for circuits that do not have a "brick and mortar" detention screening facility; if guidelines are not necessary, work with circuits that conduct "on-call" screenings to ensure they are conducted in accordance with existing rules, policies, and procedures.
 2. Evaluate internal controls established for completion of the Detention Risk Assessment Instrument (DRAI) and enhance measures to ensure detention screeners complete the manual DRAI prior to the JJIS DRAI, and that second reviews are conducted before a youth is released.
- Follow-up on Cybersecurity Controls for Incident Response, Reporting, and Recovery. The corrective action plan has not been completed. The second follow-up will be completed in FY 2025-2026.

As an audit of a state agency's information technology security program, the results are confidential and exempt from public disclosure pursuant to section 282.318(4)(g), Florida Statutes (F.S.).

Other Activities

The Florida Single Audit Act

The Florida Single Audit Act was enacted in 1998 by the Florida Legislature to establish uniform State audit requirements for non-state entities expending State financial assistance equal to or more than \$1,000,000. The Bureau is responsible for reviewing the Financial Reporting Packages received from non-state entities to ensure compliance with the Florida Single Audit Act and the OMB Guidance for Federal Financial Assistance, including management letters and corrective action plans, to the extent necessary to determine whether timely and appropriate correction has been taken with respect to audit findings and recommendations pertaining to state and federal financial assistance.

Communication with Management

The OIG provides a centralized point for coordination of activities that promote accountability, integrity, and efficiency. A major part of this responsibility includes keeping management informed of the many internal and external audits and related activities. The Bureau also reviews the Department's response to external audit reports.

Bureau of Investigations

Investigations Unit

The Investigations Unit is responsible for coordinating and conducting investigations aimed at identifying, deterring, preventing, and eliminating instances of fraud, waste, mismanagement, misconduct, and other forms of abuse within the Department. These investigations encompass activities involving both state employees and contracted service providers, programs, facilities, and offices. All investigative efforts are conducted with impartiality and objectivity. Inspectors compile comprehensive reports that include sworn statements, supporting documentation, and other relevant evidence. Upon completion, each case is reviewed by the Inspector General to ensure accuracy and completeness prior to final approval and dissemination.



When investigations result in sustained findings, the final report is forwarded to Department management, which is tasked with implementing appropriate corrective actions and reporting those measures to the Office of Inspector General.

The Chief of Investigations and the Inspector General review civil rights cases; however, a resolution panel presided over by the Department's Equal Employment Opportunity (EEO) officer determines if there is cause to believe either discrimination or harassment occurred. The Bureau of Investigations does not make recommendations concerning corrective action for EEO complaints.

Management Reviews are conducted by Department staff to address incidents that routinely occur in Department programs or routine incidents that are the least serious in nature yet still warrant follow-up. The results of these reviews are approved by the Department's Assistant Secretaries.

Accomplishments

During FY 2024-2025, the Bureau of Investigations assigned **85** complaints for investigation or inquiry.

The Bureau of Investigations closed **55** investigations in fiscal year 2024-2025. Most of these investigations included multiple allegations. The total number of allegations investigated during the period was **275**. Of the allegations investigated, **129** were determined to be Sustained, **80** were Not Sustained, **38** were Unfounded, **8** were Exonerated and **20** were other determinations. There were **6** EEO cases with **13** allegations, **8** were found with No Cause and **5** were found to have Cause.

The Bureau also closed **29** inquiries in fiscal year 2024-2025. The total number of allegations investigated through inquiries was **49**.

All findings were reported to management. Sustained findings resulted in terminations, resignations, and other disciplinary and non-disciplinary actions, as well as programmatic changes.

Summary of Investigations

202305679 Twin Oaks Academy

Four male youth alleged a female staff member engaged in inappropriate conduct with them by touching them sexually, kissing them, and attempting to get them to touch her sexually. The investigation resulted in the following classifications and findings: Sexual Abuse (PREA) - NOT SUSTAINED, Failure to Report (allegation was not reported timely as required by policy) – SUSTAINED, Violation of Policy/Rule (an assistant director incorrectly instructed staff to obtain youth written statements and began an internal investigation) – SUSTAINED.

202305905 Duval Academy

A youth alleged several staff members were engaged in inappropriate and illegal activities within the facility, to include introduction of contraband, having sex with youth, and allowing youth to attack other youth. The investigation resulted in the following classifications and findings: Sexual Abuse (PREA), two counts each for two staff members – NOT SUSTAINED, Introduction of Contraband against one staff member – NOT SUSTAINED, and Improper Conduct (allowing youth to attack other youth) against one staff member – NOT SUSTAINED.

202400133 Duval Regional Juvenile Detention Center

Two youth were involved in a physical altercation, and one received a facial fracture. The other youth was arrested and charged with battery. The investigation resulted in SUSTAINED findings against a single staff member for Improper Supervision and Improper Conduct (allowing a youth to enter the victim youth's room, watching the youth fight without intervening, and never reporting the fight), and for Medical Neglect (failing to provide or summon medical care for an obvious facial injury).

202400358 Volusia Regional Juvenile Detention Center

Four youths alleged that at different points during the prior two months, a Juvenile Detention Officer (JDO) physically assaulted them. The OIG found sufficient evidence to also investigate two separate JDOs for Failure to Report. The investigation was closed with the following findings: Two allegations of Use of Force – Unnecessary were SUSTAINED; two allegations of Failure to Report were SUSTAINED; and two allegations of Use of Force – Excessive were NOT SUSTAINED.

202400500 Manatee Regional Juvenile Detention Center

Two youths alleged that a Juvenile Probation Officer Supervisor (JPOS) inappropriately touched them sexually during shower time. The youths stated they reported the incidents to a third shift staff who failed to report the incident. The Bradenton Police Department investigated the allegation but ultimately closed the case. The OIG investigation was closed with the following findings: Sexual Abuse (PREA) - UNFOUNDED; Violation of Policy/Rule (horseplaying) - NOT SUSTAINED; Failure to Report - SUSTAINED.

202400776 Everglades Youth Academy

A former staff alleged a staff, and a former Shift Supervisor sexually assaulted an unknown youth; a male staff member physically attacked a female staff member to the extent a youth had to assist; and unknown staff bring youth marijuana and food. The complainant also alleged an Administrator antagonized her and discriminated against her. Those allegations were referred to facility management to address, as deemed appropriate. During the OIG investigation, another former staff alleged youth were allowed to have marijuana vape pens. The OIG investigation was closed with an UNFOUNDED finding for Sexual Abuse (PREA); Improper Conduct was NOT SUSTAINED; and Introduction of Contraband was UNFOUNDED.

202401008 Pinellas Regional Juvenile Detention Center

Multiple letters were found at the facility allegedly written between a Juvenile Detention Officer (JDO) and a youth. The letters referred to an improper relationship between the two. The JDO later admitted to writing the letters which expressed her romantic feelings towards the youth, as well as her desire to engage in sexual intercourse. The Pinellas County Sheriff's Office investigated the incident and arrested and charged the JDO with Sexual Battery and Solicitation of a Minor by an Authority Figure. The OIG closed the investigation with a SUSTAINED finding for the allegation of Sexual Abuse (PREA) and a SUSTAINED finding for Arrest of Staff.

202401143 Hillsborough Girls Academy

An anonymous complainant alleged staff were bullying youth, allowing youth to use their cell phones, bribing youth with contraband, and engaging in inappropriate relationships with youth who had left the program. Sixteen allegations were applied to five staff and resulted in the following findings: NOT SUSTAINED (12) for allegations of Improper Conduct, Sexual Abuse (PREA), Violation of Policy/Rule, and Improper Supervision, SUSTAINED (3) for allegations of Improper Conduct and Violation of Policy/Rule, and UNFOUNDED (1) for Falsification.

202401202 Lake Academy

A complainant alleged that unnamed facility staff were allowing youth to fight and not intervening in a manner to prevent physical altercations and injuries, and in one instance a youth sustained a broken nose. The investigation uncovered other allegations of violation of policy/rule, mostly related to staff/youth and youth/youth contact, all non-PREA. Most of the findings (16) against known and unknown staff for Improper Supervision and Improper Conduct were either NOT

SUSTAINED or UNFOUNDED. However, there were SUSTAINED findings against three named staff for Improper Conduct and SUSTAINED findings against two known staff for Improper Supervision.

202401384 Oak Grove Academy

A citizen reported an allegation of a staff member having inappropriate contact with a youth during an off-site event, which was reportedly known by multiple staff and youth, yet not reported the CCC. The investigation resulted in a finding of UNFOUNDED for Sexual Abuse (PREA) against a known staff member and SUSTAINED for Failure to Report against the facility's Director of Group Living, who knew about the allegation and never reported it to the CCC.

202401418 Broward Regional Juvenile Detention Center

The Superintendent advised that a youth complained he was experiencing eye irritation and requested to go to Medical. The youth later vomited and was escorted to Medical a second time. The decision was then made to transport the youth for outside medical attention. The youth was diagnosed with an orbital fracture and underwent surgery. It was later discovered that a Juvenile Detention Officer (JDO) struck the youth. The Ft. Lauderdale Police Department investigated the incident and referred it to the State Attorney's Office (SAO). At the time the OIG report was published, the SAO had not yet determined whether to file charges against the JDO. The OIG closed the investigation with a SUSTAINED finding for Use of Force – Unnecessary against the JDO.

202401439 Alachua Academy

A youth alleged a named staff member came into her room at night on more than one occasion and sexually abused her. The youth refused to provide further information, and a youth witness recanted her previously incriminatory statements, saying she was afraid of physical retribution from the youth complainant. The investigation resulted in an UNFOUNDED finding for Sexual Abuse (PREA).

202401525 Everglades Youth Academy

During random room searches, one youth was found in possession of a cell phone and two other youths were found in possession of sharp pieces of fencing. Staff secured all contraband and notified law enforcement. As the Okeechobee County Sheriff's Office escorted the youth out of the facility, several remaining youths began banging on doors and causing disruption. The Facility Administrator responded to the disruption and was struck in the face by a youth. Additional staff responded and escorted several youths to secure observation. The OIG investigated several staff for using excessive force when they restrained the youth. The investigation was closed with the following findings: Introduction of Contraband against an unknown staff was SUSTAINED, Use of Force – Improper against three staff was SUSTAINED, and Improper Search against an unknown staff was SUSTAINED.

202401589 Leon Regional Juvenile Detention Center

During room searches, staff discovered sexually explicit letters reportedly written between a youth and a named staff member. The letters allegedly authored by the staff member were graphically descriptive of the sexual acts the staff member wanted to perform on the youth upon her release from the facility. There was no evidence of any sexual relations occurring between the youth and staff. The resulting finding was SUSTAINED for Sexual Abuse (PREA).

202401701 Southwest Florida Regional Juvenile Detention Center

A Juvenile Justice Detention Officer reported that another detention officer and a detention officer supervisor were involved in personal relationships with formerly detained youth in violation of department policy. The investigation of the incident resulted in a SUSTAINED finding for Improper Conduct/Staff Youth Relationship, non-PREA against a former detention officer who was involved in a personal relationship with a formerly detained youth. The allegation of Improper Conduct/Staff Youth Relationship, non-PREA against the supervisor was NOT SUSTAINED.

202402186 Escambia Regional Juvenile Detention Center (EEO)

A staff member filed an Equal Opportunity Employment (EEO) complaint stating she was involved in an inappropriate sexual relationship with a supervisor of the facility, and as a result was publicly humiliated and "singled out" by other supervisors. The EEO Resolution Panel convened and determined the following: 1) Allegation of Sexual Harassment – NO CAUSE, and 2) Allegation of Conduct Unbecoming a Public Employee – CAUSE.

202402301 Volusia Regional Juvenile Detention Center

Two youths alleged they were physically abused by two Juvenile Detention Officers (JDO). One youth reported being choked and the other reported having his arm placed behind his back, almost breaking it. During the investigation, the OIG found

sufficient evidence to investigate three JDOs for the use of improper restraint techniques. The investigation was closed with the following findings: Two allegations of Use of Force – Excessive were NOT SUSTAINED. Three allegations of Use of Force – Improper were SUSTAINED.

202402455 Fort Myers Academy

A youth wrote notes that were discovered by staff that alleged sexual contact was occurring between program youth. There was also a possible inappropriate relationship between the youth who wrote the notes and a male staff member. Allegations of Sexual Abuse (PREA) were closed as UNFOUNDED. However, allegations of Failure to Report were SUSTAINED against both a former male staff member and the Facility Administrator.

202402543 Marion Regional Juvenile Detention Center (EEO)

The DJJ EEO officer received a complaint that a Food Service worker alleged the Food Service Director discriminated against her based on her race. The complainant claimed the Director bullied her because of her accent, yelled at her and gave her a low rating on her performance evaluations. The EEO panel convened and found NO CAUSE to believe discrimination occurred, however, the Director was ordered to attend retraining sessions to assist with interpersonal communication and leadership skills when dealing with others.

202402603 Circuit 10 Probation (EEO)

The EEO Officer was notified that a Juvenile Probation Officer (JPO) alleged that her supervisor, a Juvenile Probation Officer Supervisor (JPOS), groped her and subjected her to sexual harassment. The JPO specifically stated the JPOS kissed her, touched her hips, and often expressed how much he “adored” her. The JPOS reportedly referred to the JPO as his “work wife”. An OIG investigation was completed and submitted to the EEOC panel for review. The EEOC panel convened and determined there was CAUSE to believe Sexual Harassment occurred. The panel also determined there was CAUSE to believe Misconduct occurred.

202402654 Circuit 12 Probation (EEO)

The EEO Officer was notified that a Juvenile Probation Officer (JPO) alleged that her supervisor, a Juvenile Probation Officer Supervisor (JPOS), subjected her to a hostile work environment and discriminated against her based on her race and religion. The complainant specifically alleged that her supervisor mocked her accent, suggested that she practiced voodoo, assigned her excessive work, violated her Health Insurance Portability and Accountability Act (HIPAA) rights, and failed to address harassing behavior against her from other staff. The OIG investigated the allegations and submitted the report to the EEO Resolution Panel for review and determination. The EEO Panel convened and determined there was NO CAUSE to believe Discrimination occurred. However, the panel determined there was CAUSE to believe Misconduct had occurred.

202402739 Lake Academy

This case was predicated on the death of a youth due to suicide. The investigation determined that youth care workers and a mental health staff did not provide proper supervision, mental health services, or provide immediate medical assistance to the youth victim. There were multiple SUSTAINED findings of Improper Supervision and Violations of Policy/Rule against the youth care workers, supervisors, and a mental health staff.

202402898 Orange Youth Academy

A former staff alleged unknown staff are performing sex acts on youth; unknown staff accept money from youth via Cash App to pay for contraband; unknown staff bring contraband into the facility; an unknown staff slammed a youth to the ground; and an administrator bribed youth to prevent them from contacting the Abuse Registry. The OIG investigated the allegations, and it was closed with the following findings: Two allegations of Sexual Abuse (PREA) were UNFOUNDED. An allegation of Improper Conduct (arranging Cash App transactions) was UNFOUNDED. Two allegations of Introduction of Contraband were NOT SUSTAINED. An allegation of Use of Force – Excessive was UNFOUNDED. An allegation of Use of Force – Unnecessary was NOT SUSTAINED. An allegation of Violation of Policy/Rule (denying abuse calls) was UNFOUNDED.

202403033 Walton Academy for Growth and Change

The program director notified the CCC he had received information indicating an ongoing improper relationship between a youth and a named staff member. The allegation involved the staff touching the youth sexually (Sexual Abuse – PREA). The investigation resulted in a NOT SUSTAINED finding for Sexual Abuse – PREA, and a SUSTAINED finding for the named staff member for Improper Conduct/Staff-Youth Relationship.

202403329 Alachua Regional Juvenile Detention Center

A youth's mother alleged her son was attacked by other youths in the facility, and she was not notified of the incident until her son's release. Upon his release, the youth was taken to a local hospital by his mother, where he was diagnosed with a concussion and facial contusion. The subsequent investigation resulted in SUSTAINED findings against two staff members for Improper Supervisor and Medical Neglect.

202403409 Manatee Regional Juvenile Detention Center

The CCC was notified that several youths engaged in a physical altercation, during which, two youth were cut with a shank. It was unknown who the shank belonged to and how it was acquired. During the preliminary inquiry of the incident, the OIG found sufficient reason to conduct a full investigation into whether staff performed the required searches. The investigation was closed with the following findings: Two allegations of Improper Search were SUSTAINED. Two allegations of Violation of Policy/Rule (failure to collect utensils) were also SUSTAINED.

202403424 Circuit 11 Probation (EEO)

An administrative staff alleged her supervisor, a Juvenile Probation Officer Supervisor (JPOS), has been sexually harassing her since the start of her employment in March 2023. The administrative staff alleged the JPOS often got really close to her and asked if it made her uncomfortable. However, she told him it did not when it did make her uncomfortable. On another occasion, the JPOS hugged her and tried to kiss her, but she refused his advances. The JPOS also got close to her while showing her something on the computer and stated that he liked her perfume. The administrative staff alleged the JPOS subsequently issued her a reprimand in retaliation because she rebuffed his advances. The OIG investigated the allegations and the EEO Panel determined there was NO CAUSE for Sexual Harassment. However, the Panel determined there was CAUSE for Misconduct.

202403778 Orange Youth Academy

The mother of a youth reported that her son and a staff member have engaged in a sexual relationship since his release from the program. It was also alleged that the staff member brought drugs, a cell phone, and liquor into the facility. The Broward County Sheriff's Office investigated the criminal allegations, and probable cause existed to issue an arrest warrant for the staff. An OIG investigation was closed with a SUSTAINED finding for Improper Conduct/Sexual Nature, a NOT SUSTAINED finding for Introduction of Contraband, and an UNFOUNDED finding for Improper Search.

202403844 Orange Youth Academy

During an interview with the Broward Sheriff's Office regarding allegations included in 202403778, the mother of a youth alleged that a staff member was sneaking drugs inside the facility. It was also alleged the staff member was having sex with two youths. The Orange County Sheriff's Office was advised of the allegation, but closed their investigation based on lack of information. The OIG investigation was closed with an UNFOUNDED finding for the allegation of Sexual Abuse (PREA) and a NOT SUSTAINED finding for the allegation of Introduction of Contraband.

202403849 Leon Regional Juvenile Detention Center

The mother of a youth alleged 14 youth "jumped" her son in the facility and he sustained a back injury. Subsequent allegations were received from an Assistant Public Defender which included: 1) staff allowing, encouraging, and betting youth to fight each other, and 2) the medical and mental health care services at the facility were unsatisfactory. The investigation resulted in nine UNFOUNDED findings against named staff for Misconduct/Conduct Unbecoming a Public Employee – Encouraging Youth to Fight, nine UNFOUNDED findings against named staff for Medical Neglect – Failure to Provide Medical Care, two EXONERATED findings against two named staff for Use of Force – Excessive, and two SUSTAINED findings against named staff for Improper Supervision – Failure to Maintain Ratio.

202403958 Circuit 10 Probation

A staff member alleged that the Regional Director violated department hiring practices by not properly posting and/or advertising job announcements and hiring staff who did not meet minimum qualifications for positions. The OIG investigated the complaint and closed the case with a NOT SUSTAINED finding for Violation of Policy/Rule (violating hiring procedures).

202404238 Orange Regional Juvenile Detention Center

A youth alleged a named staff member was having an inappropriate relationship with another youth (non-PREA, social media interaction). The investigation revealed the named staff member had other inappropriate relationships with several current and former youth which resulted in a total of five allegations (Improper Conduct/Staff Youth Relationship). Two were NOT SUSTAINED and three were SUSTAINED.

202404351 Central Region Probation Services

An anonymous complainant alleged the Regional Director of Probation Services and General Services Liaison (GSL) engaged in inappropriate activity. Specifically, it was alleged the GSL staff member stored personal items in the DJJ warehouse; used DJJ staff to move personal belongings from his residence to a DJJ warehouse using a state vehicle; gave state property (air conditioner) that was stored in a warehouse to a relative; and allowed his son (not a state employee) to remove surplus equipment and sell it without returning the proceeds back to DJJ. The complainant also alleged the Regional Director was aware of the activity and allowed it to occur since he and the GSL staff member were friends. The investigation was closed with the following findings against the GSL staff member: SUSTAINED - Improper Conduct; Falsification - UNFOUNDED; an allegation of Theft - NOT SUSTAINED; and Violation of Policy/Rule (failure to document disposal of surplus equipment) - SUSTAINED. Violation of Policy/Rule (failure to document disposal of surplus equipment) against the Regional Director - SUSTAINED.

202404364 Circuit 10 Probation (EEO)

The EEO Officer was notified of an allegation that the Regional Director and General Services Liaison implemented multiple staffing changes which appeared to target older staff and women. Specifically, the Regional Director systematically removed assigned duties from certain staff and hired younger, male friends who previously worked for the Director. It was also alleged the General Services Liaison told other staff that he “hated” the complainant, and the Regional Director fostered a hostile work environment by discriminating against veteran (senior) staff, forcing them to resign or retire. An investigation was conducted, and the DJJ EEO Resolution Panel subsequently determined there was NO CAUSE to determine Discrimination occurred by the two subjects and NO CAUSE to determine either subject created a Hostile Work Environment.

202404442 Volusia Regional Juvenile Detention Center

A youth armed with a piece of metal attacked another youth causing injury to the victim’s head and neck area, resulting in physical intervention by staff members. The investigation lead to several SUSTAINED findings regarding Use of Force – Unnecessary and Violation of Policy/Rule (failure to complete a PAR Report), and UNFOUNDED and NOT SUSTAINED findings related to Improper Searches.

202404457 Manatee Regional Juvenile Detention Center

A youth had an allergic reaction to a snack he consumed that contained peanuts. Staff members responded to the medical emergency, rendering first aid and facilitating emergency medical services response and transport of the youth to the hospital. The youth survived. All staff actions were reviewed and resulted in eight SUSTAINED findings of Violation of Policy/Rule among five staff members related to actions before (not providing information during pre-shift briefings, placing the youth in the wrong room), during (not utilizing the proper medication [EpiPen]) and after the event (failure to document what first aid was rendered to the youth).

202404676 Twin Oaks Transition Services

The mother of a youth reported that a Transition Specialist sexually harassed her in her home and made inappropriate sexually explicit remarks to her. The Port Orange Police Department was notified, but since the mother declined to prosecute the staff, the case was closed. The OIG investigation was closed with a SUSTAINED finding for the allegation of Improper Conduct/Staff-Family of Youth Relationship.

202404686 Marion Regional Juvenile Detention Center

During a routine intake interview at Okaloosa Regional Juvenile Detention Center, a youth alleged that an unknown male at Marion Regional Juvenile Detention Center sexually assaulted her. The victim was unable to provide any details. The Ocala Police Department investigated the allegation, however, based on the lack of investigative leads, the case was closed as Unfounded/Inactive, until further information is obtained. An OIG investigation was completed, and the allegation of Sexual Abuse (PREA) was NOT SUSTAINED.

202405501 Marion Regional Juvenile Detention Center

A youth suffered a fractured right arm after staff used physical interventions to remove him from underneath a table. The youth had locked his arms and spat on others to prevent staff from moving him back to his room for showers to begin. The youth complained of pain in his arm and was transported for outside medical treatment. The investigation was closed with the following findings: An allegation of Use of Force - Excessive was NOT SUSTAINED. An allegation of Use of Force - Improper was SUSTAINED.

202405547 Deep Creek Youth Academy

During medication distribution several youths attacked a staff member, stole his facility keys, and released three other youth from their locked rooms. Four of the youth were able to escape the facility and were apprehended by sheriff's deputies a short time later. Prior to the attack, the victim staff member (who was the supervisor in charge of the facility) allowed staff members to leave the facility without ensuring proper staff coverage, resulting in a SUSTAINED finding for Improper Supervision.

202405703 Center For Success and Independence

The Facility Administrator advised that a youth suffered a broken arm during a physical restraint after the youth refused to go to his room. The youth threatened and spat on staff. Staff assistance was called, and the youth was eventually escorted to his room. The youth later complained of pain in his left arm. A subsequent x-ray showed the youth's arm was broken and they were transported out for medical treatment. An OIG investigation was completed with the following findings: Four allegations of Use of Force – Excessive were NOT SUSTAINED. An allegation of Use of Force – Improper was SUSTAINED.

202405880 Everglades Youth Academy

A former employee alleged that an Assistant Facility Administrator and a Safety and Security Specialist (SSS) allowed contraband such as drugs, vapes, and alcohol into the facility. The same staff allegedly allowed youth to fight and failed to intervene. It was further alleged that four female staff had sexual relationships with unknown youth in the facility. The OIG investigated the complaint and closed the case with the following findings: An allegation of Sexual Abuse (PREA) against four staff was NOT SUSTAINED. An allegation of Improper Conduct against one staff was UNFOUNDED. An allegation of Improper Conduct against a second staff was NOT SUSTAINED. An allegation of Improper Search against one staff was NOT SUSTAINED. An allegation of Introduction of Contraband against one staff was UNFOUNDED. An allegation of Introduction of Contraband against a second staff was SUSTAINED.

202406287 Everglades Youth Academy

A youth's mother alleged her son was beaten by a staff and knocked unconscious. Upon reviewing surveillance video, the staff was observed placing the youth in a chokehold during a restraint. The youth appeared to fall face first after the chokehold was applied. The OIG investigation was closed with the following findings: An allegation of Use of Force - Excessive was SUSTAINED. Two allegations of Use of Force - Improper were SUSTAINED. Two allegations of Violation of Policy/Rule (failure to complete a PAR report) were SUSTAINED. Two allegations of Use of Force - Improper were EXONERATED.

202406391 Circuit 10 Probation

A former DJJ employee alleged falsification of department records and improper employment actions against him. The investigation concluded that records were appropriately edited as per department policy, although the former employee was not aware of the editing. An allegation of Falsification was closed as EXONERATED.

202406618 Hillsborough West Regional Juvenile Detention Center

During youth movement from one area to another, a youth was able to hide and subsequently escape the facility unnoticed by staff members. The resulting investigation revealed several failures in supervision (Improper Supervision) and Violation of Policy/Rule (Failure to Report) related to the event: no constant observation, no headcount upon end of youth movement, no immediate notification of the escape to master control or supervision, delayed notification to law enforcement and facility administration. The investigation resulted in a total of five SUSTAINED findings against five staff. There was an additional INFORMATION ONLY finding against a third-party (teacher) who failed to lock a gate which is how the youth made his escape.

202406899 Deep Creek Youth Academy

An anonymous caller reported that a love letter was found in a youth's room. The letter was reportedly between the youth and a staff and referenced a sexual relationship. The letter was turned in to the Assistant Facility Administrator. The caller also alleged that a second staff member was having a sexual relationship with a youth. The St. Johns County Sheriff's Office was notified but declined to investigate the incident. The OIG investigation was closed with the following findings: An allegation of Improper Conduct/Staff-Youth Relationship was UNFOUNDED, an allegation of Sexual Abuse PREA was UNFOUNDED, an allegation of Improper Conduct/Staff-Youth Relationship was SUSTAINED, an allegation of Sexual Abuse (PREA) was SUSTAINED, and an allegation of Failure to Report was SUSTAINED.

202406983 & 202501914 Duval Regional Juvenile Detention Center

A youth alleged he was beaten and sexually assaulted by other youth while inside their shared room. Three staff received SUSTAINED findings for Improper Supervision and not completing required room checks. There were also two POLICY

DEFICIENCY findings. One was related to Detention's policy failure to address the administration of a youth special needs assessment, and the other was that Detention policy 2.06 (intake/special needs youth) does not include some of the requirements of the CCC Rule.

202500055 Everglades Youth Academy

A youth alleged two staff introduced contraband into the facility and an unknown Assistant Facility Administrator (AFA) had a Cash App account to receive payments from youths or parents in exchange for contraband. Additionally, it was alleged unidentified staff attempted to enlist former youth into a gang following their release from the program. The youth was unable to identify the staff involved in gang recruitment. The OIG investigated the allegations and closed the case with the following findings: An allegation of Introduction of Contraband against two staff was NOT SUSTAINED, an allegation of Introduction of Contraband against a third staff (unknown) was SUSTAINED, and an allegation of Improper Conduct (recruiting former youth into gangs) against an unknown staff was UNFOUNDED.

202500302 Oak Grove Academy

A food service staff reported that a youth alleged he had an inappropriate relationship with a Coach Counselor. The food service staff also alleged a second Coach Counselor was having sexual intercourse with a former youth and a third youth at the facility. The Hamilton County Sheriff's Office investigated the allegations and determined there was no probable cause to warrant criminal charges and the case was closed. During the OIG investigation, sufficient evidence was found to also investigate staff for failing to report the allegations within the required timeframe. The allegation of Sexual Abuse (PREA) was investigated and closed as UNFOUNDED, two allegations of Improper Conduct/Staff-Youth Relationship were investigated and closed as UNFOUNDED, and an allegation of Failure to Report was SUSTAINED.

202500630 Broward Youth Treatment Center

A facility nurse observed that a youth had red eyes and was slurring his words. The youth reported that while he was on the recreation yard, another youth gave him an edible drug. The Pembroke Pines Police Department investigated the allegation and charged the two youth. A staff member was also charged with Possession of Contraband in a juvenile detention facility and Contributing to the Delinquency of a Minor. The OIG found sufficient evidence to investigate a supervisor for an improper search, as well as improper supervision. A Safety and Security Specialist was also investigated for allegedly accepting money from youth and providing edible gummies. Another Safety and Security Specialist was also investigated for conducting an improper search. The OIG investigation was closed with the following findings: The allegation of Improper Conduct was SUSTAINED, the allegation of Introduction of Contraband was SUSTAINED, two allegations of Improper Search were SUSTAINED, and an allegation of Improper Supervision was SUSTAINED.

202500683 Lake Academy

This investigation was initiated upon receipt of an allegation of falsification by one of the program's nursing staff who alleged that another nurse had forged her initials on a youth's medication administration record. The allegation of Falsification against the subject nurse was NOT SUSTAINED. However, allegations of Failure to Report against the complaining nurse and two other former program nurses were SUSTAINED.

202501438 & 202503228 Pinellas Regional Juvenile Detention Center

A youth alleged that he was assaulted by a detention officer in his cell. The youth later attempted suicide in his cell but was prevented from doing so by detention staff. The subject detention officer resigned and was arrested and charged with child abuse. A subsequent review of the staff's response to the youth's suicide attempt revealed that the youth did not receive appropriate mental health services in a timely manner. Allegations of Violation of Policy/Rule were SUSTAINED against supervisory detention staff and the detention center's Designated Mental Health Clinician Authority (DMHCA).

202501457 Volusia Regional Juvenile Detention Center

A Juvenile Detention Officer Supervisor (JDOS) reported that a youth approached a staff who was on observation watch with another youth and attempted to talk to the staff and threw items at him. The staff asked the offending youth several times to stop but the youth refused to cooperate. The staff walked away from the door he was watching and struck the offending youth in the face with an open palm. The offending youth mirrored the staff's action, and the staff then struck the youth again and grabbed him by the shirt. The Volusia County Sheriff's Office investigated the incident but closed it as Exceptionally Cleared after both parties refused to file criminal charges. The OIG investigated the incident and closed it with a SUSTAINED finding for Use of Force – Excessive.

202501790 Collier Regional Juvenile Detention Center

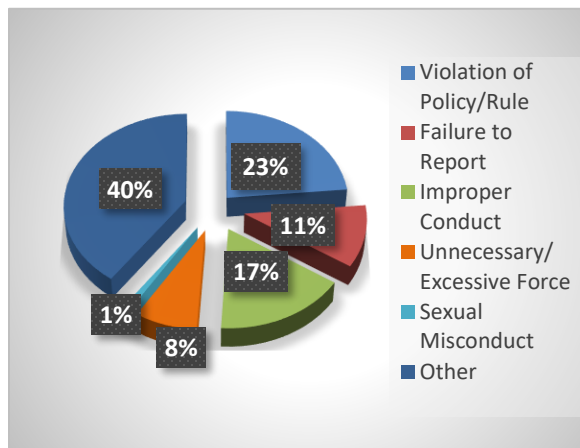
A youth alleged that staff members improperly touched her (Sexual Abuse – PREA) and used excessive force during a Protection Action Response (PAR) interaction. The investigation resulted in NOT SUSTAINED findings for Sexual Abuse – PREA and UNFOUNDED findings for Use of Force – Excessive.

202502012 Okaloosa Regional Juvenile Detention Center

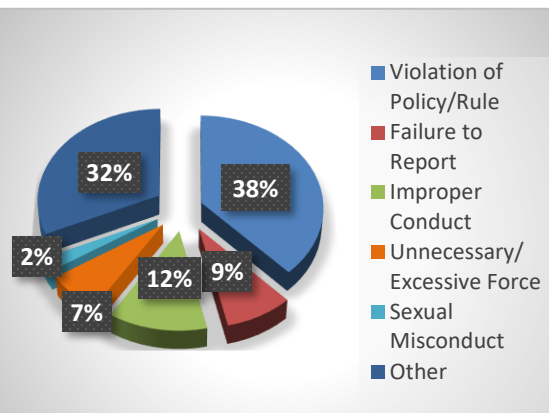
A Juvenile Detention Officer Supervisor (JDOS) reported that a code blue was called because nine youth were involved in a physical altercation in the dayroom. During the incident, a youth was found on the ground unresponsive and appearing to have a seizure and EMS was contacted. An OIG review of the surveillance video determined that a JDO appeared to forcefully push the youth into the wall and water fountain, knocking it to the floor. Video also showed the JDO engaged in a physical altercation with a second youth and appeared to strike the second youth while he was on the ground. The investigation was closed with the following findings: Two allegations of Use of Force - Excessive were SUSTAINED, an allegation of Use of Force - Improper was SUSTAINED, and an allegation of Violation of Policy/Rule (failure to provide the youth with an abuse call) was NOT SUSTAINED.

Sustained Findings by Type

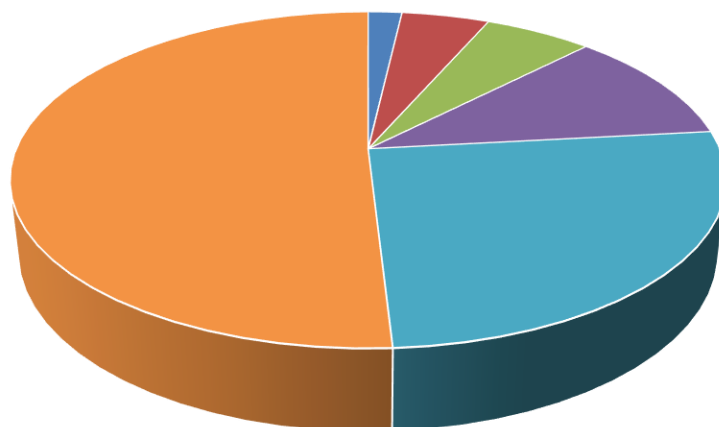
2023 – 2024



2024 – 2025



Disciplinary Actions



- Demotion and Suspension
- Training and Coaching
- Reprimand and Counseling
- Other and Pending
- Resignation and Termination
- No Action Required

Categorization of Investigations Closed

	Total	Exonerated	Sustained	Not Sustained	Unfounded	Other	Percentage of Substantiated Allegations
Confidentiality Violation	0	0	0	0	0	0	0
Failure to Report	15	0	11	3	0	1	73%
Falsification	7	4	0	1	2	0	0
Force, Excessive	18	2	4	10	2	0	22%
Force, Unnecessary	6	0	5	1	0	0	83%
Harassment	0	0	0	0	0	0	0
Harassment/Discrimination	4	0	0	0	0	4	0
Hostile Work Environment	2	0	0	0	0	2	0
Improper Conduct	21	0	8	10	3	0	38%
Improper Conduct/Computer Misuse	0	0	0	0	0	0	0
Improper Conduct/Conduct Unbecoming a Public Employee	0	0	0	0	0	0	0
Improper Conduct/Sexual Nature	1	0	1	0	0	0	100%
Improper Conduct/Staff on Staff Relationship	0	0	0	0	0	0	0
Improper Conduct/Staff - Family of Youth Relationship	2	0	2	0	0	0	100%
Improper Conduct/Staff - Youth Relationship	12	0	5	3	4	0	42%
Improper Conduct/Threats by Staff	0	0	0	0	0	0	0
Improper Conduct/Verbal Threats	0	0	0	0	0	0	0
Improper Search	7	0	5	1	1	0	71%
Improper Supervision	24	0	18	5	1	0	75%
Improper Use of Force	16	2	11	2	1	0	69%
Introduction of Contraband	14	0	4	8	2	0	29%
Medication Neglect	12	0	3	9	0	0	25%
Misconduct/Conduct Unbecoming a Public Employee	13	0	0	0	9	4	0
Sexual Abuse (PREA)	29	0	3	16	10	0	10%
Sexual Harassment	2	0	0	0	0	2	0
Sexual Harassment (PREA)	0	0	0	0	0	0	0
Sexual Harassment / Staff-on-Staff	1	0	0	0	0	1	0
Sexual Misconduct (PREA)	0	0	0	0	0	0	0
Theft	1	0	0	1	0	0	0
Violation of Policy/Rule	68	0	49	10	3	6	72%
TOTAL	275	8	129	80	38	20	47%

Facility Surveys

The Office of Inspector General (OIG) regularly conducts unannounced facility surveys at both Department and Residential facilities to ensure that programs are operating safely, securely, and in full compliance with established procedures and contractual obligations. During these assessments, inspectors evaluate a wide range of operational and environmental factors, including the facility's physical condition, security protocols, youth safety measures, food service quality, cleanliness, medical accommodations, housing conditions, and staffing levels. Additionally, inspectors conduct interviews with youth to gain insight into their perceptions of safety, morale, and overall treatment within the facility.



Incident Operations Center

The Incident Operations Center (IOC) is responsible for the management of all reported incidents, including monitoring action taken by Department providers and State-owned and operated facilities, following a substantiated or sustained finding. The unit is also responsible for trend analysis and the daily review and assignment/disposition of incidents accepted by the Central Communications Center (CCC). The IOC provides daily incident and complaint hotline coverage through the CCC. The IOC provides information to assist in maintaining a safe environment for the treatment and care of youth in Department programs. The IOC is staffed by an IOC Director, CCC Supervisor, IOC Analysts, and Duty Officers.

Operational Hours and Procedures

In October 2010, Florida Administrative Code 63F-11 was adopted into law. This rule requires both Department staff and contract provider staff to report certain prescribed incidents to the CCC within 2 hours of the occurrence or knowledge of the occurrence. Incidents are called into a toll-free telephone number 365 days per year. The rule was modified in August 2016 to include additional reportable requirements. This process guarantees receipt of incidents by the duty officers as all incidents are deemed critical to Department operations, thereby necessitating expedited reporting. The duty officers simultaneously enter reported incidents into the CCC Incident Tracking and Reporting System, which is a specialized management information tracking system. Once incidents are entered into the CCC tracking system, notification is sent to the Secretary, program area representatives, and the OIG for review and response. In May 2014, FDJJ Policy 2020 was implemented to further define the roles of the IOC and the CCC. This policy was updated in April 2016 to incorporate the move of the Management Review Unit to the OIG.

The following are examples of reportable incident types:

- Youth Deaths
- Staff Arrests
- Escapes from Secure Facilities
- Life-threatening Youth Injuries
- Disturbances
- Display/Use of Deadly Weapons
- Staff and Youth Sexual and Romantic Relationships
- Theft of Staff/Youth Owned Property
- Alleged Improper Use of Force and Abuse
- Medical/Mental Health issues including unscheduled medical transports.

Central Communications Center Incident Tracking and Reporting System

A daily report is generated from the CCC tracking system and e-mailed each workday to the OIG, Secretary, and various Department representatives to notify them of incidents received within the prior 24-hour period. Additionally, a second report is generated the following day documenting the action taken regarding the reported incident. The CCC tracking system allows the OIG and program area representatives to assign incidents, track the findings and corrective actions, and to close incidents without generating a paper report. The CCC tracking system enables all program reviews, management reviews, and IG investigations/inquiries to be tracked. The system allows for greater information gathering and sharing, data analysis, and workflow tracking.

Statistical Data

- Approximately **11,843** calls were received by the CCC.
- Duty officers logged **6,031** reportable incidents and **1,641** non-reportable incidents into the CCC tracking system. Many of these incidents dealt with complaints against staff **1,955**, program disruption **2,011**, and medical issues **1,823**.
- Approximately **10,155** classifications were assigned to the incidents for appropriate processing and closure. Some incidents are assigned multiple classifications based on the nature of the incident. The top five classifications were Medical Transport **1,301**, Baker Act – Transport **793**, Suicide Attempt **739**, Improper Supervision **504**, and EMS Response **483**.
- A total of **1,169** incidents were assigned for either a review or investigation. This number comprises **864** Program Reviews, **219** Management Reviews, and **86** IG Investigations/Inquiries.
- A total number of **7,362** incidents were closed. This number comprises **6,380** Pre-Assessment, **708** Program Reviews, **189** Management Reviews, and **85** IG Investigations/Inquiries.

Other IOC Functions

In addition to answering telephone calls, entering incidents into the CCC system, and making daily referrals to the program areas regarding received incidents, the IOC employees also perform the following functions:

- Provide assistance to public records requests for CCC related incidents.
- Assist in resolving employment issues by researching missing disposition information or any discrepancies with an employee's CCC incident history.
- Assist the program areas with any CCC incident changes, updates, or assignments within the system.
- Scan and attach any documents related to a CCC incident into the system.
- Review and input any Abuse Registry Investigations or Florida Safe Families Network notifications received via fax/e-mail into the CCC system.
- Provide statistical data.
- Provide technical assistance to OIG Inspector Specialists and other program areas by researching the voice recording system and making the telephone recording available for viewing.
- Provide program areas with trend analysis.
- Provide initial training for Program and Management Reviews as well as ongoing supplemental training.
- Conduct a Quality Check of all OIG investigations and inquiries as well as all management and program reviews to ensure compliance with FDJJ Policy 2020.
- Verify staff arrests using Criminal Justice Information Services.
- Provide customer service assistance and guidance to citizens who need Department services.

Management Review Unit

The Management Review Unit (MRU) is comprised of ten reviewers and two supervisors and is responsible for conducting reviews of allegations against a department facility or contract provider. Management reviews are conducted when incidents/allegations are determined to be severe in nature and meet one or more of the following criteria: evidence of a crisis; serious breaches in the safety and security of youth and staff; or are indicative of unaddressed systemic issues.

The MRU conducted and closed **190** reviews.

Background Screening Unit

The Background Screening Unit (BSU) is located within the Office of the Inspector General. Its purpose is to assist the Department in meeting statutory and agency background screening standards for employment. The BSU conducts Level II employment background screenings pursuant to Chapters 435, 984, and 985 of the Florida Statutes (F.S.) and the Department's background screening policy and procedures. Background screening is performed on state and contracted provider directors, owners, employees, volunteers, mentors, and interns.

Background Screening Process

Employment background screenings must be completed before an applicant is hired or a volunteer is utilized by the Department, or a department contracted provider. Background screening is how the Department checks a person's criminal history to determine if they meet statutory requirements to work or volunteer. The person's fingerprints are submitted to the Florida Department of Law Enforcement (FDLE) and the Federal Bureau of Investigation (FBI) for processing and a demographic search of the Comprehensive Case Information System (CCIS), a database that collects and displays the criminal records stored in courthouses throughout the State of Florida, is performed. Also, as a criminal justice agency, the criminal history reports received from FDLE and FBI display all adult arrests and may also include juvenile, sealed, and expunged criminal history information.

Screening Types

The Department conducts two types of background screenings; Livescan which is the initial screening of potential employees and volunteers and Rescreening/Resubmissions that occur every 5 years of continued service.

Through the Livescan process, applicants seeking employment or volunteering with the Department or a contracted provider are fingerprinted. The fingerprints are electronically transmitted to FDLE and FBI and within 72 hours the criminal search result is returned to the BSU. Livescan fingerprinting also allows FDLE to send an electronic notice to the BSU when an employee or volunteer receives a new Florida arrest.

The 5-Year Rescreen/Resubmission is a national criminal records check completed for all state and contracted provider employees and volunteers. The fingerprints from the Livescan screening are kept on file by FDLE and resubmitted to the FBI every 5-Years of continued services. The purpose of rescreening/resubmission is to ensure current employees and volunteers maintain level II screening standards throughout the term of their employment and/or service. FDLE recently implemented Federal Rap Back Services. This service keeps the fingerprints of employees and volunteers on file and will provide notification to the Department when a person is fingerprinted for a new arrest or criminal registration in the United States. National Rap Back Services, when fully implemented, will eliminate the need for 5-Year Rescreening/Resubmission.

Ratings and Determination Process

Background screenings are rated using one of the following determinations: Eligible, Identified/Non-Caretaker Only, and Not Eligible. These determinations are based on criminal history and the position the applicant will occupy.

Applicants will receive an eligible rating when no disqualifying criminal conviction or no contest plea appears on the criminal record. Applicants with an eligible rating may be hired or utilized by the Department or contracted provider in any position. Certain applicants seeking state employment with the Department will receive an identified/non-caretaker only rating. This rating is applied when a disqualifying criminal conviction or no contest plea appears on the criminal record, but the person will not work in a position that has contact with youth, access to confidential youth records or on the grounds of a facility or program where youth are housed or receiving services. This rating will only be given to applicants for state employment with the Department and is not given to contracted provider employees or volunteers. Applicants with this rating can only be hired in a position and at a location where there is no contact with youth or access to confidential youth records.

Applicants will receive a not eligible rating when a conviction or no contest plea for a disqualifying criminal offense appears on the criminal record. Applicants with this rating cannot be hired or utilized as a volunteer until an exemption from disqualification has been granted by the Department. To receive a not eligible rating, an applicant must have either been found guilty of, pled guilty to, had adjudication withheld, or pled no contest to at least one of the charges listed in Chapters 435.04, 985.644, or 985.66, F.S.

Exemption from Disqualification

The exemption from disqualification is a review process that allows most applicants who receive a not eligible rating to be reconsidered for employment or as a volunteer. As set forth in Section 435.07, F.S., exemptions may be granted for a misdemeanor disqualifying offense as soon as the person is lawfully released and completes all sanctions. For a felony offense, the Department may not grant an exemption from disqualification until it has been at least three (3) years since the applicant completed or was lawfully released from confinement, supervision, or sanction for the disqualifying offense. An exemption from disqualification cannot be granted to any person who is a sexual predator as designated pursuant to section 775.21, F.S., a career offender pursuant to section 775.261, F.S., or a sexual offender pursuant to section 943.0435, F.S., unless the requirement to register as a sexual offender has been removed pursuant to section 943.04354, F.S.

The Secretary decides on behalf of the Department if an exemption should be granted or denied. Exemptions denied by the Secretary can be reconsidered by requesting a formal hearing with the Division of Administrative Hearings (DOAH) pursuant to section 120.57, F.S.

Statistical Data

- **11,894** employee background screenings were conducted
- **544** applicants were statutorily disqualified, failed to submit needed information or were withdrawn by the requester
- **63** applicants requested an exemption hearing for an offense appearing on their record that was statutorily disqualifying
- **852** arrest notifications were received and processed
- **11,894** record searches were conducted in the Inspector General Incident Tracking system
- Approximately **119,312** pages of documents were scanned into the screening archival database

Other BSU Functions

In addition to conducting employment background screenings, the BSU performs the following functions:

- Provides training on the Department and Clearinghouse screening processes
- Operates Livescan Devices and Photograph Equipment
- Coordinates the Installation of new Department Livescan Devices
- Conduct criminal history checks to assist in agency investigations and inquiries
- Coordinates the initial phase of the exemption process
- Reviews personnel records for incidents of abuse, excessive force, and misconduct
- Informs programs of employee arrests
- Provides out-of-state driver license notifications
- Creates user accounts and manuals
- Creates and maintains policies and procedures

- Processes background screening invoices
- Processes retention notification, billing, and deletions
- Corresponds nationally with law enforcement agencies and court clerks
- Collects and catalogs Annual Affidavits
- Scans completed screening documents into an archival database for future reference and access
- Responds to in-person, telephone, fax, and e-mail inquiries

OIG Staff Directory

	Robert Munson Wanda Glover	Inspector General Administrative Assistant III
<u>Internal Audit</u>	Kelly Neel Roosevelt Brooks Andrea Kramer	Audit Director Auditor Auditor
<u>Investigations</u>	Darrell Furuseth Chelsea Coachman Martina Walker	Chief of Investigations Administrative Assistant II Staff Assistant
	Edward Smith Steve Owens Jack Spencer	Investigations Coordinator Inspector Specialist Inspector Specialist
	Gerard Ward Griffin Crosby Monica Gray Shewanda Hall Michelle Smith	Investigations Coordinator Inspector Specialist Inspector Specialist Inspector Specialist Inspector Specialist
<u>Incident Operations Center</u>	Rachel Robinson Lytha Belrose Sharda Davis Therman Gullette Haley Hall	Director Supervisor Analyst Analyst Analyst
<u>Central Communications Center</u>	Matthew McCaffrey Lisa Alexander Dylan Barrett Brandon Donaldson Phoenix Holladay Miya Petithomme	Supervisor OPS Duty Officer Duty Officer Duty Officer Duty Officer OPS Duty Officer
<u>Management Review Unit</u>	Scott Pedersen Sarah Bechtel JulhiAnn Francis-Singh Melinda Gouldsbury	Supervisor Review Specialist Review Specialist Review Specialist
	Neil Stier Wendy Baxter Bonita Johnson Sharon Lawrence Michael Lindsey Amanda Lugo	Supervisor Review Specialist Review Specialist Review Specialist Review Specialist Review Specialist
<u>Background Screening Unit</u>	Lisa Alexander Erika Ross Gabrielle Boles Courtney Mack Keldrick Pompey MaKiya Woodard	Director Supervisor Staff Assistant Screener OPS Staff Assistant OPS Senior Clerk
	Morgan Williams Marlon Jackson Keldric James Nashira Sutton	Supervisor Screener Screener Screener



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