

OFFICE OF INSPECTOR GENERAL

FLORIDA DEPARTMENT OF CORRECTIONS



ANNUAL REPORT

FISCAL YEAR 2024-2025



FLORIDA DEPARTMENT OF CORRECTIONS

OFFICE OF THE INSPECTOR GENERAL

Governor
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Secretary
RICKY D. DIXON

Inspector General
KENNETH SUMPTER

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September 29, 2025

Chief Inspector General Melinda Miguel
The Capitol
Tallahassee, FL 32399

Dear Chief Inspector General Miguel:

I am pleased to submit the Department of Corrections, Office of the Inspector General's (OIG) Annual Report to you for the reporting period spanning July 1, 2024, to June 30, 2025. Over the past year, the OIG has led several audits and reviews of compliance and security issues, and investigated numerous allegations involving waste, fraud and abuse and criminal violations of state law. These matters are discussed later in this report.

Our mission to prevent and detect fraud, waste, and abuse and promote efficiency and effectiveness within the Department remains central to our work. We also focus on environmental health and safety, with efforts aimed at protecting employee, inmate, visitor and volunteer. During this reporting period, OIG identified several key findings and issued multiple recommendations related to facility's conditions and overall environmental health. Management supported the findings and recommendations and reached decisions on these recommendations.

In addition, the OIG has supported the Department's efforts to modernize the use of force reporting process. This new process will enable the OIG to more efficiently track and review of all reported uses of force, ultimately enhancing operational efficiency. The Department anticipates full implementation across all facilities by the end of the calendar year.

Another significant initiative undertaken by the OIG is the revision of its audit manual. The Institute of Internal Auditors (IIA) introduced key updates to the International Professional Practices Framework, known as the Red Book, effective January 2025. These updates empathize internal audit strategy, communication - including rating audit findings by significance - and stronger focus on data privacy and risk management. The OIG audit team

has diligently worked to update the manual to align with these changes and incorporate additional improvements.

I am deeply grateful to the entire FDC OIG team for the dedication and professionalism that each of them brings to their work every single day and the continued support of the Department's leaders to the success of our mission.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ken Sumpter". The signature is fluid and cursive, with a large initial "K" and "S".

Ken Sumpter,
Inspector General

OVERVIEW

The Florida Department of Corrections (FDC), Office of Inspector General (OIG) is the largest State Office of the Inspector General employing over 200 staff members and derives its authority from Section 944.31, Florida Statutes, to conduct both criminal and internal affairs investigations, inspections, audits, and contract reviews that promote accountability, integrity, and efficiency in state government. The OIG has two unique missions, compared to most State Offices of Inspectors General, with its Criminal Investigations Bureau (CIB) and Environmental Health and Safety (EH&S) Unit. The CIB employs certified law enforcement officers responsible for investigating criminal violations occurring on property owned or leased by the department or matters which the Department has jurisdiction at contractor-operated correctional facilities, such as introduction or possession of contraband as defined in section 944.47 batteries committed on correctional officers, FDC employees or its agents and state prisoners. These law enforcement officers are vested with the same arrest authority as that conferred upon general law enforcement personnel pursuant to Chapter 901 of the Florida Statutes.

The OIG's Environmental Health and Safety Unit inspects each correctional institution or any place in which state prisoners are housed or work with reference to its physical conditions, cleanliness, sanitation, safety, the quality and supply of bedding and food service. Regional Safety Consultants are trained in fire safety, air quality and other Occupational Health and Safety Administrative Standards.

The OIG's Bureau of Internal Affairs is responsible for investigating violations of administrative rules and procedures, ensuring that the Department-issued regulations are properly observed and followed, and employing correctional and correctional probation officers certified by the Criminal Justice Standards and Training Commission (CJSTC).

This report year, the OIG completed 409 criminal investigations that resulted in 332 arrests and 405 internal affairs investigations, of which 280 had sustained finding dispositions. Seven audits were completed resulting in 10 findings, and five contract reviews resulting in 26 findings.

The governing principle of the OIG is the Principles and Standards for Offices of Inspector General as published and revised by the Association of Inspectors General, commonly known as the "Green Book." The principles and standards of confidentiality, quality assurance, and objectivity are just some of the principles and standards adhered to by the OIG. The OIG is accredited by the Commission for Florida Law Enforcement Accreditation and has maintained its accreditation status since 2015.

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DEPARTMENT BACKGROUND

As the nation's third-largest prison system, the FDC fulfills a primary role in enhancing the safety of Florida residents. Through a network of state correctional institutions (49 state and 7 private), road prisons, work camps, and community-based facilities, the Department manages incarceration and care for approximately 89,000 state prisoners. The Department also supervises approximately 145,000 offenders through 145 probation offices statewide. The Department employs 23,447 employees (as of June 30, 2025, 1,043 of these positions are currently vacant), the majority of whom are Correctional Officers or Correctional Probation Officers who carry out this public safety mandate 24 hours a day, 7 days a week, 365 days a year.

PURPOSE OF THIS ANNUAL REPORT

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

VISION

A safe and efficient Florida correctional system.

MISSION

Promote leadership to ensure accountability, integrity, and efficiency within the FDC.



GENERAL GOALS

To add value to the Department by:

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



PARTNERSHIPS

The Office continues to value and foster relationships with other law enforcement agencies and Offices of Inspector Generals and State citizenry.



GROWTH

In the next year, the Office will adopt a targeted strategy to enhance efficiency and streamline core processes.

ACCREDITATION

The OIG continues to maintain its accreditation status through the Commission for Florida Law Enforcement Accreditation, with its most recent reaccreditation occurring in the fall of 2024. The OIG has complied with standards that are “best practices” in the Office of Inspector General community based on the nationally recognized “Green Book.” In their 2021 report to the Commission, the assessment team wrote, “...[members] were not only professional and knowledgeable in their assigned positions, but it was also obvious that they believed in the accreditation process and its guiding principles.” Being accredited has long been recognized as a means of maintaining the highest standards of professionalism. K-12 Schools, universities, and hospitals are some of the most well-known organizations who also seek an accreditation status. The OIG was first accredited by the Commission for Florida Law Enforcement Accreditation in 2015.



SPECIFIC AREAS OF RESPONSIBILITY

The OIG is comprised of the bureaus Criminal Investigations, Internal Affairs, and Internal Audit, and the Environmental Health and Safety Unit and Headquarters:

1. The **Bureau of Criminal Investigations** employs 125 certified law enforcement officer detectives and supervisors that perform the following activities:
 - Conduct criminal investigations involving Department operations, contracts, staff, inmates, visitors, and volunteers.
 - Coordinate investigative efforts with Florida Department of Law Enforcement and other law enforcement agencies; and
 - Work closely with prosecutorial entities to facilitate the prosecution of criminal cases.
 - Within the Bureau of Criminal Investigations is the **OIG Evidence Unit**, **OIG Crime Intelligence Analyst Unit** and **OIG Contraband Enforcement Team**.

The **OIG Evidence Unit** consists of 11 certified staff managed by an Evidence Supervisor.

- Evidence is collected from Temporary Storage Locations at each institution and stored in one of ten Regional Evidence Control Areas.
- In FY 2024-25 the Evidence Unit managed over 40,000 pieces of evidence.

The **OIG Crime Intelligence Analyst Unit** consists of five Crime Analysts, two Law Enforcement Detectives, one Inspector and a Unit Manager.

- Coordinates with the FDC's contracted cellular phone forensic laboratory to analyze data from contraband cellular devices.
- Proactively identifies investigative leads for OIG investigations and provides security threat intelligence to the Office of Institutions.
- Provides real-time analytical support to both criminal and internal affairs investigations.
- Coordinates with the Florida Fusion Center.

The **OIG Contraband Enforcement Team** exists within each criminal investigative field office.

- Law Enforcement Detectives proactively investigate schemes to introduce contraband.
- Foster and maintain close communication with Office of Institutions Contraband Interdiction Unit Captains, Institutional Security Threat Group Sergeants, local, state and federal law enforcement agencies, OIG Criminal Intelligence Analyst Unit and the Office of Institutions' Office of Intelligence and Analytical Support to identify and intercept attempts to introduce contraband.
- Began as a pilot initiative in FY 2023-24 and will be a permanent team in FY 2025-26.

2. The **Bureau of Internal Affairs** employs 66 inspectors that are certified in all CJSTC disciplines that perform the following activities:
 - Respond to complaints from multiple internal and external sources, including the Management Information Notification System, electronic complaint form (web-based), correspondence, e-mail, and telephone, which results in the opening of complaint reviews, investigations, or management referrals.
 - Review all incidents involving the use of force at state and private correctional institutions, and those involving probation officers to ensure compliance with established rules, procedures, and statutes.

- Investigate alleged violations of Administrative Rules, Code of Conduct, Title VII of the Civil Rights Act, Chapter 60L-36.004, Florida Administrative Code, and Chapter 110, Florida Statutes.
- The Use of Force Unit, comprised of five (5) certified law enforcement inspectors and three (3) certified correctional officer inspectors, review all incidents of force at every State Correctional Institution, Private Correctional Facility, and State Probation Office to ensure compliance with established rules, procedures, and statutes. Evidence indicating possible procedural violations, inmate abuse, excessive/ improper/ unauthorized force, or battery by staff is referred to the Bureau of State Investigations for an investigation.

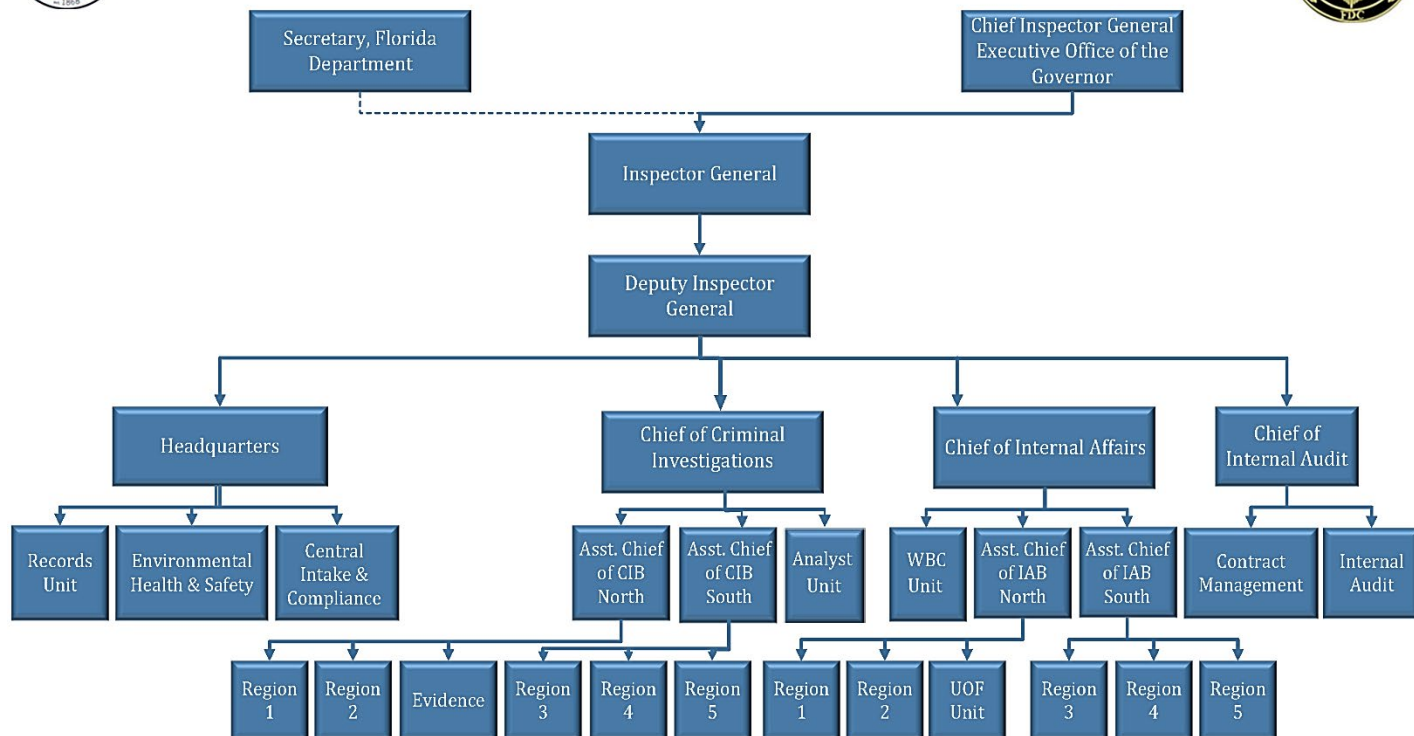
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3. The **Bureau of Internal Audit** employs professional auditors that assess the efficiency and effectiveness of Department programs and associated controls, measure compliance with laws and procedures, and serve to deter waste, fraud, and abuse of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

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4. The **Environmental Health and Safety Unit** employs Regional Safety Consultants that inspect each correctional institution or any place in which state prisoners are housed, worked, or kept within the state, with reference to its physical conditions, cleanliness, sanitation, safety, and comfort. Areas of responsibility include:
- Conduct semi-annual inspections at all the state's correctional institutions, including the seven state-contracted correctional facilities, and community work release centers.
 - Accompany state fire protection specialists of the Division of State Fire Marshal during annual fire safety surveys.
 - Conduct annual fire, environmental health, and Occupational Safety and Health Administration related safety inspections of new, renovated, and current institutions, followed by the on-site verification of corrected violations; and
 - Conduct training sessions for Loss Control Management to include accident investigation, general safety awareness, and environmental safety compliance.

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5. **Headquarters** is comprised of the Office's **Central Intake & Compliance Unit**, **Records Unit**, and the **Administrative Support Unit**.



OFFICE OF THE INSPECTOR GENERAL

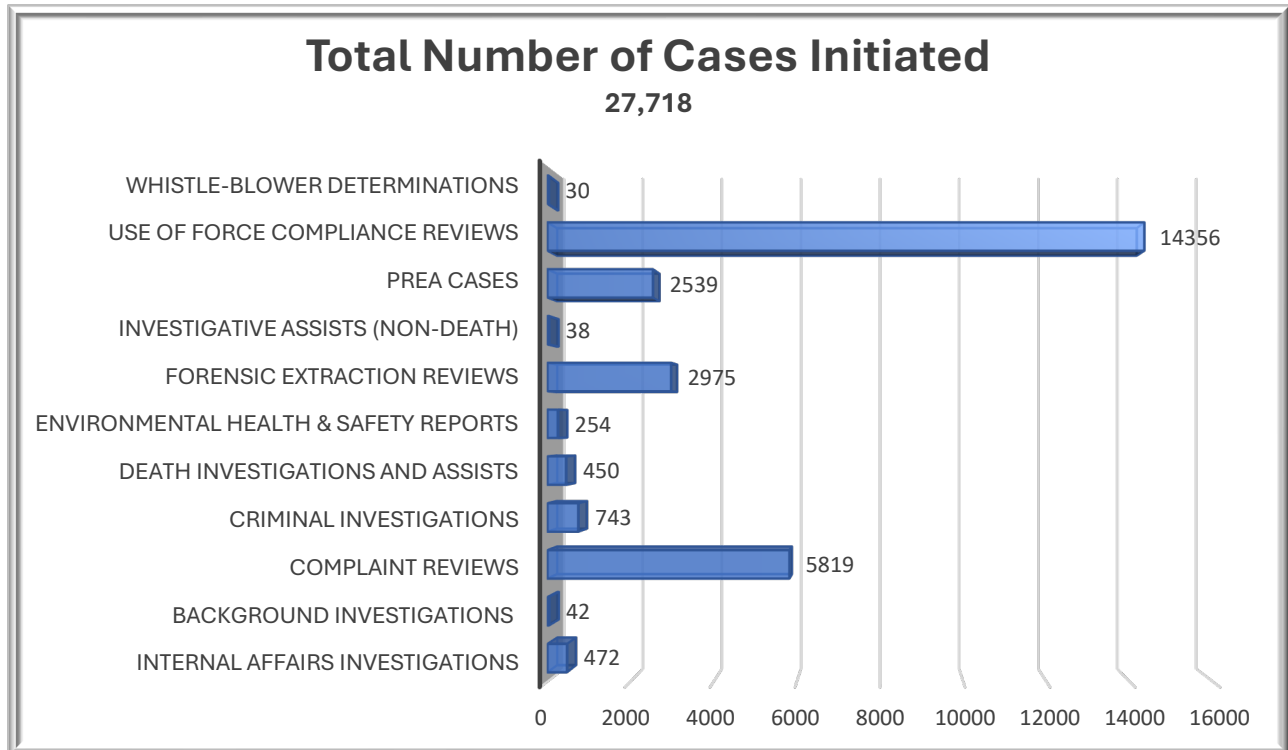


INVESTIGATIONS

The OIG is committed to conducting independent and objective investigations through its two Bureaus of Investigations: Internal Affairs and Criminal Investigations. Each bureau is independently responsible for investigating matters that compromise the safety and well-being of individuals who are incarcerated, under supervision, employed by FDC, volunteering or visiting a FDC institution. These investigations also address threats to institutional security or other violations.

When a criminal investigation establishes probable cause that a crime has occurred, it results in either an arrest or a referral to the appropriate prosecutorial authority. Internal Affairs investigations that conclude based on a preponderance of the evidence to support a violation of a rule or procedure occurred are referred to the appropriate management authority for disciplinary action.

Many staff members assigned to the bureaus hold certifications from the Association of Inspectors General.



Dispositions by Case Type Fiscal Year 2024-25			
Case Disposition	Criminal	Internal Affairs	PREA
Not Sustained	-	112	-
Partially Sustained	-	65	-
Sustained	-	215	-
Exonerated	-	4	-
Unfounded	94	9	836
Closed by Arrest	157	-	-
Exceptionally Cleared	101	-	-
Suspended	57	-	-
Substantiated	-	-	30
Unsubstantiated	-	-	1617
TOTAL	409	405	2483

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

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

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

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

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

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

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

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

BUREAU OF CRIMINAL INVESTIGATIONS – CASE HIGHLIGHTS

Blackwater River Correctional Facility – Aggravated Battery of Law Enforcement Officer – OIG Case Number 24-26926.

The OIG investigated an incident at the Blackwater River Correctional Facility involving an inmate who refused to comply with lawful commands and battered several correctional officers multiple times with a homemade weapon described as a lock tied to a long piece of cloth material. The investigation concluded with an arrest warrant issued for the involved inmate for aggravated battery on a law enforcement officer, possession of contraband (weapon), and resisting with violence. This case is pending criminal prosecution.

Century Correctional Institution – Introduction of Contraband – OIG Case Number 24-16231.

OIG Crime Analysts developed actionable criminal intelligence indicating that a visitor was conspiring with an inmate to introduce contraband into a correctional facility on his behalf. OIG Detectives used this intelligence to carry out a targeted enforcement operation with the assistance of CIU K-9 staff that resulted in the visitor's arrest for the introduction of contraband (drugs and cellphones), trafficking and possession of controlled substances, criminal conspiracy, and unlawful use of a two-way communication device. Further investigation resulted in the arrest warrants of two inmates and a civilian co-defendant for multiple counts of criminal conspiracy to introduce contraband. A total of 58 grams of Methamphetamines, 58 grams of MDMA, 24 grams of Marijuana, 24 grams of Synthetic Cannabinoids (*K2-Spice*), 137 strips of sublingual Suboxone, 2 cellular phones, and 10 sim cards were recovered, and all recovered items were pre-packaged for introduction and were seized as evidence. The case is currently pending trial.

Dade Correctional Institution – Malicious Battery on an Inmate – OIG Case Number 25-07262.

A correctional officer reported observing other correctional officers using unnecessary physical force on an inmate. The OIG investigated the report and found the inmate had been battered, the crime scene had been tampered with, and false statements were provided by the identified suspect officers. Arrest warrants were issued for the suspect officers for charges ranging from tampering with evidence, malicious battery on an inmate, failure to report a use of force, and perjury. The case is pending prosecution.

Florida State Prison – Aggravated Battery and Battery on a Law Enforcement Officer by Expelling/Throwing Bodily Fluids - OIG Case Number (Multiple OIG cases).

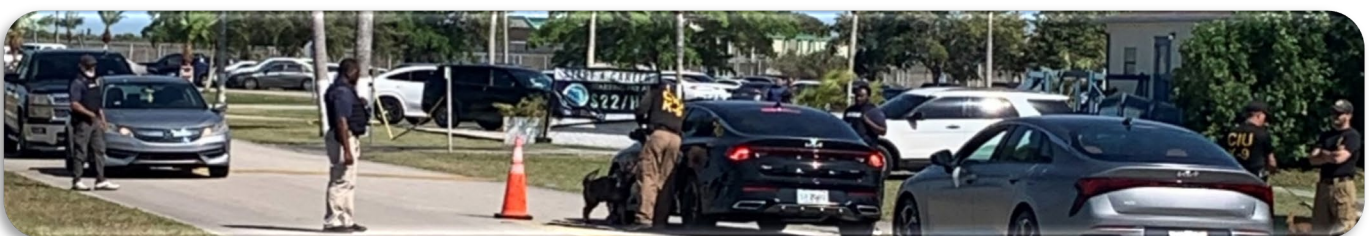
The OIG investigated an inmate for Aggravated Battery and/or Battery on Law Enforcement Officer by Expelling/Throwing/Tossing Bodily Fluids. The Eighth Judicial Circuit State Attorney's Office accepted multiple cases involving the inmate and he was tried by a jury and thus far in three cases with guilty verdicts rendered in all three cases.

Graceville Correctional Facility – Battery of a Medical Care Provider and False Imprisonment – OIG Case Number 23-03898.

The OIG investigated an incident of an inmate entering a medical laboratory and locking himself and an emergency care provider inside the laboratory. After locking them inside, the inmate removed his clothing, exposing himself to the care provider. Responding staff were able to overcome the inmate's grasp on the door and enter the lab. The suspect inmate was charged with false Imprisonment, lewd & lascivious behavior, and battery of a medical care provider. The inmate is pending criminal prosecution.

Holmes Correctional Institution – Battery on a Law Enforcement Officer and Resisting an Arrest – OIG Case Number 25-05138.

The OIG investigated an incident of a correctional officer attempting to restrain an inmate when the inmate lunged forward, biting the officer on his cheek. The inmate continued his physically combative behavior and additional staff arrived to take the inmate into custody. The inmate was immediately arrested and charged with battery of a law enforcement officer and resisting arrest with violence. The inmate is currently pending criminal prosecution.



Lake City Correctional Facility – Battery on a Law Enforcement Officer – OIG Case Number 24-11256.

The OIG investigated an incident of an inmate grabbing an officer from behind and stabbing the officer in the upper torso with two pencils. Charges were filed and the inmate is pending criminal prosecution.

Liberty Correctional Institution – Aggravated Battery on an Inmate – OIG Case Number 24-08935.

The OIG investigated a report of an inmate who had been stabbed. The investigation yielded two inmate suspects, who were both seen on video recording stabbing the victim inmate with an improvised weapon. Both inmate suspects were charged with aggravated battery. The case is pending criminal prosecution.

Mayo Correctional Institution Annex – Aggravated Battery on Law Enforcement Officer and Resisting an Arrest with Violence – OIG Case Number 24-07098.

The OIG investigated an incident of an inmate physically attacking a correctional officer as he pushed the officer into the wall. The inmate continued his attack until the responding officers were able to take the inmate into custody. Charges were filed and the case is pending criminal prosecution.

Reception and Medical Center – Battery on a Law Enforcement Officer – OIG Case Number 24-11536.

The OIG investigated a battery of a correctional officer. During a use of force, an inmate spat on an officer and grabbed the officer's right hand and twisted his fingers. Additionally, during the force, the inmate gained control of a restraint device by physically removing the device from the officer's hand and arming himself with the device. The inmate attempted to strike the officer with the device. The inmate was charged with battery of a law enforcement officer, resisting with violence, battery of facility employee by expelling certain fluids and possession of a weapon. He was sentenced to 13 years in prison and court fines.



Reception and Medical Center – Possession of Contraband (Methamphetamine) – OIG Case Number 24-10425.

During a Contraband Interdiction Unit (CIU) operation at the Reception and Medical Center, a correctional officer located 1.7 grams (package weight) of a white, powdery substance while conducting an inmate pat search. The substance was recovered from the inmate's sock. The substance was field tested and tested positive for MDPV (Methylenedioxypyrovalerone). The inmate was charged with the possession of contraband (controlled substance) and subsequently found guilty and sentenced to 1 year and 7 days in prison and court fines.

Suwannee Correctional Institution – Introduction of Contraband – OIG Case Number 24-09063.

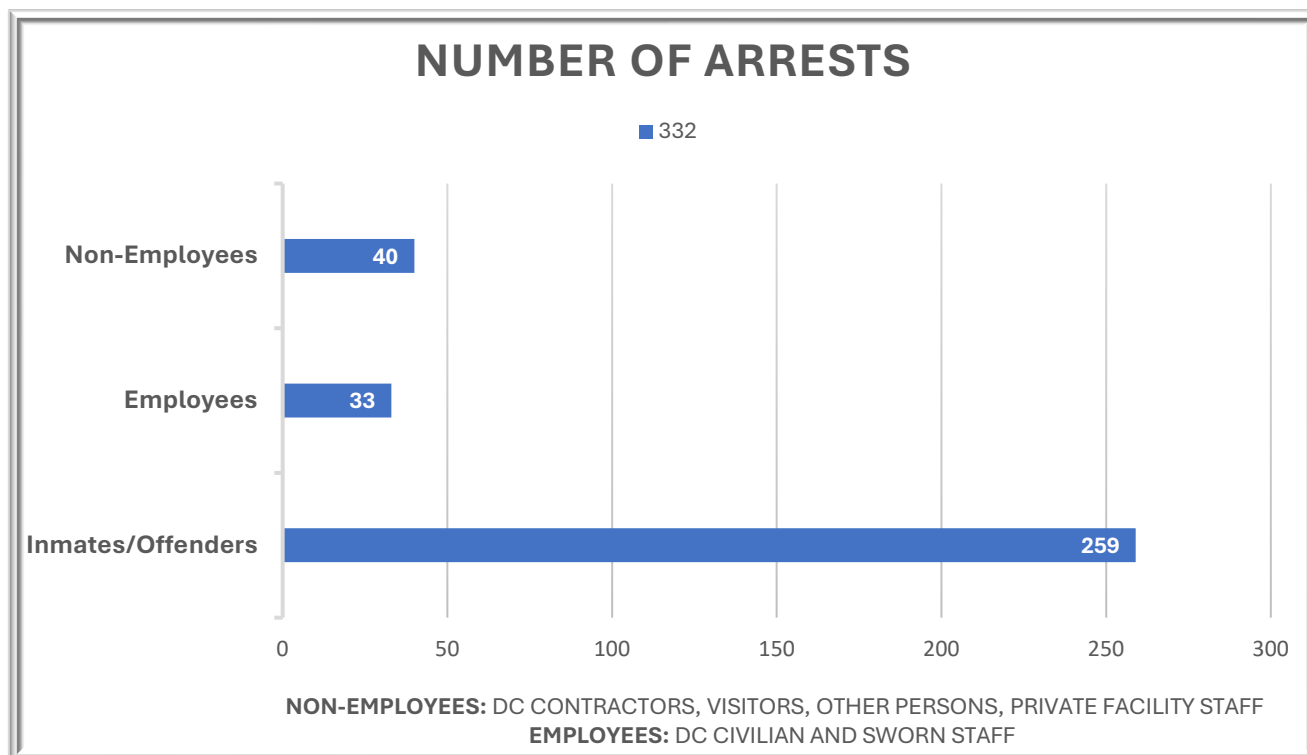
During an investigation of a complaint indicating a correctional officer sergeant was introducing contraband and receiving compensation for those acts, evidence was gathered that the correctional officer sergeant had introduced numerous cellular phones into the correctional institution. The evidence did not determine the sergeant had received monetarily compensated. The sergeant was subsequently arrested by OIG Detectives.

The evidence also revealed other criminal activity by the sergeant that was outside of OIG’s jurisdiction. The OIG sought assistance from an outside law enforcement agency that resulted in the seizure of a vehicle and initiation of forfeiture proceedings. Both cases are pending criminal prosecution.

Union Correctional Institution – Sexual Misconduct - OIG Case Number 24-21456.



The OIG investigated an allegation that a Library Technical Assistant was having an unprofessional relationship with an inmate at UCI. The Library Technical Assistant, in a post-Miranda interview, confessed to a romantic relationship with an inmate. The Library Technical Assistant was arrested and charged with sexual misconduct and was later sentenced to two years of probation and court costs and fines.



CONTRABAND ENFORCEMENT TEAM (CET) CASE HIGHLIGHTS

Hamilton Correctional Institution Annex – Trafficking & Introduction of Contraband - OIG Case Number 25-03646.

The OIG received Information from intelligence systems that a civilian visitor was attempting to introduced contraband inside the Hamilton Correctional Institution Annex during visitation hours. An OIG CET Detective confronted the visitor who admitted to possessing contraband and turned it over to the detective. The contraband was determined to be approximately 34 grams of Methamphetamine, 117 grams of Cocaine, and 45 grams of Synthetic Cannabis. The seized contraband was placed into evidence and the visitor was arrested and booked into the local county jail.

Suwannee Correctional Institution Annex – Introduction of Contraband – OIG Case Number 24-07393.

The OIG investigated an attempt to introduce contraband into a correctional institution through a sent package addressed to an inmate. The package was found to contain a fraudulent FDC Inmate Impounded Property form and 68 suboxone strips and an antifungal powder that contained a white powdery substance. The substance was field tested and tested positive for cocaine and had an approximate package weight of 60 grams. The substance was further tested by the Florida Department of Law Enforcement Forensic Laboratory and the substance was determined to be substituted cathinones. The suspect was positively identified through FedEx tracking information and surveillance camera video footage at the store. The case is pending criminal prosecution.



Suwannee Correctional Institution – Stolen Property & Introduction of Contraband – OIG Case Number 24-13502.

During a contraband interdiction operation, a CIU K9 alerted on a visitor's vehicle that led to the discovery of a stolen firearm, reported in Georgia. The visitor was arrested for the possession of a stolen firearm and introduction of contraband. The visitor later entered a Pre-Trial Intervention Agreement.

Suwannee Correctional Institution Annex – Trafficking – OIG Case Number 24-23866.

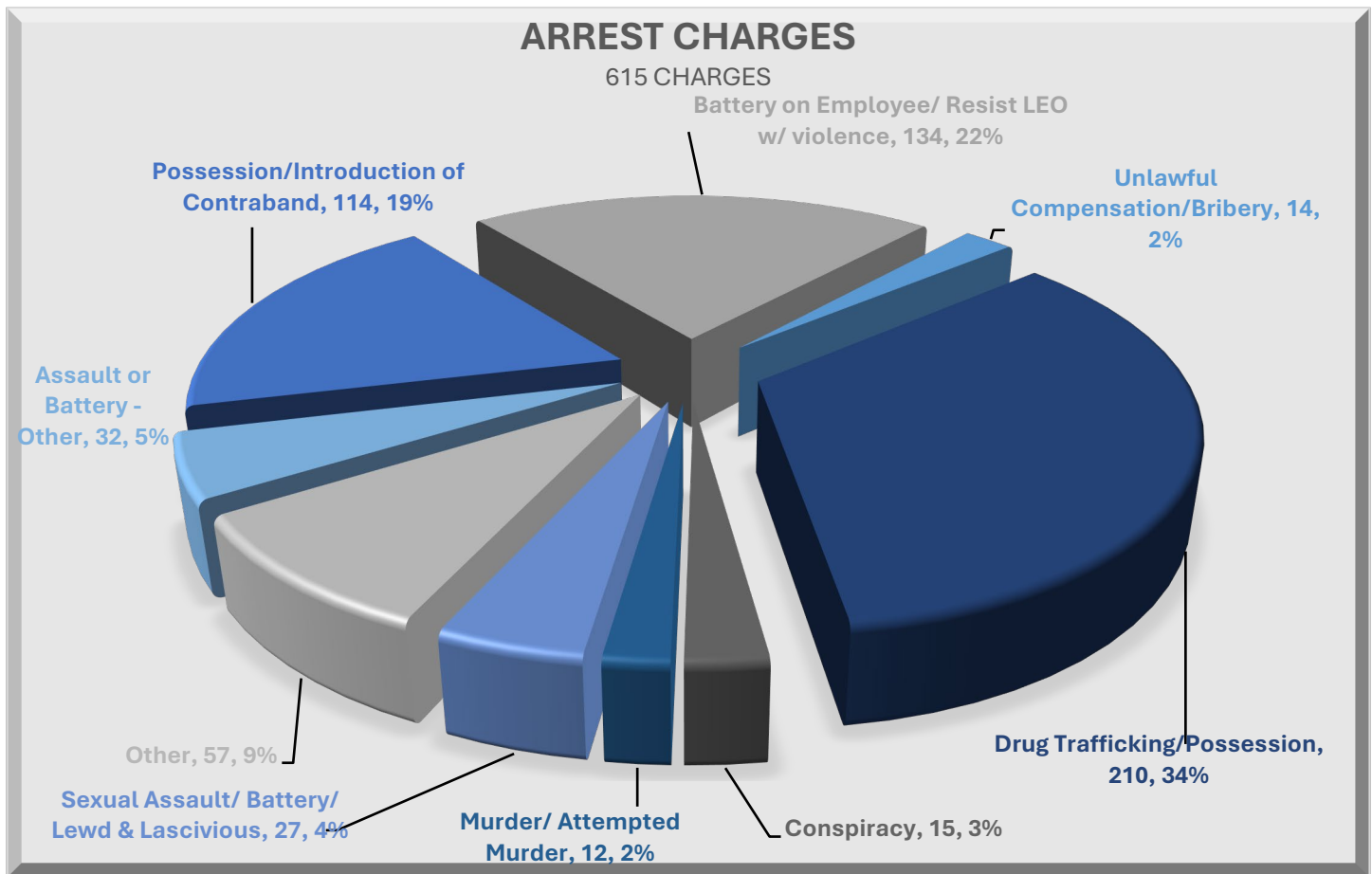
The OIG investigated the recovery of approximately 47 grams of methamphetamine and 38 grams of substituted cathinones found inside of coffee can in an institution's motor pool. An inmate assigned to the motor pool admitted to the ownership of the drugs. The case is pending criminal prosecution.

Taylor CI – Battery on a Law Enforcement Officer – OIG Case Number 25-01891.

A Correctional Officer's torso and facial area was struck with a yellow liquid believed to be urine, while conducting rounds in a confinement unit. The yellow liquid was thrown by an inmate. The inmate was charged with Battery on a Law Enforcement Officer. The case is pending criminal prosecution.

Walton Correctional Institution – Possession of Contraband – OIG Case Number 25-09320.

Approximately 30 grams of methamphetamine was recovered after observing an inmate attempting to hide an object in an electric light fixture. An arrest warrant was obtained charging the inmate with the possession of contraband (illegal substance) and trafficking in a controlled substance.



CRIME INTELLIGENCE ANALYST UNIT

The OIG Crime Intelligence Analyst Unit was established in 2020 to support investigations and security operations by analyzing intelligence gathered from various databases and extracted data from contraband cellular devices. This analysis enhances the Department's ability to detect and disrupt criminal activity at an early stage.

The Analyst Unit actively reviews contraband cellular device extractions, internal databases, approved inmate communication platforms, incident reports, and complaints to identify potential criminal activity, administrative violations, and security threats. Information suggesting of a violation of state law or department policy is referred to the Bureaus of Investigations. Intelligence related to security threats is shared with the Office of Institutions and Bureau of Intelligence for review and proactive response.

The Analyst Unit also provides analytic support to Detectives and Inspectors during investigations and contraband interdiction operations. It consists of nine full-time personnel, including Crime Intelligence Analysts, and certified Correctional and Correctional Probation Officer Inspectors and Law Enforcement Officer Detectives. Serving as a vital link between the Florida Fusion Center and the Office of Inspector General, the unit facilitates real-time analysis and information sharing.

During this report year, the Analyst Unit reviewed 2,406 device extraction reports, disseminated 259 intelligence reports to the Office of Institutions, 14 intelligence reports to the Office of Community Corrections, and initiated 129 complaint review reports and provided 119 active investigative support reports to the OIG Investigations Field Offices. Additionally, the Analyst Unit provided real-time support to Inspector Detectives during 283 Canine Interdiction Operations and provided proactive information that led to the interception and arrest of 4 visitors attempting to introduce contraband into a correctional institution.

CRIME INTELLIGENCE ANALYST UNIT - CASE HIGHLIGHTS

Reception Medical Center – Staff/Offender Relationship – OIG Case Numbers 24-22440 / 24-26979.

An extraction review of a contraband cellular phone recovered from an inmate identified communication between the inmate and two contracted staff that indicated a romantic relationship. The investigation led to the arrest of both contracted staff for introduction of contraband through written communication and unlawful use of a two-way communication device. The inmate was also charged for possession of a contraband cellular device.

Okeechobee Correctional Institution – Attempted Murder for Hire – OIG Case Number 25-06057.

An extraction review of a contraband cell phone recovered from an inmate identified text message communication indicating solicitation and conspiracy to commit murder. The inmate, using the contraband cell phone, communicated with a civilian in Nevada to hire a hitman to murder the civilian's husband. Communication between the inmate and civilian included the date and time location of the husband and large money transfers sent to the hired hitman. The Las Vegas Police Department was contacted and provided information of this crime. This information led to the civilian's arrest and prison sentence of 36-90 months for conspiracy to commit murder. The civilian's husband was found safe. The involved inmate faces similar charges in Florida.



Gulf Correctional Institution – Introduction of Contraband – OIG Case Number 24-22193.

Through the review of outgoing inmate telephone calls, communication between an inmate and a civilian discussing plans to introduce contraband into a correctional institution during visitation was discovered. This information led to an OIG Detective confronting the visitor upon their entry to the institution. The visitor admitted to possessing contraband on their person. Three bundled packages containing 27.6 grams of methamphetamine, 82.8 grams of synthetic cannabinoids were recovered. The visitor was arrested for introduction of contraband into a state correctional institution.

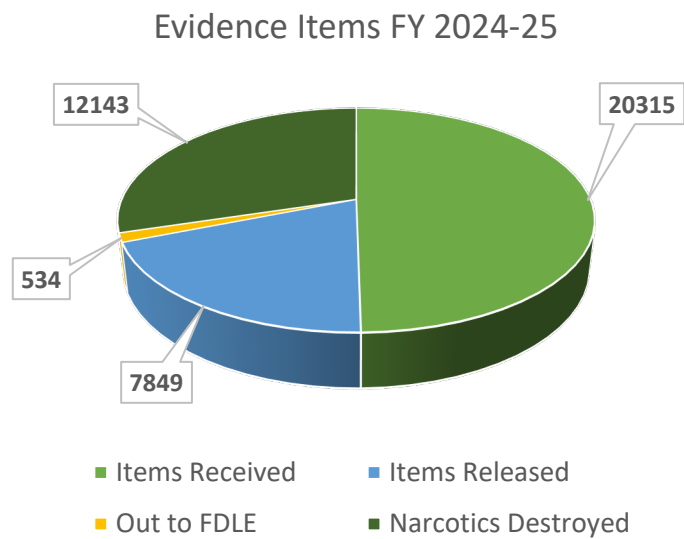
Hardee Correctional Institution – Introduction of Contraband – OIG Case Number 24-13144.

An extraction review of a contraband cell phone recovered from an inmate identified communication between an inmate and several Correctional Officer Trainees. The communication indicated recurring contraband introductions, over 300 money transfers in a four-month period, and inappropriate romantic relationship between

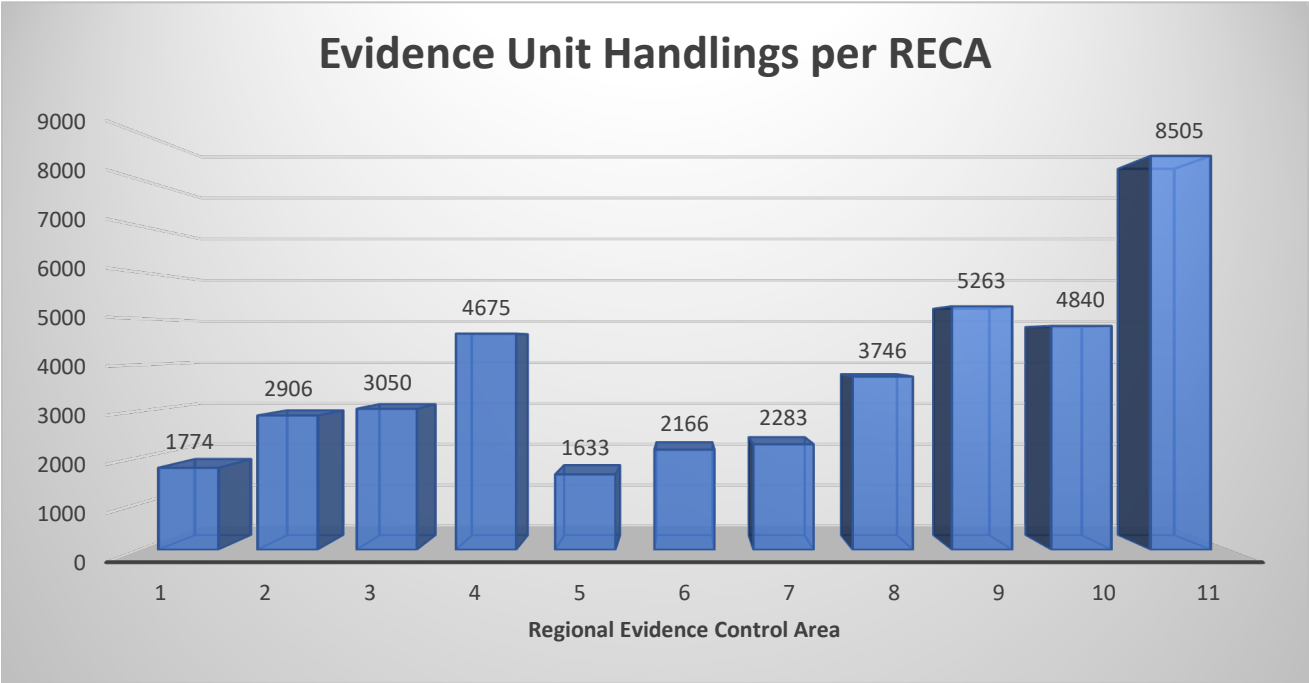
the inmate and staff. The inmate and a correctional officer trainee were arrested for introduction of contraband into a state correctional institution and unlawful use of a two-way communication device.

EVIDENCE UNIT

The Evidence Unit was established in 2014 to manage the criminal evidence and contraband items collected across the state in department correctional institutions. The Evidence Unit consists of ten Regional Evidence Control Areas (RECA), one Cellular Device RECA, and one long-term storage RECA. The Evidence Unit is responsible for the transportation and safekeeping of criminal evidence, as well as the destruction of evidence and contraband after an investigative closure. Staff assigned to the Unit also assist with training in the proper packaging and handling of evidence. The Evidence Unit has 11 evidence inspectors and 1 supervisor.



RECA 9



BUREAU OF INTERNAL AFFAIRS - CASE HIGHLIGHTS

Apalachee Correctional Institution - Conduct Which Violates State Statute, Rules, Directives, or Policy Statements – OIG Case Number 25-02555.

This administrative investigation was initiated after concluding a criminal investigation related to an officer failing to properly search or inspect a person before entering the Institution. The investigation determined after exiting the institution without permission, while on-duty, the officer returned and failed to declare having contraband during the search procedure, in violation of Procedure 602.016(5), “Control of Contraband.” Review of the surveillance video recording revealed the officer walked into the search area with an altered stride, checking his cargo leg pocket multiple times, and departed the search area. The officer returned, and a thorough, clothed pat search of the officer was performed. An unidentified item was discovered during the search and the officer was allowed to return to his vehicle. The officer re-entered the search area this time with a normal stride and continued with the search procedures. The investigation resulted in sustained findings for leaving the assigned area without authorization, conduct unbecoming a public employee, and conduct which violates state statute, rules, directives, or policy statements.

Century Correctional Institution – Failure to Maintain Professional Relationship with person incarcerated - OIG Case Number 24-16132.

This administrative investigation was initiated after concluding a criminal investigation related to an allegation of a staff failure to maintain a professional relationship with a person incarcerated. The investigation determined the contracted employee, and an inmate were involved in a romantic relationship. Both were at the same institution. The investigation included the use of internal databases, and cell phone extraction reports. The investigation concluded in sustained findings for failure to maintain a professional relationship with a person incarcerated, conduct unbecoming of a public employee, and failure to report.

Columbia Correctional Institution – Excessive Use of Force – OIG Case Number 25-11688.

This administrative investigation was initiated following an allegation of excessive force. The inmate victim admitted to not complying with orders given that was supported by applicable video recordings. This investigation concluded the officer’s actions were appropriate and in accordance with established procedures. The officer was exonerated of the allegation.

Cross City Correctional Institution East Unit - Conduct which Violates State Statute – Improper Conduct - OIG Case Number 25-07737.

This administrative investigation was initiated following an inmate’s involvement in a battery. Staff reviewed fixed wing cameras recordings and found multiple inmates observed battering another inmate. An officer was also observed conducting a security check, at the time, who continued their security check and exited the area. The officer failed to intervene, report, or provide assistance. The investigation concluded in sustained findings for improper conduct and conduct which violates state statute.

Cross City Correctional Institution - Failure to Comply with all Rules and Regulations – OIG Case Number 24-24130.

This administrative investigation was initiated at the conclusion of criminal investigation related to an allegation of inmate physical abuse. The investigation determined that several correctional officers failed to wear a Dart Fired Electronic Immobilization Device (DFEID) and Body Worn Camera (BWC), as required by procedures. Officers are trained in the use of a DFEID and BWC assigned to initiate their BWC to capture situations where inmate contact is likely to escalate. The investigation concluded in a sustained finding against three correctional officers for failure to comply with all rules and regulations.

Marion Correctional Institution - Conduct Unbecoming a Public Employee – OIG Case Number 25-08925.

A complaint was received that during a hiring process, a correctional officer disclosed a history of drug use, spanning over decades, and prior to and during their employment with the department. The officer admitted, under oath, he used multiple illegal substances and provided illegal substances to another person, prior to and after his employment with FDC, and falsified his FDC employment application.

Martin Correctional Institution - Conduct Unbecoming – OIG Case Number 25-05560.

A senior classification officer altered her pay stubs reducing her biweekly income to defraud a county coalition to qualify for subsidized childcare.

Northwest Florida Reception Center – Conduct Which Violates State Statute, Rules, Directives, or Policy Statements – OIG Case Number 25-13286.

This administrative investigation was initiated at the conclusion of a criminal investigation related to an allegation of aggravated assault by a fellow officer. The investigation determined a correctional officer sergeant attempted to backhand a fellow officer and then unholstered his assigned DFEID (*taser*) and proceeded to point the taser at the officer's chest during the verbal altercation. The investigation concluded in sustained findings for improper conduct, conduct which violates state statute, rules, directives, or policy statements, and unauthorized use of weapons on duty.

Okaloosa Correctional Institution - Failure to Maintain a Professional Relationship – OIG Case Number 25-04552.

This administrative investigation was initiated at the conclusion of a criminal investigation related to an allegation of failure to maintain a professional relationship with a person incarcerated. The investigation determined a correctional officer knowingly began communicating and established a romantic relationship with an inmate in the custody of department, while the officer was employed. Video recordings depicted the two talking for periods of time in the dormitory and multiple letters written between them were recovered. The officer confirmed writing the letters and admitted to the relationship with the inmate.

Probation and Parole 041 Jax Metro – Falsification of Reports or Records, Substandard Quality of Work – OIG Case Number 25-04394.

During a review of a Correctional Probation Specialist's caseload, several discrepancies entered by the officer in the Offender Based Information System (OBIS)/Corrections Data Center (CDC) were found. The investigation determined the officer falsified reports or records by entering field contacts into OBIS case notes on three different sex offenders, which the officer knew or should have known were not truthful. The investigation concluded in a sustained finding for falsification of reports or records and substandard quality of work.

Probation & Parole Circuit 3 – Failure to Perform Official Duties – OIG Case Number 25-01578.

This administrative investigation was initiated at the conclusion of a criminal investigation related to an allegation of falsifying state records. The investigation determined the officer knowingly submitted inaccurate and false reports related to their offender home visits. The investigation also determined the officer failed to notify supervisory staff of schedule deviations. The investigation concluded in a sustained finding for falsification of reports or records and submitting an inaccurate report and failure to perform official duties.

Sago Palm Re-entry Center – Improper Conduct – OIG Case Number 24-10126.

It was alleged a correctional officer lieutenant flushed contraband recovered from an inmate down a toilet and instructed the correctional officer sergeant who recovered the contraband to write in their incident report that the

contraband was recovered in a common area. The investigation concluded in sustained findings for improper conduct, violation of state statute, rule or procedure and submitting an untruthful or inaccurate report.

Santa Rosa Correctional Institution – Rules of Conduct (Excessive Force) – OIG Case Number 25-05453.

This administrative investigation was initiated after the review of a reactionary use of force involving an inmate. The investigation determined the force used was not the minimum force necessary to defend oneself or others against imminent or already occurring unlawful force or to bring an inmate into compliance with lawful commands. The investigation concluded in a sustained finding of excessive force.

Sumter Correctional Institution - Failure to Comply with all Rules and Regulations – OIG Case Number 25-14207.

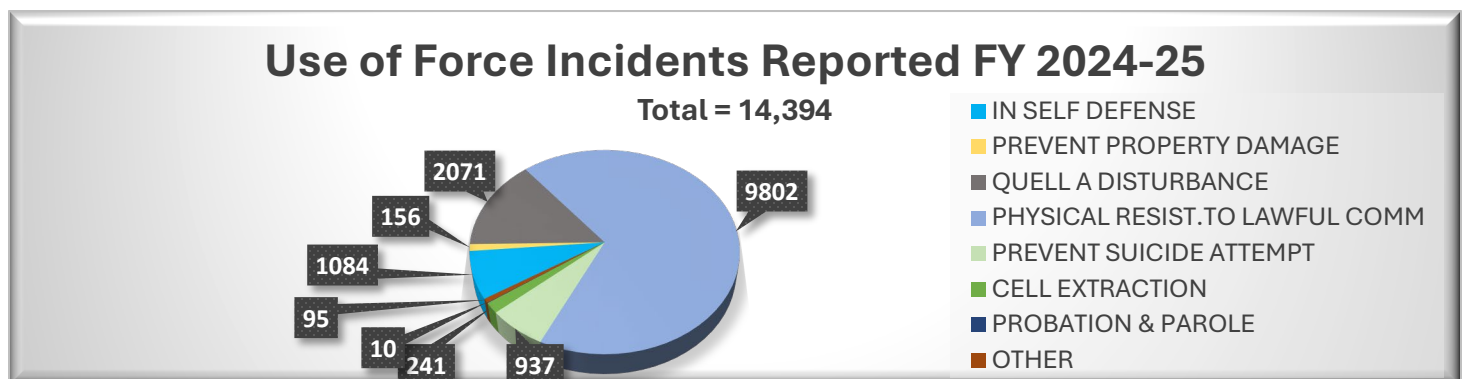
This investigation was initiated after receiving an equal employment opportunity complaint alleging a correctional officer lieutenant had made inappropriate comments about female officer while viewing her staff photograph and comments of other female staff. These comments were made while on duty and in the presence of several staff members. The preponderance of evidence did not support behavior characterized of unwelcome and inappropriate sexual comments; however, the evidence did support the lieutenant's on duty conduct was improper and the lieutenant failed to perform his duties fairly and impartially and failed to conduct himself to command the respect of fellow employees.

Tomoka Correctional Institution - Failure to Maintain a Professional Relationship – OIG Case Number 25-10345.

This investigation was initiated after receiving a complaint indicating a contract food service employee was engaging in personal relationships with several inmates. The investigation determined the employee had created a fictitious communication account and was actively communicating with several inmates. The investigation concluded in sustained findings for failure to maintain a professional relationship with a person incarcerated.

USE OF FORCE UNIT

The Use of Force Unit was established in 1999 and is currently comprised of six Law Enforcement Officer Detectives and three Correctional Officer Inspectors responsible for reviewing all reported uses of force occurring at state and state-contracted correctional institutions, as well as uses of force involving state probation officers. These reviews ensure compliance with governing rules, procedures, and statutes and the requirement outlined in Section 944.35, Florida Statutes, that the OIG conduct a review of the force used to determine compliance with applicable laws and rules. To accomplish this mission, Use of Force Unit staff independently review and evaluate all use of force incident reports, associated documents, and video recordings as required from each correctional institution or state probation office. Evidence indicating possible procedural violations, inmate abuse, excessive/improper/unauthorized force, or battery by staff is referred for investigation or disciplinary authority review. During this fiscal year, (34) reported use of force incidents were reviewed and found not in compliance for unwarranted or excessive force for the fiscal year 2024-25.



Other force may consist of restraint for medical treatment or recapture of an escaped inmate.

BUREAU OF INTERNAL AUDIT

ORGANIZATION AND RESPONSIBILITIES

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

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

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

INTERNAL AUDIT SECTION

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

During Fiscal Year 2024-25, the Internal Audit Section completed seven audits with 10 findings and four follow up audits as listed in the following table by report date.

Fiscal Year 2024-25 Audit Reports and Reviews		
Report Number	Project Title	Report Date
A24018F	Follow-up of Auditor General's Report 2024-108	07/11/2024
A24013	Audit of Inmate Trust Fund Application Access Control	08/15/2024
A24009	Audit of Employee Benefit Trust Fund – Calhoun CI	08/16/2024
R24008	Quality Assurance Review	12/09/2024
A25007F	Follow-up of Auditor General's Report 2024-200	12/19/2024
A24010	Audit of the Interstate Compact	02/04/2025
A25004F	Follow-up of Audit of Identity Management and Access Control	02/18/2025
A25008	Audit of Employee Benefit Trust Fund - Lawtey CI	04/25/2025
A25011F	Follow-up Audit of Offender Supervision	05/09/2025
A25015	Audit of Florida Commission on Offender Review's Memorandum of Understanding with the Department of Highway Safety and Motor Vehicle for use of Driver and Vehicle Information Database (DAVID)	06/05/2025
A25001	Cybersecurity Audit of the Department's Asset Management.	06/19/2025
A25005	Audit of Contracts	06/19/2025

AUDIT ENGAGEMENTS

Audit Engagement Reports issued in Fiscal Year 2024-25 included:

Audit of Inmate Trust Fund Application Access Control

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

Audit of Employee Benefit Trust Fund - Calhoun CI

Audit staff did not identify any deficiencies; therefore, no findings and recommendations are presented in this report.

Audit of the Interstate Compact

Audit staff did not identify any deficiencies; therefore, no findings and recommendations are presented in this report.

Audit of Employee Benefit Trust Fund - Lawtey CI

Audit staff did not identify any deficiencies; therefore, no findings and recommendations are presented in this report.

Florida Commission on Offender Review's Memorandum of Understanding with the Department of Highway Safety and Motor Vehicle for use of Driver and Vehicle Information Database (DAVID)

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

Audit of Cybersecurity Audit of the Department's Asset Management.

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

Audit of Contracts

As required by Section 287.136, Florida Statutes, audit staff did not identify trends in vendor preference by the Department. Audit staff determined the Department was not always in compliance with applicable laws and Department procedure as discussed in the findings below.

Finding 1: The Bureau of Procurement did not always comply with and could not always provide documentation of compliance with Chapter 287, Florida Statutes.

Recommendation: The Bureau of Procurement comply with and maintain documentation of compliance with Chapter 287 Florida Statutes.

Finding 2: The Bureau of Procurement did not always comply with Department Procedure 205.001.

Recommendation: The Bureau of Procurement comply with Department Procedure 205.001.

FOLLOW-UP TO AUDIT ENGAGEMENTS

Audit Follow-up to Auditor General's Report 2024-108

The Department has taken corrective action to address the findings identified in the Auditor General's report.

Audit Follow-up to Follow-up of Auditor General's Report 2024-200

The Department has taken corrective action or is in the process of taking corrective action to address the findings identified in the Auditor General's report.

Audit Follow-up to Audit of Cybersecurity Continuous Monitoring

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

Audit Follow-up to Audit of Offender Supervision

Audit staff evaluated the follow-up responses and documentation provided. The audit report had one finding. The Office of Institutions has taken steps to address the finding identified in the report.

For the findings and recommendations that were presented in the Fiscal Year 2023-24 Annual Report, the Bureau is in the process of conducting an Audit of the Employee Benefit Trust Fund – Gulf Correctional Institution. The Bureau has allocated 500 hours for follow-up audits for Fiscal Year 2025-2026.

CONTRACT MANAGEMENT REVIEW SECTION

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

In Fiscal Year 2024-25, the Contract Management Review Section completed five contract management reviews with twenty-six findings as listed in the following table by report date.

Fiscal Year 2024-25 Contract Management Review Reports		
Report Number	Project Title	Report Date
CMR24006	Contract Management Review of Management & Training Corp., Contract C3018	11/06/2024
CMR23005	Global Tel*Link Corp., Contract C2963	02/11/2025
CMR22007	GEO Reentry Services, Contract C2924	03/04/2025
CMR25002	FlixBus Inc., Contracts C2964 & C3117	04/03/2025

CONTRACT MANAGEMENT REVIEW REPORTS

Contract Management Review Reports issued in Fiscal Year 2024-25 included:

Management & Training Corp. (MTC), Contract C3018

Contract Management Review staff found deficiencies regarding MTC's management of, and documentation pertaining to, the inmate trust fund. Details of the findings, recommendations, and management's response are presented below.

Finding 1: MTC did not assess administrative banking fees from inmates' accounts as required.

Recommendation: Management ensures that administrative banking fees are charged to inmates, retained by MTC, and deducted from monthly billings to the Department.

Finding 2: Not all funds received by inmates were deposited in MTC's trust account.

Recommendation: Management ensures that MTC monitors scheduled pay dates and ensures that all funds received by inmates are deposited into the trust account.

Finding 3: MTC did not always provide cash draw request forms to support cash draws, and the cash draw request forms were not dated.

Recommendation: Management ensures that all cash draw request forms are retained and dated.

Finding 4: MTC did not always deduct court-ordered payments (COPS) obligations from inmate trust fund accounts as required.

Recommendation: Management ensures that COPS deductions are made as required.

Finding 5: MTC did not always deduct family dependent obligations from inmate trust fund accounts as required.

Recommendation: Management ensures that family dependent deductions are made as required.

Finding 6: MTC did not always deduct savings obligations from inmate trust fund accounts as required.

Recommendation: Management ensures that savings deductions are made as required.

Finding 7: MTC did not always remit COPS deductions within the required timeframe and in the proper amount.

Recommendation: Management ensures that COPS deductions are remitted to the Department within the required timeframe and in the correct amounts.

Finding 8: MTC did not always deduct cash draws, or the correct amount of the cash draws, from inmate trust fund accounts.

Recommendation: Management ensures that the correct amounts of cash draws are deducted from inmate trust fund accounts.

Finding 9: MTC did not always remit the inmate's balance in the inmate trust fund at the time of termination to the Department within 15 business days as required by the contract.

Recommendation: Management ensures that terminated inmates' funds are remitted to the Department within the required timeframe.

Finding 10: MTC did not always prepare receipts for paychecks/direct deposits of pay.

Recommendation: Management ensures that receipts are prepared for all paychecks and direct deposits into the Inmate Trust Fund.

Global Tel*Link Corp. (GTL), Contract C2963

Contract Management Review staff found deficiencies regarding overcharges for inmate calls, contract language and E-Verify work authorizations. Details of the findings, recommendations and management's response are presented below.

Finding 1: GTL overcharged for calls to U.S. territories.

Recommendation: Contract management ensures that calls are charged at no more than the authorized per-minute rate.

Finding 2: Contract deliverables do not always have a performance measure as required by Florida Statute.

Recommendation: All contract deliverables contain performance measures as required by Florida Statute.

Finding 3: GTL did not always provide documentation that staff had undergone required E-Verify verification.

Recommendation: Contract management ensures that all GTL and subcontractor staff are approved for employment through E-Verify.

GEO Reentry Services, Contract C2924

Contract Management Review staff identified issues warranting management's attention. Details of the findings, recommendations, and management's responses are presented below.

Finding 1: Invoices and supporting documentation provided by GEO contained inaccurate information.

Recommendation: Contract management ensures that GEO provides invoices and supporting documentation that contain accurate information. Contract management recoup any overpayments to GEO.

Finding 2: GEO did not always provide documentation that their staff had completed the training required by Florida Administrative Code.

Recommendation: Contract management ensures that all GEO staff complete the required training, and that documentation of the training is maintained in GEO's personnel files.

Finding 3: One contract deliverable does not have a performance measure and financial consequence in the contract as required by Florida Statutes.

Recommendation: Contract management amend the contract to add a performance measure and financial consequence to the contract which can be used to evaluate GEO's performance relating to reports as specified in general reporting requirements.

Finding 4: Contract language regarding the amount of time inmates are required to spend in therapeutic activities is unreasonable.

Recommendation: Contract language be amended to reasonable and specific terms which are enforceable.

Finding 5: GEO did not provide documentation that staff had the required degrees indicated on their resumes.

Recommendation: Contract management ensures GEO can provide documentation that staff have the degrees indicated on their resumes.

Finding 6: At one location, a determination could not always be made for the type of programming provided in group sessions for inmates.

Recommendation: Contract management ensures that attendance rosters be labeled with the type of programming being provided.

Finding 7: Outpatient and Intensive Outpatient inmate counseling documentation did not provide the duration of the sessions.

Recommendation: Contract management ensures that attendance rosters be labeled with the duration of sessions.

Finding 8: GEO's clinical and treatment files did not always contain the required documentation.

Recommendation: Contract management ensures all required documentation is maintained in clinical and treatment files.

Finding 9: GEO did not always have staff available on-site for the number of hours and on the days required by the contract to provide Therapeutic Community programming.

Recommendation: Contract management evaluates the need for Therapeutic Community services in the evenings and on Saturdays. If those services are needed, the contract should be enforced; if not, the contract should be amended to remove those services.

Finding 10: GEO did not always offer intensive outpatient inmates at least 12 hours of counselor-supervised program activities per week.

Recommendation: Contract management ensures all intensive outpatient groups receive the required hours of counselor-supervised activities during all weeks.

Finding 11: GEO did not always provide complete documentation of Peer Facilitator selection and training.

Recommendation: Contract management ensures that all required Peer Facilitator documentation is prepared and maintained in the Peer Facilitator files.

Finding 12: The clinical supervision documentation was insufficient to determine whether all counselors received the required types and amounts of clinical supervision, and whether the required clinical file reviews were performed.

Recommendation: Contract management ensures clinical supervision is performed as required and documented sufficiently to allow a determination whether it was performed as required.

Finding 13: GEO did not provide the support groups required by the contract.

Recommendation: Contract management ensures GEO provides the support groups required by the contract.

FlixBus Inc., Contracts C2964 & C3117

This contract management review did not identify any deficiencies; therefore, no findings and recommendations are presented in this report.

FOLLOW-UP TO CONTRACT MANAGEMENT REVIEWS

For the findings and recommendations that were presented in the Fiscal Year 2023-24 Annual Report, the Bureau has started a follow-up to the Contract Management Review of The Transition House, Inc and has allocated 600 hours for follow-up contract management reviews for Fiscal Year 2025-2026.

HEADQUARTERS

ADMINISTRATIVE SUPPORT UNIT

The Administrative Support team plays a vital role in ensuring the smooth daily operations of the Office of Inspector General. Their responsibilities span a broad range of services that facilitate both internal and external communications. The team professionally manages all incoming and outgoing correspondence, including answering and directing phone calls, processing mail, and overseeing email communications. They closely monitor shared inboxes, respond promptly to inquiries, and route messages to the appropriate personnel as needed. Additionally, the team handles Use of Force MINS (Management Information Notification System) entries, ensuring the accurate and timely documentation and dissemination of critical information.

CENTRAL INTAKE & COMPLIANCE UNIT

In March 2025, a reorganization merged the Central Intake Unit and the Professional Compliance Unit into a single entity: the Central Intake & Compliance Unit. This new unit retained all prior responsibilities and functions.

The Unit is staffed by Law Enforcement Detectives and Correctional Officer Inspectors who collaborate to ensure that all reportable incidents, complaints, correspondence, and Prison TIPS Line calls are properly reviewed and dispositioned. These may involve Department staff, inmate probationers, visitors, volunteers, contractors, or any Department-owned, leased, or state-contracted facilities.

The Unit also receives and evaluates referrals from the Office of the Chief Inspector General, the Florida Department of Law Enforcement, and other law enforcement or governmental agencies for appropriate handling.

Following the reorganization, the Unit's responsibilities expanded to include:

- Addressing the training needs and goals of the OIG and the Department, in accordance with Florida Administrative Code and Statutes.
- Planning, developing, and implementing statewide training for OIG staff.
- Maintaining CJSTC certifications for all sworn/certified staff, including General Instructor, High Liability Instructor, and Discipline Certifications.

- Managing entries into the Department of Law Enforcement’s Automated Training Management System (ATMS).
- Overseeing equipment inventory, including the OIG’s fleet vehicles.
- Conducting pre-employment background investigations for selected OIG applicants.

All complaint dispositions are documented in the Inspector General’s Investigative and Intelligence System (IGIIS). Case assignments are initiated in IGIIS and routed to the appropriate OIG field office or specialized unit. For incidents or complaints not requiring further OIG review or investigation, notifications are sent to the appropriate management authority for follow-up and action.

During the fiscal year, the Unit reviewed 55,701 Management Information Notes System (MINS) reports and processed 5,443 pieces of correspondence received via letter, electronic complaint, email, phone call, walk-in, inter-agency, and external agency referrals. A total of 11,456 cases were assigned during this period.

MINS is used to keep designated personnel informed of events occurring on Department property or involving Department staff, inmates, or offenders. This system:

- Provides a centralized incident/event reporting mechanism across the Department.
- Enables early identification of issues and timely allocation of investigative and corrective resources.
- Collects statewide data to support strategic planning and problem-solving.
- Ensures timely information flow to management and, through the Public Information Office, to the public.
- Supports cooperative relationships with the Florida Department of Law Enforcement and other law enforcement agencies.

RECORDS UNIT

Established in 2016, the OIG Records Unit plays a vital role in managing and disseminating investigative records across the agency. Its core responsibilities include processing record requests, overseeing case dissemination, maintaining retention protocols, and managing the Inspector General Investigative & Intelligence System (IGIIS), which supports nearly 300 users. The Unit also produces quarterly reports that provide data insights across all OIG program areas.

Operationally, the Records Unit handled a significant volume of information:

- More than 250 administrative investigations with sustained violations were routed to disciplinary authorities.
- 2,200+ PREA cases were electronically disseminated to facility Wardens.
- Over 630 public records requests were assigned from the Office of Administration and processed.
- Approximately 1500 background inquiries were reviewed and responded to.

These activities represent just a portion of the pivotal duties fulfilled in support of the agency’s core processes. In pursuit of continuous improvement and cost-effectiveness, the Unit implemented a more streamlined method for document sharing this year. By transitioning to electronic dissemination of records, the Unit significantly reduced postal expenses, disc duplication costs, and overall processing time—delivering faster service while maximizing resource savings.

ENVIRONMENTAL HEALTH & SAFETY UNIT

Due to its unique mission, the Department is responsible for ensuring the environmental health and safety of incarcerated felons, as well as its own employees, volunteers, and visitors. Adherence to established health and safety guidelines is critical responsibility shared by all employees and inmates.



Per Section 944.31, Florida Statutes, the Department's Office of Inspector General is required to inspect each correctional institution or any place in which inmates are housed, worked, or kept within the state, with reference to its physical conditions, cleanliness, sanitation, safety, and comfort.

The Environmental Health and Safety Unit is staffed by a Safety Inspection Program Manager, four Regional Safety Inspection Consultants, and one Lead Safety Program Inspections Consultant, who serves as the acting manager when needed.

Safety Inspectors conduct semi-annual inspections at all the Department's

correctional institutions and the seven-state contracted correctional facilities and community work release centers. These inspections are based on 125 standards that were developed using guidelines from:

- National Fire Protection Association (NFPA) 101
- The Uniform Fire Code
- Department of Health Standards
- Other applicable federal, state, and local codes

In addition to scheduled inspections, Safety Inspectors respond to environmental health and safety complaint inspections received via telephone, email, or traditional mail. These complaints may originate from the public, staff, or inmates. All complaints are taken seriously and undergo a full review.

Inspectors also conduct emergency incident reviews involving serious environmental health, occupation health or fire safety concerns. The Unit's overarching goal is to prevent future incidents through proactive risk management and continuous improvement.



Rolls of razor wire were stored in an unsecured area. This poses extreme risk of deep laceration as a result of accidental contact. This represents a safety violation.

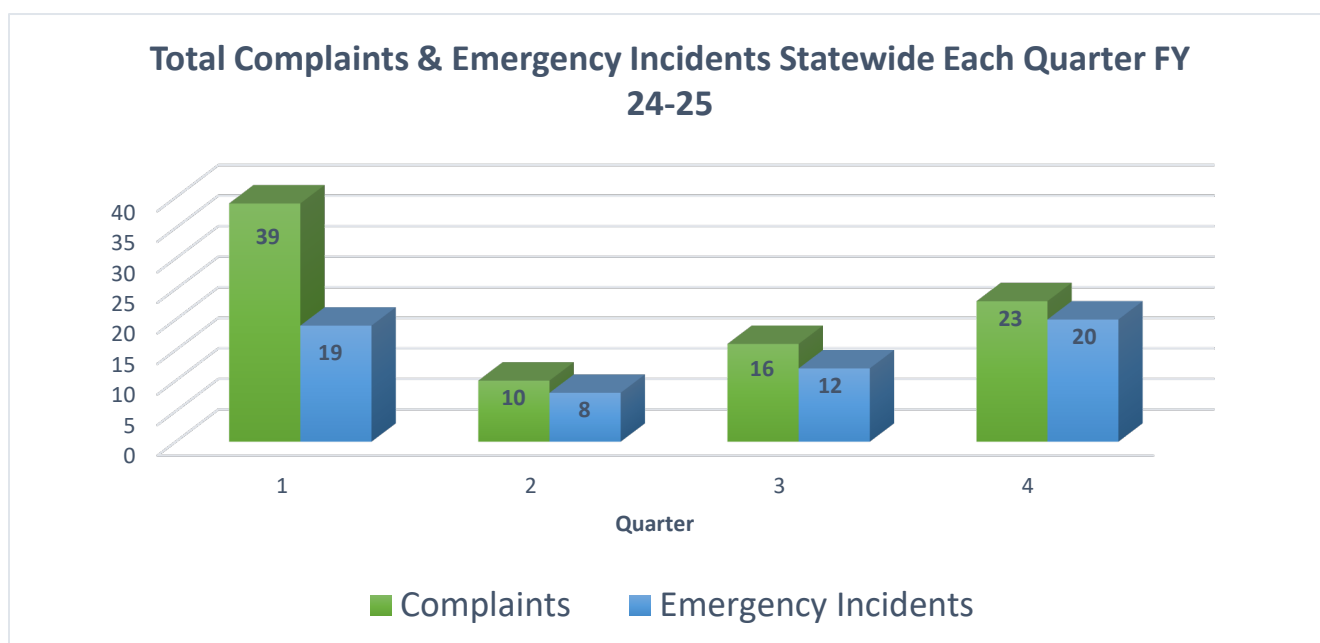
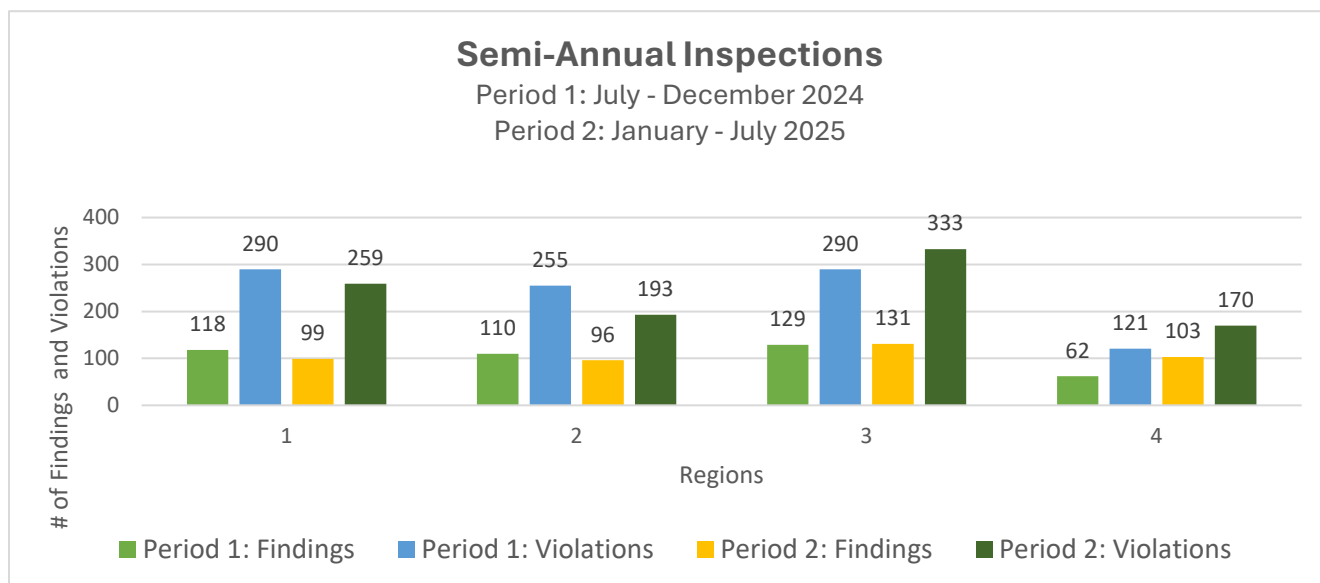
To support this goal, the Unit has developed an inspection program that emphasizes ongoing monitoring and analysis of all areas where inmates and employees are present. The Unit makes recommendations to update procedures and policies as needed to remain current and effective.

A key component of this process is the performance of both scheduled and unscheduled inspections throughout the year, reinforcing the Department’s commitment to safety.

The Unit’s staff bring a high level of expertise and hold numerous certifications, including:

- Florida Certified Fire Safety Inspector I
- National Pro-Board-Certified Fire Safety Inspector I and Plans Examiner
- Certified Fire Extinguisher Technicians
- OSHA recognized trainer for General Industry and Construction
- Certified Mold Identification and Remediation
- Certified HAZWOPER
- Certified ServSafe Managers

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





Ken Sumpter
Inspector General

Debra Arrant
Deputy Inspector General

Paul Strickland
Chief of Internal Audit

Darryl Cherry
Chief of Criminal Investigations

Marilyn Henderson
Chief of Internal Affairs

Christopher Goude
Environmental Health and Safety Unit Manager

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