

RON DESANTIS
Governor



JOHN F. DAVIS
Secretary

September 5, 2025

Melinda Miguel
Chief Inspector General
400 S. Monroe Street
Tallahassee, Florida 32399

Re: OIG Annual Report for Fiscal Year 2024-25

Dear Chief Inspector General Miguel:

In accordance with Section 20.055(8), Florida Statutes, I am pleased to submit our Annual Report for the Florida Lottery, Office of Inspector General (OIG). The report reflects the activities and accomplishments of the OIG for fiscal year 2024-25.

We remain committed to the goals of the Florida Lottery and to our work to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency. Thank you for your continued support of our efforts.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "A. Mompeller", written over the "Respectfully submitted," text.

Andy Mompeller
Inspector General

cc: Sherrill Norman, Florida Auditor General



September 5, 2025

Office of Inspector General

Annual Report for Fiscal Year 2024-25



Andy Mompeller
Inspector General

FLORIDA DEPARTMENT OF LOTTERY
OFFICE OF INSPECTOR GENERAL
TABLE OF CONTENTS

Introduction	1
Overview	1
Mission Statement	1
OIG Responsibilities	1
Organization and Staff	2
OIG Staff Qualifications and Certifications	3
Affiliations	3
Internal Audit	4
Internal Audit Accomplishments	5
Audit Response Coordination and Follow-up	9
Review of Corrective Actions for Prior Year Audits	10
Risk Assessment and Audit Plan	10
Investigations	12
Completed Investigations	13
Complaints	13
Accreditation	14
Other OIG Activities	14
Quality Assurance and Improvement Program	14
Computer Security Incident Response Team	15
Retailer Integrity Program	15
Lottery Drawings	15
Chief Audit Executive Roundtable	15
OIG Newsletter	16



INTRODUCTION

OVERVIEW

In 1986, Florida voters approved a lottery through a constitutional amendment. The Florida Legislature established the Florida Lottery with the mission of maximizing revenues for education to allow the people of Florida to benefit from significant additional monies while providing the best lottery games available. Over the history of the Florida Lottery, both goals have been accomplished. Consistent with this, the Florida Lottery's mission is to maximize revenues for the enhancement of public education while upholding the highest standards of integrity and public trust.

The Office of Inspector General (OIG) provides support to the Florida Lottery's mission through its function. Section 20.055 of Florida Statutes (F.S.) defines the duties and responsibilities of the Inspectors General and requires the OIG to submit an annual report each year, summarizing the activities performed by the OIG during the preceding fiscal year. This annual report is presented to the Secretary of the Florida Lottery and the Governor's Chief Inspector General to comply with statutory requirements and to provide departmental staff and interested parties with information on the OIG's progress in accomplishing its mission.

MISSION STATEMENT

The mission of the Florida Lottery OIG is to protect and promote public integrity and accountability within the Lottery through audits and investigations that detect fraud, waste, abuse, and administrative violations. The goal of the OIG is to prevent and decrease the reoccurrence of such violations through employee awareness and cooperation, while providing the Florida Lottery with timely, accurate, objective, and useful work products that promote confidence and provide transparency for the citizens of the State of Florida.

OIG RESPONSIBILITIES

Section 20.055, F.S., establishes the Office of Inspector General within each state agency to provide a central point for coordination of, and responsibility for, activities that promote accountability, integrity, and efficiency in government. The OIG has full, free, and unrestricted access to all Florida Lottery activities, records, data, properties, functions, and personnel necessary to carry out its responsibilities effectively. The OIG's responsibilities include:

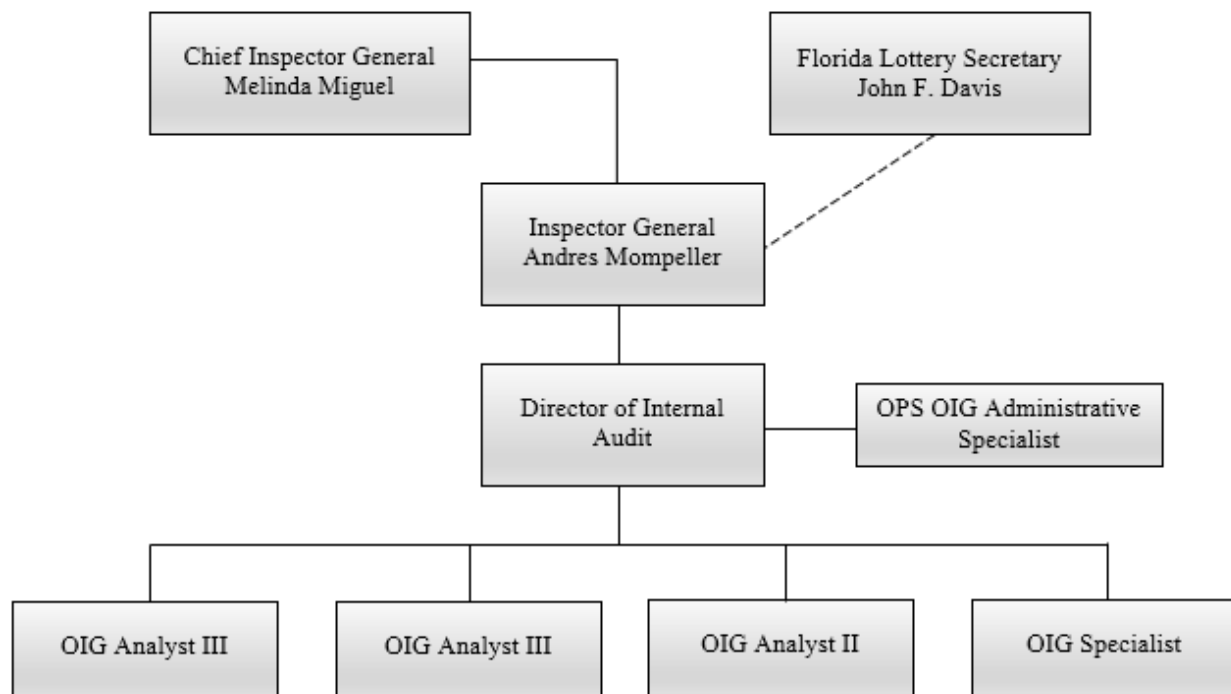
- Conducting audits, investigations, and management reviews relating to the programs and operations of the Florida Lottery;
- Reviewing and evaluating internal controls necessary to ensure the fiscal accountability of the Florida Lottery;
- Keeping the Secretary and Chief Inspector General informed concerning fraud, abuse,

and deficiencies relating to programs and operations administered or financed by the Florida Lottery;

- Recommending corrective action and reporting on the progress made in implementing corrective action;
- Advising in the development of performance measures, standards, and policies and procedures for Florida Lottery programs;
- Conducting or coordinating other activities carried out or financed by the Florida Lottery for the purpose of promoting economy and efficiency in the administration of, or preventing and detecting fraud and abuse in, its programs and operations;
- Coordinating and monitoring the implementation of the Florida Lottery's response to recommendations made by the Auditor General, the Office of Program Policy Analysis and Government Accountability (OPPAGA), the Florida Department of Financial Services, and other external agencies; and
- Ensuring that an appropriate balance is maintained between audit, investigative, and other accountability activities.

ORGANIZATION AND STAFF

The Florida Lottery Inspector General falls under the administrative supervision of the Lottery Secretary but reports directly to the Governor's Chief Inspector General. The OIG consists of six professional positions that perform internal audit and investigative functions, as shown below.



OIG STAFF QUALIFICATIONS AND CERTIFICATIONS

OIG personnel are highly qualified and bring various backgrounds and expertise to the Florida Lottery. The collective experience spans a variety of disciplines including auditing, accounting, process improvement, investigations, and information systems.

In January 2025, the Institute of Internal Auditors introduced the Global Internal Audit Standards, replacing the former International Standards for the Professional Practice of Internal Auditing. Along with the Principles and Standards for Offices of Inspector General and the Commission for Law Enforcement Accreditation's training requirements, these standards guide the OIG's work and ensure staff maintain professional proficiency. The OIG remains aligned with these requirements to uphold the highest levels of accountability, independence, and service quality.

OIG staff members continually seek to enhance their abilities and contributions to the OIG and the Florida Lottery. Many staff members have obtained certifications that demonstrate their knowledge, motivation, and commitment to the profession. 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 Florida Lottery. During fiscal year 2024-25, professional certifications held by OIG staff members include:

- Certified Inspector General (CIG)
- Certified Internal Auditor (CIA)
- Certified Information Systems Auditor (CISA)
- Certified Information Security Manager (CISM)
- Certified Inspector General Auditor (CIGA)
- Certified Inspector General Investigator (CIGI)
- Certified Governmental Auditing Professional (CGAP)
- Certified Information Systems Security Professional (CISSP)
- Florida Certified Contract Manager (FCCM)
- Notary Public



AFFILIATIONS

OIG staff members participate in a number of professional organizations to maintain proficiency in their areas of expertise and certification. These associations allow them to establish and advance professional networks and participate in professional development activities. OIG staff members are affiliated with the following professional organizations that support audit and investigation activities:

- Association of Inspectors General (AIG)
- Institute of Internal Auditors (IIA)
- Association of Government Accountants (AGA)
- Information Systems Audit and Control Association (ISACA)

INTERNAL AUDIT



The purpose of internal auditing is to provide independent, objective assurance and consulting activities designed to add value and improve the Florida Lottery's operations. Our vision is to help the Florida Lottery by facilitating change directed toward improving efficiency, effectiveness, accountability, and teamwork.

Audit responsibilities of the OIG include:

- Conduct compliance, information technology, performance, operational, and financial audits of the Florida Lottery to identify and recommend corrective action for deficiencies or matters of noncompliance;
- Conduct consulting activities in order to provide independent advisory services to Florida Lottery management;
- Assess the reliability and validity of Florida Lottery performance measures;
- Ensure effective coordination and cooperation with the Office of the Auditor General, OPPAGA, and other governmental bodies to ensure proper coverage and minimize duplication of effort;
- Conduct risk assessments of the Florida Lottery annually, taking into consideration the input of senior management;
- Develop annual and long-term audit plans outlining the audits to be conducted during each year and related resources to be devoted to the respective audits;
- Monitor the implementation of the Florida Lottery's response to audit reports issued by the Inspector General, Office of the Auditor General, OPPAGA, or other oversight agencies;
- Develop and maintain a quality assurance and improvement program that covers all aspects of the internal audit activity, with an external assessment conducted every three years; and
- Participate in enterprise projects and provide assistance as requested by the Chief Inspector General.

The OIG conducts assurance and consulting activities in accordance with the professional standards published by the Institute of Internal Auditors, Inc. In January 2025, the Institute of Internal Auditors replaced the *International Standards for the Professional Practice of Internal Auditing* with the new *Global Internal Audit Standards*, which as of January 2025, serve as the authoritative framework guiding the OIG's work. Audit reports are distributed internally to the Secretary of the Florida Lottery and affected Lottery managers, the Executive Office of the Governor's Chief Inspector General, and the Office of the Auditor General.

INTERNAL AUDIT ACCOMPLISHMENTS

During the fiscal year 2024-25, the OIG completed three internal audits and six management reviews. Additionally, the OIG conducted follow-up activities to review the status of eight internal engagements. The results of those engagements are summarized below.

24-1007 Fort Myers District Office Audit

The Fort Myers district office functions as a Florida Lottery retailer and prize redemption center, which includes selling scratch-off and draw game tickets and redeeming winning tickets with a value of up to \$1 million for Florida Lottery games that do not offer an annual payment option. The district office serves as an operations center for lottery sales representatives, and operates a warehouse that receives, stores, and distributes items needed to support the Florida Lottery retailers located within the district.



The OIG conducted an audit of the Fort Myers district office to determine whether the Fort Myers district operates in compliance with the direction of Florida Lottery management and demonstrates an adequate system of internal controls that safeguard the assets and integrity of the Lottery. Our audit disclosed opportunities for improvement in the areas of opening and closing procedures, physical security, fleet management, MICS inventory, scratch-off ticket accountability, the retailer contracting application process, and paying prizes. To address the noted deficiencies, the OIG made fourteen recommendations, which if implemented, will strengthen the internal control structure of the Fort Myers district office.

24-1008, Product Launch Process Review

For more than 30 years, the Florida Lottery has remained committed to offering entertaining, high-quality games while maximizing revenues for education, contributing over \$46 billion. Evolving from a single scratch-off game in 1985 to more than 85 games today, along with three multi-state offerings, the Lottery's Product and Research unit oversees strategy, development, and the full product life cycle. Guided by annual planning, market research, and industry trends, the unit manages a 6 to 12-month product plan that balances draw games, scratch-offs, add-on features, promotions, and limited-time offers to engage players and achieve sales goals.

The OIG conducted a review of the product launch process to assess compliance with policies, procedures, and regulatory requirements, as well as to evaluate operational efficiency. While overall controls were determined to be adequate, the review identified opportunities to strengthen policy guidance, enhance management oversight, and refine approval routing. To address these areas, the OIG issued four recommendations designed to enhance and reinforce controls over the product launch process.

24-1009, Internal Control Assessment

The Internal Control Integrated Framework published by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) is the recognized standard for establishing internal controls. Under the COSO model, the five interrelated components of internal control are control environment, risk assessment, control activities, information and communication, and monitoring. The OIG completed an assessment of the Florida Lottery's internal control structure in accordance with the COSO framework. The purpose was to provide reasonable assurance on the effectiveness of the internal controls over the Florida Lottery's financial reporting.



Based on the work performed, we determined that Florida Lottery management has established an adequate system of internal controls for financial reporting and all five components of internal control were present. We identified minor deficiencies relating to previous findings regarding system access reviews and bank signature card changes. We recommended that finance develop a process to ensure access reviews are sufficiently documented and conducted semi-annually in accordance with policy and ensure access to accounting systems is modified and removed timely. We also recommended that Finance develop a process to ensure bank signature card changes are initiated immediately when an employee is no longer authorized to sign on the account. This assessment was provided to the Auditor General as part of their Financial Statement audit for the fiscal year ending June 30, 2024.

25-1001, Social Media Promotion Process Review

The Florida Lottery's Division of Marketing is responsible for increasing the Florida Lottery's visibility, promoting its mission to support education, and encouraging responsible play. Social media has become a central component of the Florida Lottery's marketing strategy, providing opportunities to build brand awareness, engage directly with players, and foster trust and loyalty. Marketing initiatives include both organic social media promotions and sweepstake giveaways, which require no purchase to enter and are designed to increase awareness and player interaction.

The OIG reviewed the Florida Lottery's social media promotion processes to assess the effectiveness of controls and compliance with applicable policies, procedures, and regulatory requirements. Overall, controls were found to be sufficient; however, the review identified the absence of formal procedures for managing organic social media promotions and sweepstake giveaways. The OIG recommended that management formalize and implement procedures to reflect current practices, thereby improving efficiency and strengthening oversight of social media promotions.

25-1002, Security Evidence Vault

The Florida Lottery's Division of Security (Security) maintains an evidence vault for the secure storage of evidence and property taken into custody by Security personnel. Security is responsible for providing a secure storage facility and maintaining a system of documentation to track property from its receipt to its eventual disposition. At the request of Security management, the OIG conducted a review of the evidence vault located within Security's forensic laboratory. The objective of this review was to verify the accuracy of property records against the items stored in the evidence vault. The review confirmed that all property was properly preserved and fully reconciled with the official records.

25-8003, Cybersecurity Asset Management



Chapter 60GG-2 of the Florida Administrative Code (F.A.C.), referred to as the Florida Cybersecurity Standards (FCS), establishes minimum security standards for ensuring the confidentiality, integrity, and availability of state data, information, and IT resources. These Rules are modeled after the National Institute of Standards and Technology (NIST) Framework for Improving Critical Infrastructure Cybersecurity. The FCS consists of five high-level functions: Identify, Protect, Detect, Respond, and Recover. These functions support the lifecycle management of IT risk. The functions identify underlying key categories and subcategories for each function, and the subcategories contain specific IT controls. This audit concentrated on Rule 60GG-2.002(1), F.A.C., which focuses on asset management.

Due to the nature of the audit, the results of this audit are confidential and exempt from public disclosure pursuant to section 282.318(4)(g), F.S.

25-1003, CSIRT Process Review

Cyber threats, such as ransomware, phishing, data breaches, and advanced persistent threats are increasing in both frequency and sophistication, underscoring the need for strong organizational capabilities to detect, respond to, and recover from security incidents. To meet this challenge, organizations must proactively establish a well-defined Cybersecurity Incident Response Team (CSIRT) and maintain a comprehensive Incident Response Plan (IRP). The CSIRT plays a vital role in ensuring the Florida Lottery is prepared to respond swiftly and effectively to cyber incidents.

Due to the sensitive nature of this review, the results are confidential and exempt from public disclosure pursuant to section 282.318(4)(g), F.S.

25-1004 Contract Compliance Audit



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. House Bill 1079, enacted during the 2020–21 Legislative Session, amended section 287.136, Florida Statutes, to require a periodic risk-based compliance audit of all state agency contracts executed during the preceding three fiscal years.

In accordance with this requirement, the OIG conducted a risk-based compliance audit of contracts procured and executed by the Florida Lottery between July 1, 2021, and June 30, 2024, along with a sample of purchase orders exceeding the \$65,000 threshold. The audit found no evidence of vendor preference, and procurement documentation demonstrated compliance with statutory requirements, competitive solicitation practices, and appropriate procurement methods. Contracts and purchase orders reviewed contained the required elements of scope, deliverables, payment terms, and timelines, reflecting transparency and accountability. While procurement processes were generally consistent with state purchasing laws, opportunities were noted to update policies and procedures, improve contract file maintenance, and enhance the timeliness and accuracy of information recorded in the Florida Accountability Contract Tracking System. Recommendations were issued to strengthen controls and further support the integrity and effectiveness of the Florida Lottery's procurement practices.

25-1006, Performance Measures

Section 20.055, F.S., establishes specific responsibilities for OIG within each state agency. Among these responsibilities is the requirement to provide advice during the development of performance measures, standards, and procedures used to evaluate the effectiveness and efficiency of agency programs. The statute also requires OIGs to independently assess the reliability and validity of performance data reported by the agency and, where necessary, make recommendations to strengthen the accuracy, integrity, and usefulness of this information.



In fulfillment of this statutory mandate, the OIG conducted a review of the Florida Lottery's performance measures. The OIG found the measures to be reliable and valid in all material respects, providing assurance that the Lottery's performance reporting is accurate and suitable for management, stakeholders, and oversight entities.

25-2001, Internal Follow-Up

The OIG conducted an internal follow-up review during the first half of the 2024-25 fiscal year that included the review of the status of corrective actions from five internal audits and reviews. Our review included follow-up of sixteen findings and twenty-three recommendations. We verified the completion of six recommendations, which resulted in the closure of four findings.

25-2002, Internal Follow-Up Cybersecurity

The OIG conducted an internal follow-up review during the first half of the 2024-25 fiscal year that included the review of the status of corrective actions from three internal audits. Our review included follow-up of twenty-three findings and thirty-five recommendations. We were unable to complete any corrective action that would result in the closure of a finding.

25-2003, Internal Follow-Up

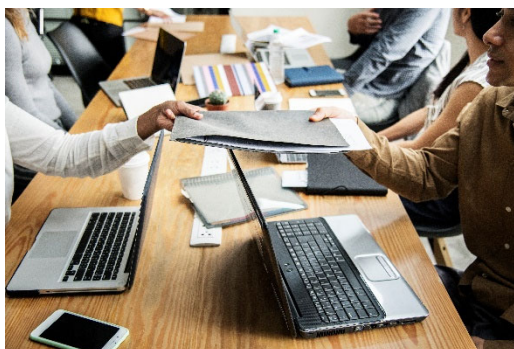
The OIG conducted an internal follow-up review during the second half of the 2024-25 fiscal year that included the review of the status of corrective actions from five internal audits and reviews. Our review included follow-up of thirteen findings and eighteen recommendations. We were unable to complete any corrective action that would result in the closure of a finding.

25-2004, Internal Follow-Up Cybersecurity

The OIG conducted an internal follow-up review during the first half of the 2024-25 fiscal year that included the review of the status of corrective actions from three internal audits. Our review included follow-up of twenty-three findings and thirty-five recommendations. We verified the completion of four recommendations, which resulted in the closure of three findings.

AUDIT RESPONSE COORDINATION AND FOLLOW-UP

The OIG provides a single point of contact for external agencies that audit the Florida Lottery. This is done to ensure effective coordination and cooperation between the Florida Lottery and the Office of the Auditor General, OPPAGA, and other governmental bodies, and to minimize duplication of effort. We coordinate information requests and responses and assist in scheduling meetings for these entities. We provide coordination of the Florida Lottery's formal responses to preliminary and tentative findings issued by the Office of the Auditor General, OPPAGA, Department of Financial Services, and other oversight agencies. We also coordinate the six-month response on the status of corrective actions taken by the Florida Lottery on any audit findings and recommendations issued by the Office of the Auditor General or OPPAGA. A written report on the status is provided to the Chief Inspector General and the Joint Legislative Auditing Committee.



During the 2024-25 fiscal year, we coordinated the following external engagements:

OFFICE OF THE AUDITOR GENERAL
QUALITY ASSESSMENT REVIEW
FINANCIAL AUDIT FOR THE FISCAL YEAR ENDED JUNE 30, 2024
SIX-MONTH STATUS: FINANCIAL AUDIT FOR THE FISCAL YEAR ENDED JUNE 30, 2023
OFFICE OF PROGRAM POLICY ANALYSIS AND GOVERNMENT ACCOUNTABILITY
REVIEW OF THE FLORIDA LOTTERY, 2024
SIX-MONTH STATUS: REVIEW OF THE FLORIDA LOTTERY, 2023
EIGHTEEN-MONTH STATUS: REVIEW OF THE FLORIDA LOTTERY, 2022
BULLETPROOF SOLUTIONS, INC.
SIX-MONTH STATUS: COMPREHENSIVE STUDY AND EVALUATION OF LOTTERY SECURITY (2023)

REVIEW OF CORRECTIVE ACTIONS FOR PRIOR YEAR AUDITS

Section 20.055(8)(c), F.S., requires the identification of each significant recommendation described in previous annual reports on which corrective action has not yet been completed. There have been no significant recommendations described previous annual reports for which corrective actions have not been implemented.

RISK ASSESSMENT AND AUDIT PLAN



Section 20.055, F.S., requires the Inspector General to develop long-term and annual audit plans based on periodic risk assessments of the Florida Lottery. This helps ensure the OIG is responsive to management concerns and that those activities determined to have the greatest risks are identified and scheduled for review.

The risk assessment included identifying programs and activities administered by the Florida Lottery and evaluating each activity based on indicators of risk exposure, or risk factors. Each program or activity was given a score for seven risk factors: control environment, financial impact, operation complexity, public perception, change in operations/systems, audit coverage, and management concerns. The risk assessment included administration of a risk assessment survey to Lottery management and meetings with executive management to discuss enterprise risk exposures and internal controls.

Using the results from these efforts and our professional judgment, we developed the audit plan for the 2025-26 fiscal year. The audit plan provides the most effective coverage of the Lottery's programs and processes while optimizing the use of internal audit resources. At the request of the Chief Inspector General, we have dedicated audit hours to enterprise projects, which address administrative issues common to most agencies. The annual audit plan was approved by the Lottery Secretary and submitted to the Office of the Chief Inspector General and the Auditor General. The audit plan is subject to change as Lottery priorities change and new risks are identified. During the 2025-26 fiscal year, audit resources will be allocated to the following engagements:

2025-26 Audit Plan

Division/Office	Project
Department-wide	Performance Measures
Product	Product Operations & Climate Review
Communications	Partnership Process Review
Information Resources/ ISM	Cybersecurity Audit
Security/ISM	Data Exchange MOU Audit
Security	Debit/Credit Card Program Audit
Claims Processing/Sales	Second Chance Claim Process Review
Sales	District Office Audit
Security	Surveillance System Audit*
Security	Evidence Vault
Chief Inspector General	Enterprise Projects

*Indicates Rollover Project

INVESTIGATIONS

The OIG works to deter, detect, and investigate allegations of fraud, waste, abuse, or employee misconduct impacting the Lottery. The OIG receives inquiries or complaints regarding Departmental activity from many sources, including the Whistle-blower's Hotline, the Florida Department of Financial Services' Get Lean Hotline, the Chief Inspector General's Office, an online complaint form on the Lottery OIG's website, the Executive Office of the Governor, letters, telephone calls, and e-mails.

Investigation Responsibilities of the OIG include:

- Receive complaints and coordinate all activities of the agency as required by the Whistle-blower's Act pursuant to Section 112.3187 – 112.31895, F.S.;
- Receive and consider complaints that do not meet the criteria for an investigation under the Whistle-blower's Act and conduct, supervise, or coordinate such inquiries, investigations, or reviews as the Inspector General deems appropriate;
- Report expeditiously to the Florida Department of Law Enforcement or other law enforcement agencies, as appropriate, whenever the Inspector General has reasonable grounds to believe there has been a violation of criminal law;
- Conduct investigations and other inquiries free of actual or perceived impairment to the independence of the Inspector General or the Inspector General's office. This shall include freedom from any interference with investigations and timely access to records and other sources of information; and
- Submit in a timely fashion, final reports on investigations conducted by the Inspector General to the agency head, except for Whistle-blower's investigations, which shall be conducted and reported pursuant to Section 112.3189, F.S.



Investigations are conducted in accordance with quality and quantitative standards as set forth in the *Principles and Standards for Offices of Inspector General*, published by the Association of Inspectors General, and the *Florida Inspectors General Standards Manual*, published by the Commission for Florida Law Enforcement Accreditation. If suspicion of potential criminal activity is discovered, it is referred to the appropriate law enforcement agency. The OIG coordinates with law enforcement on any criminal investigation, while ensuring that issues of an internal nature are addressed administratively.

During fiscal year 2024-25, the OIG completed three internal investigations, processed 329 complaints, and conducted activities related to maintaining the Commission for Law Enforcement Accreditation.

COMPLETED INVESTIGATIONS

During the 2024-25 fiscal year, the OIG conducted three internal investigations. A synopsis of those investigations is provided below.

25-4002

The OIG received a citizen complaint alleging unsafe operation of a Florida Lottery vehicle and misconduct. Fleet records confirmed the vehicle was assigned to a Lottery Sales Representative. As a result of analysis and interviews with the complainant, witnesses, and subject, the allegation of unsafe vehicle operation was *substantiated* based on the subject's own admission. A separate allegation of misconduct was *unsubstantiated*, as no supporting evidence was identified. The OIG recommended management take appropriate action as they deemed necessary.

25-4003

The OIG received a citizen complaint alleging harassment and conflict of interest involving personnel from the Lottery's Division of Security. The investigation determined that the allegation of harassment was *unsubstantiated*, as no credible evidence was identified. The allegation of conflict of interest was deemed *unfounded*, as no Lottery policy violations were identified. The OIG recommended management take appropriate actions as they deem necessary.

25-4005

The OIG received a complaint from a Florida Lottery employee alleging violations of Lottery procedure and the Standards of Conduct policy by district office personnel. The OIG determined that the allegation of violation of Lottery procedure was *substantiated*, based on the subject's own testimony. The allegation of violation of the Standards of Conduct policy was also *substantiated*, based on the information gathered from interviews and surveillance. The investigation also resulted in an incidental finding regarding compliance with the Lottery Policy and the need for management to reinforce expectations of professional workplace conduct. The OIG recommend management take appropriate actions as they deem necessary, emphasize adherence to Lottery policy, and provide additional training to district office personnel to strengthen accountability and promote a respectful work environment.

COMPLAINTS

The OIG received 329 complaints during fiscal year 2024-25. OIG staff responded to each complainant as appropriate and referred 259 complaints to Lottery management for proper handling. The remaining 70 were addressed by the OIG staff.

ACCREDITATION

Accreditation programs have long been recognized as a means of maintaining and verifying the highest standards. In 2009, the Commission for Florida Law Enforcement Accreditation (CFA) expanded its program to include Inspectors General offices. The CFA is an accreditation program recognized as a means of maintaining the highest standards of professionalism for independent investigations based on meeting specific requirements and prescribed standards. The Florida Lottery OIG was the fourth IG office in the state to receive this accreditation status and was first accredited by the CFA in 2010.



The accreditation remains in effect for three years, at which point state assessors complete a reaccreditation review of the OIG. The OIG was reaccredited for the fourth time in October 2022. OIG staff regularly conduct activities to ensure ongoing compliance with accreditation requirements. Activities relating to this effort include:

- Conduct annual reviews to ensure continued compliance with the standards and the Investigations Manual. This includes a full review of all complaints and investigations and supporting documentation.
- Provide assistance to other agencies with their accreditation process.
- Attend Accreditation Manager meetings to discuss current and future issues regarding accreditation requirements.
- Revise the OIG Investigations Manual to comply with changes in CFA standards.
- Ensure OIG staff submit annual independence attestations and meet annual training requirements for CFA standards.
- Complete the CFA Annual Report.

OTHER OIG ACTIVITIES

The OIG participates in numerous other activities, including internal quality assessments, OIG work plans, OIG annual reports, and other internal/external assistance activities. OIG staff proactively monitor certain Lottery activities and review patterns to determine if additional action is warranted. During fiscal year 2024-25, the OIG performed the following activities.

QUALITY ASSURANCE AND IMPROVEMENT PROGRAM

The *International Standards for the Professional Practice of Internal Auditing* (Standards) require that the OIG develop and maintain a quality assurance and improvement program (QAIP) that covers all aspects of the internal audit activity. The QAIP must include both internal and external assessments. In accordance with section 11.45(2)(i), F.S., the Auditor General conducted a quality assessment review of the Lottery OIG's internal audit activity. This review assists our office in meeting the external assessment requirements.

The overall objectives of the Auditor General’s review were to evaluate the extent to which the OIG’s internal audit activity’s charter, policies and procedures, QAIP, work products, and other selected programs, activities, and functions conform to applicable professional audit Standards, the Code of Ethics, and applicable provisions of section 20.055, F.S. The Auditor General determined that the Lottery’s OIG’s “internal audit activity was adequately designed and complied with during the review period to provide reasonable assurance of conformance to applicable professional auditing standards and the Code of Ethics issued by The Institute of Internal Auditors. Also, the Office of Inspector General generally complied with those provisions of Section 20.055, Florida Statutes, governing the operation of State agencies’ offices of inspectors general internal audit activities.”

COMPUTER SECURITY INCIDENT RESPONSE TEAM

The Computer Security Incident Response Team (CSIRT) responds to suspected computer security incidents by identifying and controlling incidents, notifying designated CSIRT responders, and reporting findings to Lottery management. The Inspector General is a core member of the CSIRT team for the Lottery and attends CSIRT meetings scheduled by the Director of Information Security Management to review and provide input to management on policies and procedures.

RETAILER INTEGRITY PROGRAM

Throughout the fiscal year 2024-25, the OIG provided administrative support, research, and consulting activities relating to retailer integrity. The Inspector General serves as an advisor to the Retailer Integrity Program.

LOTTERY DRAWINGS

The facility where Lottery drawings are conducted requires a dual-control environment, necessitating the Division of Security staff and audit staff to be present during any required maintenance and other activities. OIG staff fulfil this role as needed. Additionally, the OIG is notified of any draw discrepancies. We monitor these discrepancies and perform additional reviews when necessary.

CHIEF AUDIT EXECUTIVE ROUNDTABLE

The mission of the Chief Audit Executive Roundtable is to promote the effective and efficient use of internal audit resources toward accountability, productivity, and enhancement of management control over operations. The Roundtable is a voluntary group composed of representatives (primarily Audit Directors) from local companies and organizations, state agencies, and institutions of higher education with an internal audit function.

OIG NEWSLETTER

The OIG published our annual OIG Newsletter in fiscal year 2024-25 to inform Lottery employees of OIG processes and remind them of the importance of recognizing and reporting fraud. The newsletter focused on understanding cyber fraud. The newsletter also provided fun facts about fraud and information about complaints received by the OIG and the methods by which a complaint can be filed. The goal of the newsletters is to keep employees better informed and to seek a reduction in fraud, waste, abuse, and irregularities within the Lottery.



Florida Department of Lottery
Office of Inspector General
250 Marriott Drive
Tallahassee, Florida 32301

Phone: 850-487-7726

Fax: 850-487-7746

Email

ig@flalottery.com

Web Site

www.flalottery.com/inspectorgeneral

