

FLORIDA DEPARTMENT OF CORRECTIONS



OFFICE OF INSPECTOR GENERAL



ANNUAL REPORT



Fiscal Year
2025–2026

INTEGRITY • ACCOUNTABILITY • EXCELLENCE



501 S. Calhoun Street
Tallahassee, FL 32399-2500



FLORIDA DEPARTMENT OF CORRECTIONS

GOVERNOR
RON DESANTIS

SECRETARY
RICHARD D. COMERFORD

September 28, 2026

Chief Inspector General Melinda Miguel
400 S. Monroe Street
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 for the reporting period of July 1, 2025, to June 30, 2026.

In accordance with Section 944.31, Florida Statutes, the OIG conducts criminal investigations, administrative investigations, audits and health and safety inspections within Department owned and leased properties. Our mission to identify fraud, waste and abuse and promote efficiency and effectiveness within the Department remains a central part of our operation.

The Criminal Investigations Bureau employs 108 certified Law Enforcement Detectives who conducted 576 criminal investigations, which resulted in over 311 arrests this fiscal year. The bureau also encompasses Detectives assigned to the Contraband Enforcement Team (CET) who participate in special operations to detect and prevent contraband from entering Department properties. Additionally, the bureau contains the Crime Intelligence Analyst Unit that utilizes law enforcement resources to assist both criminal and administrative investigations.

The Internal Affairs Bureau employs 70 officers who are certified as either Correctional Officers or Correctional Probation Officers to conduct administrative investigations. This resulted in 567 administrative investigations, which resulted in over 402 sustained findings of Department procedural violations. The bureau also encompasses the Use of Force Unit, which conducted 16,528 reviews of force during the fiscal year to ensure compliance with Department standards.

The Bureau of Internal Audit employs certified public accountants, certified inspector general auditors, certified information systems auditors and certified contract managers. The bureau conducts compliance, performance, and information technology audits and contract management reviews pursuant to Section 20.055, Florida Statutes. During the fiscal year, the unit conducted 15 internal audits and 8 contract management reviews, which resulted in identifying systemic issues that impact the economy and efficiency of the Department's operations.

The Environmental Health and Safety Unit employs Regional Safety Consultants to inspect areas inmates, employees, volunteers and visitors may be within Department properties. These inspections are designed to ensure areas are clean, safe and have an overall healthy environment. Additionally, the unit conducts emergency incident reviews involving serious environmental health, occupational health or fire safety concerns to prevent future incidents through proactive risk management and continuous improvement. During the reporting period, the OIG identified key findings and issued multiple recommendations related to facility conditions and overall environmental health.

I am truly blessed to have an OIG team that continues to be dedicated to the OIG mission. Additionally, I am grateful the Department's leadership team's continued support of this office and our mission.

Sincerely,

A handwritten signature in black ink, appearing to read "Ken Sumpter". The signature is fluid and cursive, with the first name "Ken" and last name "Sumpter" clearly distinguishable.

Ken Sumpter
Inspector General



FLORIDA DEPARTMENT OF CORRECTIONS

GOVERNOR
RON DESANTIS

SECRETARY
RICHARD D. COMERFORD

September 28, 2026

Secretary Richard Comerford
501 S Calhoun Street
Tallahassee, FL 32399

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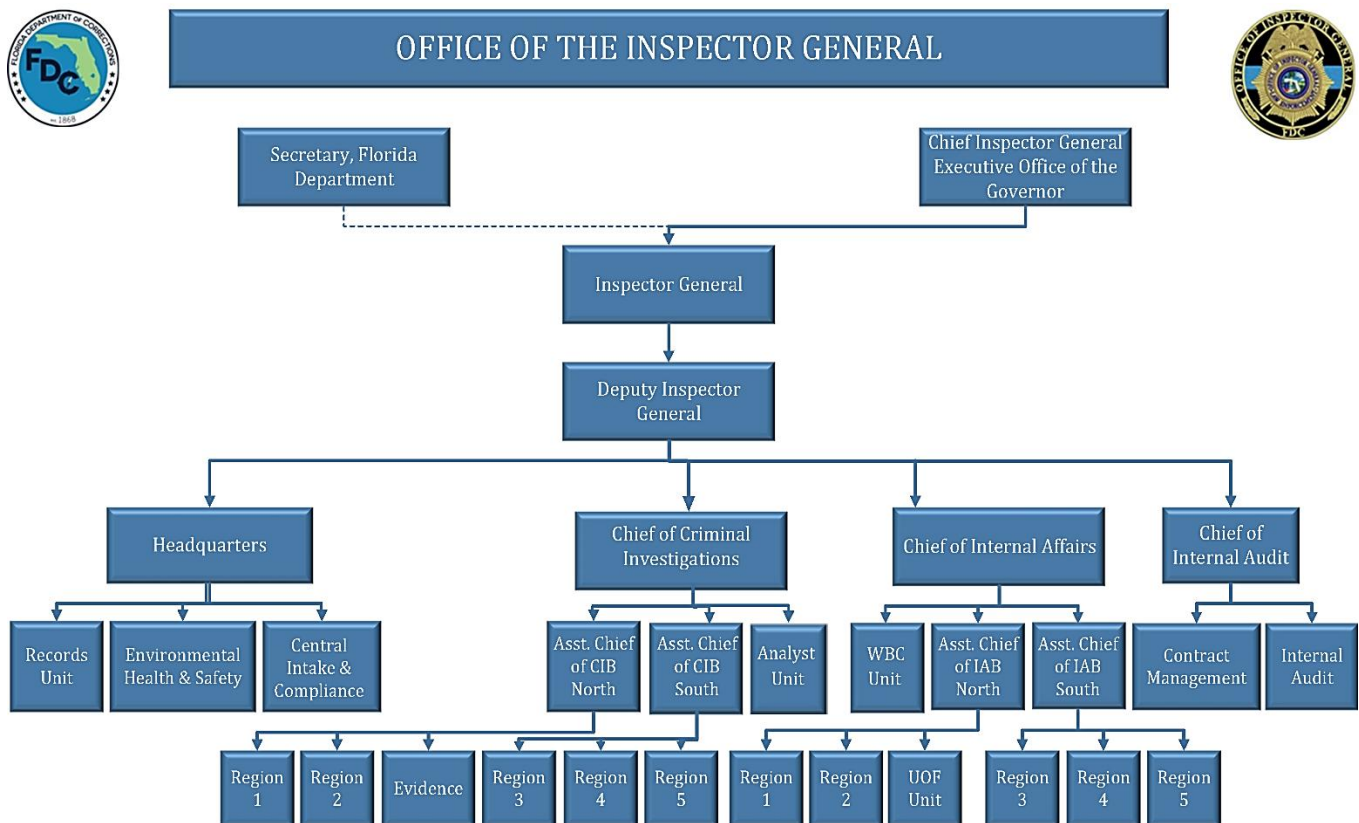
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Ken Sumpter
Inspector General

OVERVIEW

As the nation’s third-largest prison system, the Florida Department of Corrections (the Department) 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 91,000 state prisoners. The Department also supervises approximately 144,000 offenders through 141 probation offices statewide. The Department employs 23,433 employees (as of June 30, 2026, 946 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.

The Department’s Office of Inspector General (OIG) is the largest State Office of the Inspector General, employing over 200 staff members. It derives its authority from Section 944.31, Florida Statutes, to conduct 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, through its Criminal Investigations Bureau (CIB) and Environmental Health and Safety (EH&S) Unit.



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 among those 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 with its most recent reaccreditation occurring in the fall of 2024. Looking ahead, the Office is preparing for reaccreditation in August 2027 and is committed to maintaining high standards of professionalism, compliance, and operational excellence.



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.

Contents

OVERVIEW.....	6
YEAR IN REVIEW.....	9
BUREAU OF CRIMINAL INVESTIGATIONS	12
OVERVIEW	12
CRIME INTELLIGENCE ANALYST UNIT.....	12
EVIDENCE UNIT	14
CONTRABAND ENFORCEMENT TEAM (CET).....	15
REGIONAL FIELD OFFICE CASE HIGHLIGHTS	16
BUREAU OF INTERNAL AFFAIRS	20
OVERVIEW	20
USE OF FORCE UNIT	20
REGIONAL FIELD OFFICE CASE HIGHLIGHTS	22
BUREAU OF INTERNAL AUDIT.....	26
ORGANIZATION AND RESPONSIBILITIES	26
INTERNAL AUDIT SECTION	27
CONTRACT MANAGEMENT REVIEW SECTION	30
HEADQUARTERS	35
ADMINISTRATIVE SUPPORT UNIT	35
CENTRAL INTAKE & PROFESSIONAL COMPLIANCE UNIT	35
Case Documentation and Routing.....	36
Management Information Notification System (MINS).....	36
Fiscal Year Activity	36
Expanded Responsibilities Following Reorganization	36
Training Program Management.....	36
Equipment Inventory.....	36
Fleet Vehicle Management	37
Background Investigations.....	37
RECORDS UNIT	37
ENVIRONMENTAL HEALTH & SAFETY UNIT	38

YEAR IN REVIEW

Over the past year, the OIG achieved significant progress in strengthening operations, modernizing systems, and expanding employee support and development.

Peer Support & Staff Well-Being

- Implemented a new Peer Support Team to enhance staff wellness and resilience.
- Team members completed specialized Blue Line Support training, offered at no cost, establishing a foundation for ongoing peer-to-peer assistance.

Contraband Enforcement Team

- The Contraband Enforcement Team transitioned from a temporary initiative to a permanent operational unit, reflecting this Office's commitment to sustained and proactive contraband interdiction efforts.

Technology Modernization & System Enhancements

The OIG has played a key role in multiple restoration and modernization initiatives led by the Office of Information Technology.

- Provided detailed operational input, business requirements, and subject matter expertise to upgrade legacy systems.
- Supported improvements to the Inmate Mortality Application.
- Contributed extensively to major enhancements of the IG Tracker system through SimpliGov, resulting in a streamlined workflow launched in June 2025. The improved system now routes sustained administrative investigations more efficiently to discipline authorities and ensures timely notifications to Human Resources.

Use of Force Reporting Improvements

- Finalized and streamlined the agency's Use of Force reporting process using Benchmark.
- Collaborated closely with Office of Information Technology and the Office of Institutions to ensure all operational requirements were captured and workflows were seamless from facilities to our office.

Training & Capability Building

- Expanded internal technical expertise with staff completing SimpliGov designer training, enabling program areas to build customized workflows and leverage agency-wide automation tools.

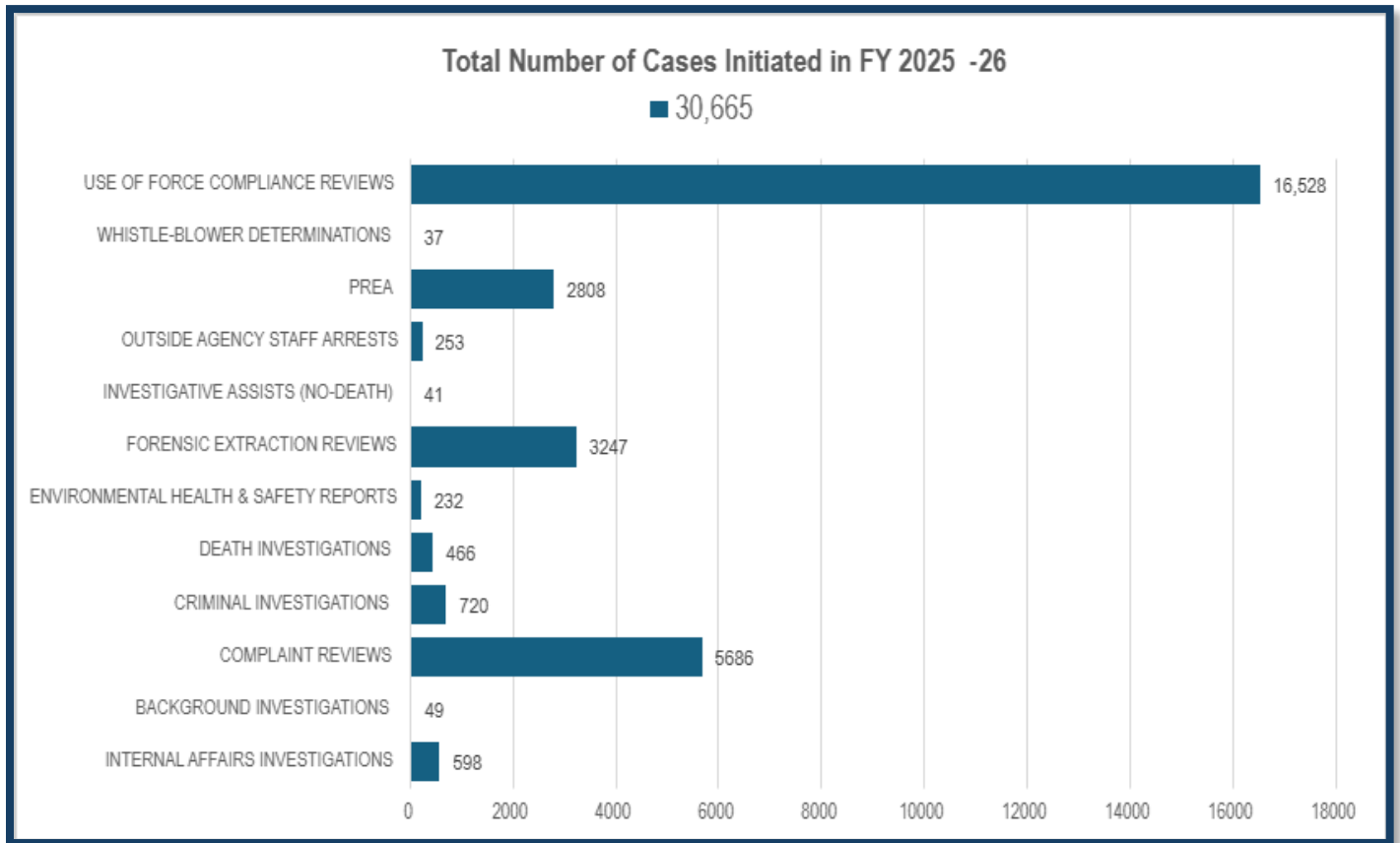
Exploration of Future Technologies

- Conducted extensive research, requirement gathering, and vendor discussions regarding potential systems for Internal Affairs investigations and records management.
- Although the project did not move forward, the analysis significantly clarified this Office's long-term system needs.

Partnerships & Collaboration

- **Association of Correctional Leaders (ACIL):** Maintained active involvement, enabling collaboration, knowledge sharing, and leadership development within the corrections community.
- **FDLE – Criminal Justice Standards & Training Commission (CJSTC):** Strengthened coordination to streamline documentation processes required for certification review and maintain open lines of communication.

- **State OIG Community Engagement:** Attended statewide OIG presentations focused on intelligence gathering and information-sharing practices, strengthening interagency collaboration and enhancing contributions to the broader OIG community.



Dispositions by Case Type Fiscal Year 2025-26			
Case Disposition	Criminal	Internal Affairs	PREA
Not Sustained	—	145	—
Partially Sustained	—	60	—
Sustained	—	342	—
Exonerated	—	6	—
Unfounded	88	7	838
Closed by Arrest	311	—	—
Exceptionally Cleared	174	—	—
Suspended	—	—	—
Substantiated	—	—	32
Unsubstantiated	—	—	1655
TOTAL	573	560	2,525

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.

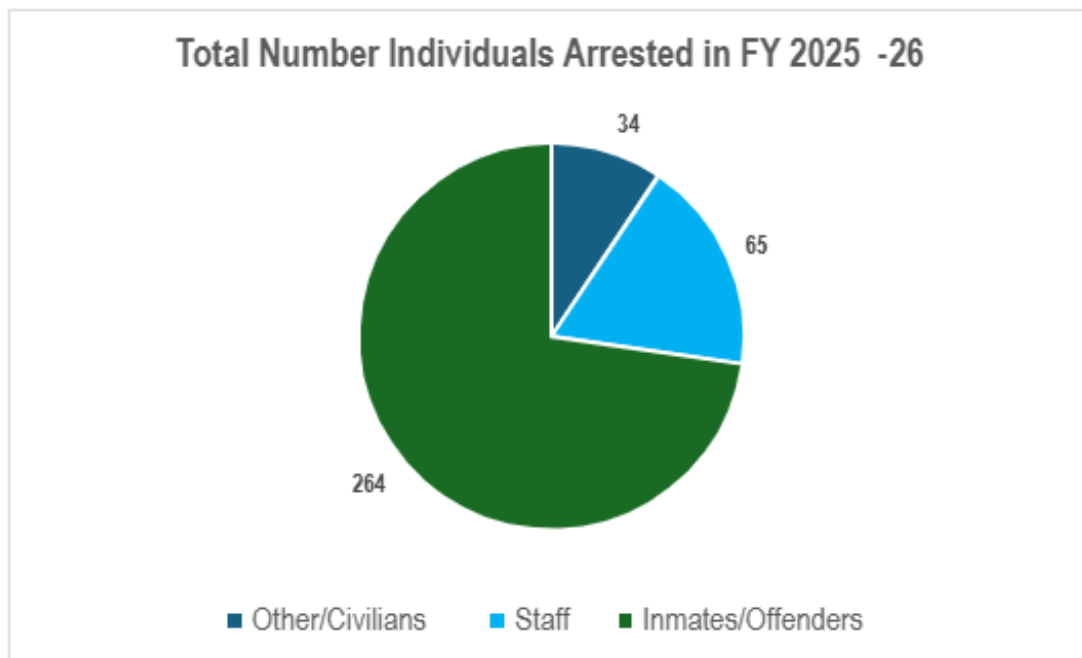
Exceptionally Cleared refers to a disposition of a criminal case for which probable cause exists that an identified suspect committed the offense, but one for which an arrest or formal charge is not initiated.

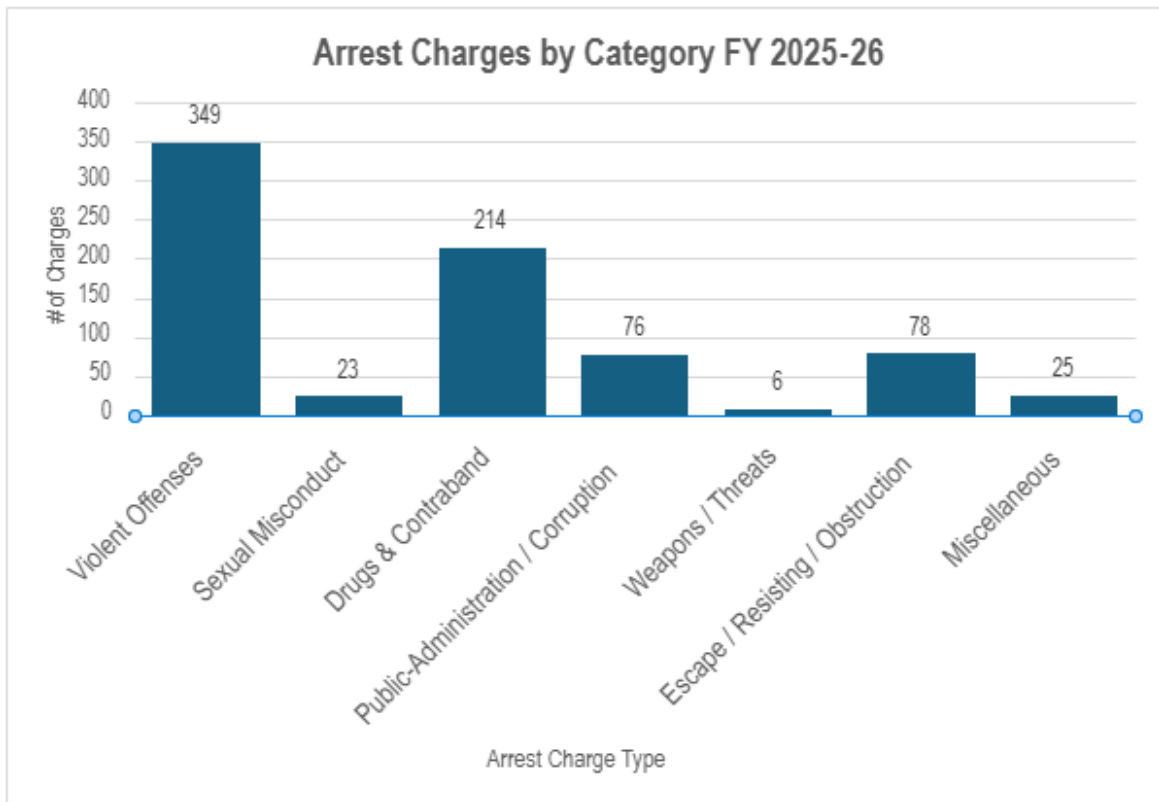
Closed by Arrest refers to a disposition of a criminal case for which probable cause exists that an identified suspect committed the offense, and an arrest or formal prosecution proceeding has been initiated.

Suspended refers to a disposition of a criminal case for which a criminal investigation commenced, but where evidence is insufficient to close as unfounded, closed by arrest, or exceptionally cleared.

Substantiated allegation means an allegation that was investigated and determined to have occurred.

Unsubstantiated allegation means an allegation that was investigated and the investigation produced insufficient evidence to make a final determination as to whether or not the event occurred





BUREAU OF CRIMINAL INVESTIGATIONS

OVERVIEW

The Bureau of Criminal Investigations employs 108 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 Crime Intelligence Analyst Unit, Evidence Unit and Contraband Enforcement Team.

CRIME INTELLIGENCE ANALYST UNIT

The Office of Inspector General Analyst Unit was created in 2020 to support investigations and security operations by analyzing intelligence derived from various databases, open-source information and extracted from contraband cellular phones. The analysis performed by this unit provides a greater opportunity for the early detection and disruption of criminal activity within the Department. The Unit consists of five Crime Analysts, two Law Enforcement Detectives, one Inspector, an Administrative Assistant, and a Unit Manager.

The Analyst Unit actively reviews contraband cellular device extractions, FDC databases, approved departmental inmate communication platforms, incidents, and complaints to identify possible criminal activity, administrative violations and security threat information. Information indicative of violation of Florida Statute, Administrative Code or FDC policy is referred to OIG investigative bureaus, while identified security threat information and intelligence is provided to the Office of Institutions and Bureau of Intelligence for review and proactive handling. They provide analytic support for Detectives and Inspectors during their various investigations and as they participate in contraband interdiction operations. The Analyst Unit is comprised of 9 full time staff consisting of Crime Intelligence Analysts, and sworn Correctional, Correctional Probation, and Law Enforcement Inspector Detectives. The Unit acts as the bridge between the Florida Fusion Center and the Office of Inspector General for real time trends and information sharing.



During the last fiscal year, the Analyst Unit reviewed 3,275 device extraction reports, disseminated 184 intelligence reports to the Office of Institutions, initiated 90 Complaint Review reports to the Office of Inspector General field offices for review and further investigation, and provided 102 additional information reports to field offices related to current investigations. Additionally, the Analyst Unit provided live support to Inspector Detectives during 376 Canine Interdiction Operations and provided identification information and criminal leads that led to the interception and arrest of numerous visitors attempting to introduce contraband.

United States Marshals Assist in Locating Violent Fugitive

In September 2025, the Analyst Unit was contacted by the US Marshals Service about a dangerous FDC Inmate that was released from Miami-Dade County Jail on a procedural error while awaiting transfer to federal prison to serve four life sentences for kidnapping, torture, and murder of two men. The Analyst Unit immediately scoured the Inmate's communication for any leads and based on their analysis, the Analyst Unit was able to provide names, phone numbers, and addresses of individuals who could be harboring the fugitive. With Analyst Unit assistance and swift action, the Marshals Service was able to locate the fugitive hiding in a Georgia residence that was provided by the Analyst Unit. Both the fugitive and the homeowner were arrested by the US Marshals Service.

Suwannee Correctional Institution – Introduction of Contraband

OIG Case #26-02500

During review of an extraction of a contraband cell phone recovered from an Inmate, text messages between the inmate and an FDC Academic Teacher were identified that indicated they were involved in recurring contraband introduction and illegal money transfers. During the investigation by the Analyst Unit Detective, a contraband package was also recovered at Suwannee Correctional Institution that the Detective suspected the staff member to be responsible for. Through investigative methods and the suspect interview, the Detective obtained a full confession of contraband introduction and the subsequent contraband drop. The employee was arrested.

Martin Correctional Institution – Possession of Illicit Media

OIG Case #25-09592

During review of an extraction of a contraband cell phone recovered from inmate, numerous images and videos of humans engaging in sexual acts with animals were discovered. During the investigation, two inmate device users were identified by the Analyst Unit Detective. Both inmates were arrested and charged with 17 counts of Possession of Image of Sexual Activity with an Animal, and Possession of a Portable Communication Device in a State Correctional Institution.

EVIDENCE UNIT

The Evidence Unit was established in 2014 to manage the criminal evidence and contraband items collected from correctional institutions statewide. The Evidence Unit consists of ten Regional Evidence Control Areas (RECA), one Cellular Device RECA, and one long-term storage RECA. The evidence is collected from Temporary Storage Locations at each institution and stored in one of the ten RECA's. 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 consists of 11 certified evidence inspectors managed by an evidence supervisor.



Evidence Items Handled FY 2025-26

Items released	22,634
Narcotics destroyed	3,814
Items released	7,432
Out to FDLE	592

CONTRABAND ENFORCEMENT TEAM (CET)

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 fiscal year 2023-24 and became permanent in fiscal year 2025-26.

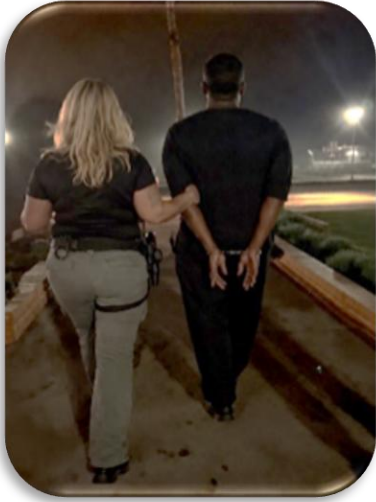


Florida State Prison – Drug Trafficking and Introduction of Contraband **OIG Case #25-23143**

A Correctional Officer Sergeant arrived for shift entering the metal detector area. During entry procedures a small package wrapped in black electrical tape was discovered inside the Correctional Officer Sergeant's clear working bag. The Officer in Charge contacted the OIG Contraband Enforcement Team (CET) Detective who took possession of the package. The CET Detective conducted a post-Miranda interview with the Sergeant,

who admitted to introducing the white-powdery substance. The CET Detective conducted a physical arrest. The narcotics were identified by FDLE as Substituted Cathinones with a package weight of 98 grams. During the testing at FDLE, a small package of Suboxones were discovered concealed inside the substituted cathinones. The CET Detective also seized the Sergeant's cellphone during the investigation which was extracted by the OIG Crime Analysis Unit. The CET Detective reviewed the contents of the cellphone extraction and was able to prove the Sergeant was working with a security threat group gang and had communicated with the head of state inmate gang leader at FSP. The communications also proved the Sergeant intentionally introduced the contraband and was paid by the gang to do





so. The Sergeant was charged with Trafficking Substituted Cathinone 10 grams or more, Introducing Contraband into a State Correctional Institution, and Possession of a Controlled Substance. Due to the information the CET Detective provided on the gang affiliation under Florida Statute 874.03, the Eighth Judicial Assistant State Attorney is seeking the gang sentencing enhancement charges.

REGIONAL FIELD OFFICE CASE HIGHLIGHTS

REGION 1 WEST

In 2022, the OIG initiated multiple criminal investigations that led to the apprehension and arrest of former FDC Inmate Mario Crawford DC# N24341. Crawford was charged with felony violations involving the illegal use of aerial drones to smuggle controlled substances, cellphones and other prohibited contraband into multiple state correctional institutions located in Northwest Florida. Additional charges included Trafficking in Controlled Substances and the Unlawful Use of Two-way Communication Devices to Conspire with Others to facilitate the crimes. In March 2026, the Florida Attorney General's Office of Statewide Prosecution successfully prosecuted Crawford in a jury trial. He was adjudicated guilty on all charges and was sentenced to 81 years in prison.

Holmes Correctional Institution – Physical Abuse

OIG Case # 25-17566

The OIG investigated an incident involving an inmate who was battered by a captain and two correctional officers. The investigation led to the OIG obtaining warrants for the arrest of the three staff involved on charges of Aggravated Battery, Malicious Battery, Perjury, and Tampering with Evidence. All three staff entered pre-trial agreements and were sentenced to probation, ordered to have no contact with the victim, and voluntarily relinquished their Correctional Officer Certification in any state for life.

Bay Correctional Facility – Attempted Sexual Battery of an Employee

OIG Case #25-18190

The OIG investigated an incident of attempted sexually battery involving an employee victim. The victim reported that an inmate battered them and attempted to further the battery, sexually. A warrant was obtained for the arrest of the inmate on charges of Attempted Sexual Battery. The case is currently pending prosecution.

Calhoun Correctional Institution – Possession of Contraband

OIG Case #26-01834

During a search, security staff observed an inmate removing items from his pants and throwing them into the corner of a shower cell. They seized approximately (28) grams of THC and (9) grams of substitute cathinones. A warrant was obtained for the arrest of the inmate on charges of Possession of Contraband (Narcotics) and Possession of Drug Paraphernalia. The case is currently pending prosecution.

Liberty Correctional Institution - Homicide

OIG Case #25-20723

The OIG investigated the death of an inmate that appeared to be a homicide. The deceased inmate had injuries that were consistent with having been battered and choked unconscious. The attacker was charged with Premeditated Murder.

Taylor Correctional Institution - Other

OIG Case #25-11995

OIG detectives responded to and investigated a vehicle that appeared to have intentionally crashed/ rammed into the front of the prison's main front gate. The driver, upon being confronted, began fighting with both FDC security staff and an OIG Detective. No inmates escaped during this incident. The driver was charged with Criminal Mischief over \$1,000.00, Battery on a Law Enforcement Officer, and Resisting Arrest.

Suwannee Correctional Institution - Homicide

OIG Case #25-20727

The victim inmate was severely beaten and injuries suffered led to the inmate's death. An OIG investigation led to the State Attorney's Office filing charges for Second Degree Murder against the suspect inmate. The verdict in this case is still pending in court.

Hamilton Correctional Institution - Drug Trafficking and Introduction of Contraband

OIG Case #26-01187

An inmate leaving the Visiting Park was discovered in possession of 100 grams of Methamphetamine and 12 Suboxone Strips. The inmate's visitor was arrested for Trafficking in Methamphetamines, Introduction of Contraband, and Possession of Contraband. After consultation with the State Attorney's Office, an arrest warrant was issued on the inmate for Trafficking in Methamphetamines and Introduction of Contraband. The inmate and visitor are both pending prosecution.

Hamilton Correctional Institution Annex - Homicide (Premeditated)

OIG Case #24-03929

During the night, a suspect inmate attacked a sleeping inmate with a makeshift icepick style weapon fabricated days prior from a piece of chain link fencing. The suspect inmate further strangled the victim inmate causing their death. An OIG investigation led to the suspect inmate being charged with 1st Degree Murder. The suspect was prosecuted, found guilty, and sentenced to death.

IN THEIR WORDS

"I have served as a law enforcement officer for both state and local agencies in Florida since 1983 and truly believe that working for the FDC Office of the Inspector General (OIG) is one of the best kept secrets in the criminal justice system. I first learned of the OIG from a peer who frequently expressed how much he enjoyed and missed his former job as an inspector with the OIG. Based upon his recommendation, I originally sought and accepted a position with the OIG in 2013 as a "short-term encore job" after retiring from the Sheriff's Office. I have now been employed with the OIG for thirteen plus years and continue to enjoy great job satisfaction and personal growth by serving alongside a team of dedicated, hardworking law enforcement and correctional officer professionals who are committed to the overall success of the comprehensive, yet unique mission of the OIG, and the career opportunities the OIG offers."

- Inspector Detective Supervisor M. Radford

Suwannee Correctional Institution - Sexual Misconduct, Staff on Inmate

OIG Case #26-06965

An OIG investigation led to the arrest of an employee involved in sexual relations with an inmate. The employee was charged with Sexual Misconduct.

Florida State Prison – Aggravated Battery of Law Enforcement Officer / Introducing Contraband (Weapon) into a State Correctional Institution / Resisting with Violence

OIG Case #26-02815

During a use of force involving an inmate who was physically resisted lawful orders to submit to hand restraint procedures. The subject inmate utilized their state issued blanket to impede the effects of the chemical agents and then utilized a homemade weapon to stab an officer in their right hand. The inmate ultimately surrendered the weapon and submitted to restraint procedures without further incident. The homemade weapon was made from the metal frame of the inmate's bunk. The inmate was charged by the 8th Judicial Circuit State Attorney's Office for Aggravated Battery of a Law Enforcement Officer, Possession of Contraband (Weapon) inside a State Correctional Institution and Resisting with Violence. The inmate was adjudicated guilty on the Aggravated Battery on Law Enforcement and Possession of Contraband (Weapon) charges and received six (6) years for each count (concurrent) to run consecutive to his current prison sentence.

Reception and Medical Center – Aggravated Battery by Detainee upon Another Detainee and Possession of a Weapon

OIG Case #25-17634

The OIG investigated a report of an inmate aggravated battery. The investigation found the inmate suspect was captured on video recording stabbing the victim inmate with an improvised weapon. The suspect inmate was charged with Aggravated Battery and Possession of Contraband (Weapon). He was sentenced to 15 years in prison and court fines.

IN THEIR WORDS

“Knowing our work affects many lives, we are proud to conduct our investigations with integrity, respect, confidentiality, thoroughness, honesty, and timeliness – all of which our leadership expects and sets the example to follow.”

- ***Detective Supervisor S. Harris***

Reception and Medical Center – Possession of a Controlled Substance

OIG Case #25-18347

During a random pat search of an inmate, security staff discovered 2 grams of a white powdery substance concealed within a glove finger attached to his waistband. The substance tested positive for cocaine, and 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.

Marion Correctional Institution – Obtaining a Controlled Substance by Misrepresentation, Fraud, Forgery, Deception, or Subterfuge

OIG Case #26-02319

The OIG investigated an incident of an inmate forging documentation from the Federal Bureau of Prisons (FBOP) so that they could enroll in the buprenorphine residential treatment program. The investigation found that the suspect inmate obtained FBOP paperwork belonging to another inmate and changed the

name on the document to their name. The suspect inmate subsequently submitted the document to medical staff and was approved to be enrolled in the buprenorphine residential treatment program. The suspect inmate was charged with Obtaining a Controlled Substance by Misrepresentation, Fraud, Forgery, Deception, or Subterfuge. The inmate is currently pending criminal prosecution.

IN THEIR WORDS

“I take pride in serving the Office of the Inspector General because our work reinforces accountability, safeguards the integrity of the correctional system, and helps ensure justice is served with honesty and impartiality.”

- Detective J. Knight

Okeechobee Correctional Institution – Attempted Murder of a Law Enforcement Officer

OIG Case #26-07657

An inmate carried out an unprovoked retaliatory attack on a correctional officer, approaching the officer from behind and stabbing them multiple times with an improvised edged weapon. Responding staff quickly subdued the inmate, recovered the weapon, and secured the scene. The investigation supported by witness statements, surveillance video, physical evidence and the inmate’s post-Miranda confession determined that the inmate armed themself after

an earlier encounter with the correctional officer and intentionally sought the officer out to assault them. OIG Detectives arrested and charged the suspect inmate with Attempted Felony Murder. This case is currently pending prosecution.

Lake Correctional Institution – Battery of a Law Enforcement Officer

OIG Case #26-00113

An inmate refused multiple orders to leave the dining hall and became physically aggressive when staff attempted to restrain him. The inmate refusing to be restrained repeatedly struck the officer in their face and attempted a chokehold on the officer. The inmate gained control of the officer’s chemical agent and deployed it until additional staff intervened. Investigation supported by witness statements, recorded interviews, reports, and surveillance footage confirmed the sequence of events and established probable cause for criminal prosecution. A warrant was issued charging the inmate with Battery on a Law Enforcement Officer. This case is currently pending prosecution.

Charlotte Correctional Institution - Battery of Facility Employee by Throwing, Tossing, or Expelling Certain Fluids or Materials

OIG Case #25-15379

After a use of force, the suspect inmate spat in the face of a correctional officer while being escorted. Based on the victim’s and witness statements, along with video recording of the incident, probable cause was established against the suspect. A probable cause affidavit was presented to the State Attorney’s Office for the Twentieth Judicial Circuit who concurred with findings and an arrest warrant was issued against the suspect. The inmate is currently pending criminal prosecution.

South Florida Reception Center - Battery on Law Enforcement Officer and Resisting Officer with Violence

OIG Case #26-00575

During intake processing, the inmate suspect refused to comply with directives given to him. Subsequently, the suspect inmate physically attacked the victim officer. Based on the victim’s and witness

statements collected from inmates and personnel, probable cause was established against the suspect. The inmate suspect was arrested by OIG personnel and booked into the local jail. The inmate is currently pending criminal prosecution.

Charlotte Correctional Institution - Battery by a Person who is Being Detained in a Prison, Jail, or Other Detention Facility Upon Visitor or Other Detainee and Introduction, removal, or possession of contraband

OIG Case #25-02359

While in the dormitory dayroom, the suspect inmate without provocation attacked the inmate. Based on the inmate victim's statement and video recording of the incident, probable cause was established against the suspect inmate. A probable cause affidavit was presented to the State Attorney's Office for the Twentieth Judicial Circuit who concurred with findings and an arrest warrant was issued against the suspect inmate. The inmate is currently pending criminal prosecution.

BUREAU OF INTERNAL AFFAIRS

OVERVIEW

The Bureau of Internal Affairs employs 70 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.

IN THEIR WORDS

"As an OIG Inspector within the Florida Department of Corrections, I am proud to be at the vanguard in defense against employee misconduct."

**-Inspector
R. Burch**

USE OF FORCE UNIT

The Use of Force Unit, established in 1999, is comprised of five Law Enforcement Officer Detectives and three Correctional Officer Inspectors responsible for reviewing all reported uses of force occurring at state-operated and state-contracted correctional institutions, as well as incidents involving state probation officers. These reviews ensure compliance with governing rules, procedures, statutes, and the requirements outlined in Section 944.35, Florida Statutes, which mandates that the Office of Inspector General (OIG) review all uses of force to determine adherence to applicable laws and rules.

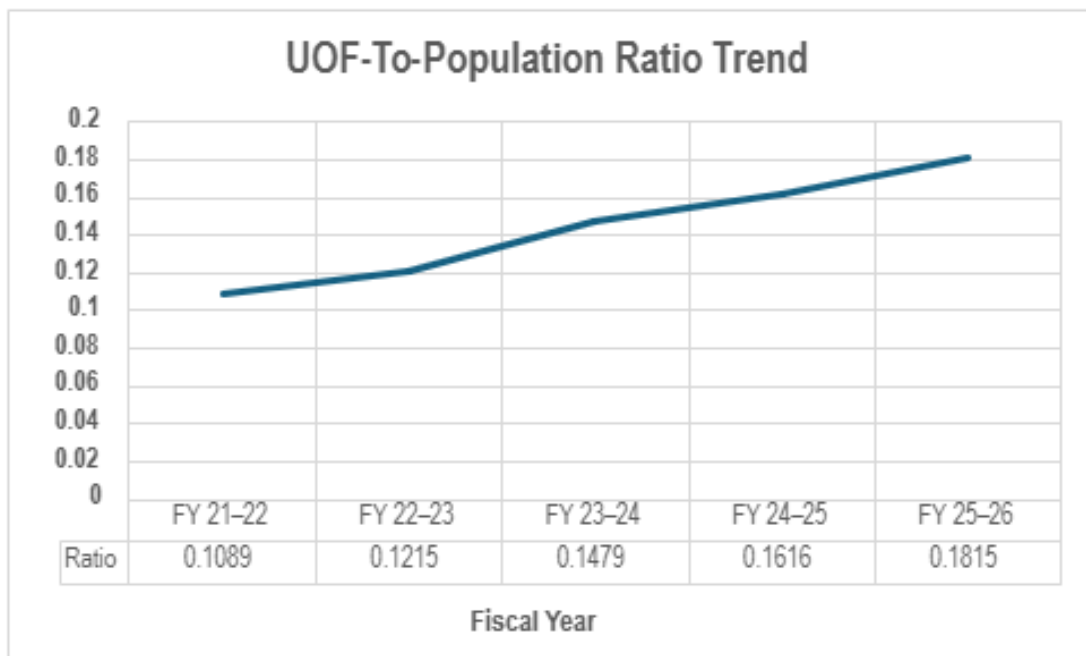
To accomplish this mission, Unit staff independently review and evaluate all use of force incident reports, associated documents, and video evidence submitted by each correctional institution or state probation

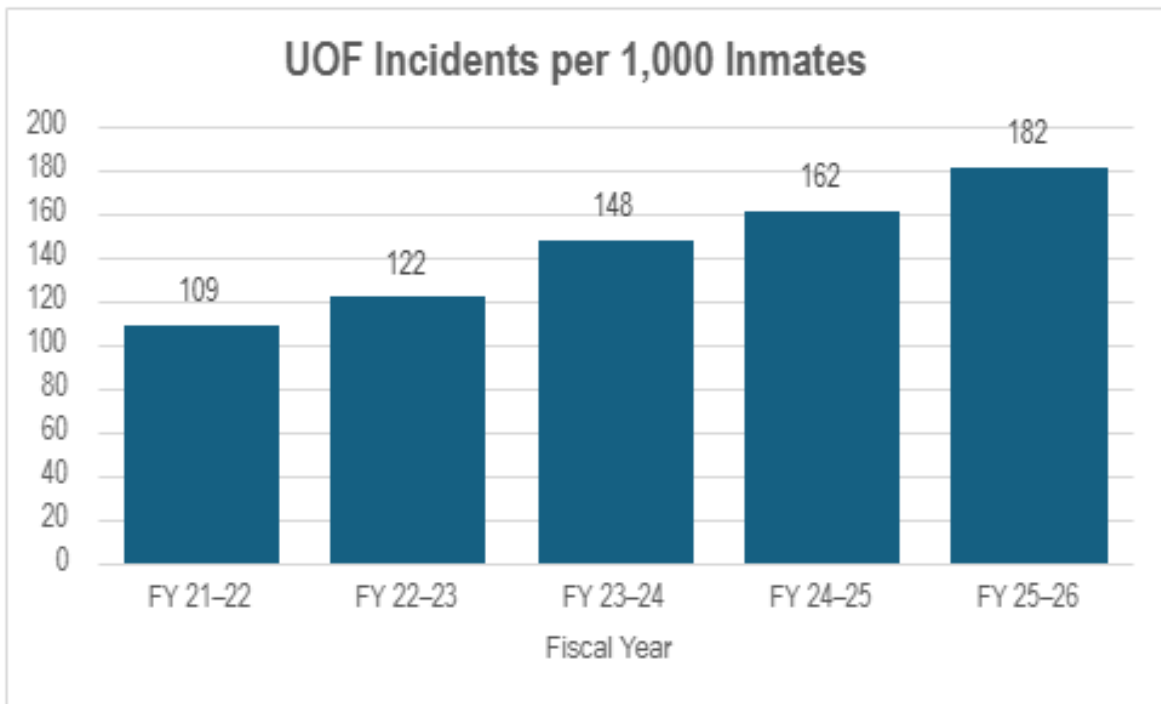
office. Any indication of procedural violations, inmate abuse, excessive, improper, or unauthorized force, or battery by staff is referred for investigation or disciplinary review.

During this fiscal year, the agency fully transitioned to electronic submission of Use of Force reports through the Benchmark system for all state-operated facilities. This implementation—which required significant coordination and problem-solving throughout the year—was achieved through a joint effort between the OIG and the Office of Institutions. As part of this transition, video recordings are no longer mailed on physical discs; instead, facilities upload all required video evidence directly into Benchmark. This modernization has eliminated mailing costs and reduced expenditures on supplies such as discs and envelopes, while improving efficiency and timely access to critical information. The electronic system is now fully in place for all state facilities, marking a major operational milestone.

Use-of-force rates have continued to rise even after adjusting for population changes. In FY 25–26, the rate increased to 181.5 incidents per 1,000 inmates—the highest in the five-year period. This reflects a significant increase in force utilization relative to population growth.

Fiscal Year	Number of UOF	Inmate Population as of June 30th
FY 21-22	8,946	82,124
FY 22-23	10,345	85,174
FY 23-24	12,909	87,303
FY 24-25	14,394	89,087
FY 25-26	16,528	91,068





REGIONAL FIELD OFFICE CASE HIGHLIGHTS

Santa Rosa Correctional Institution – Improper Conduct **OIG Case #25-24509**

This administrative investigation was initiated at the conclusion of a criminal investigation related to an inmate's death. The investigation determined several medical staff delayed the medical evaluation/treatment of an inmate until the inmate received a decontamination shower and failed to ensure pressure was applied to the wound(s) at time of initial assessment, during transport, prior to shower, during shower, and after the shower. This was further supported by a review of the related fixed wing video record which captured the actions of the involved staff, and the findings of the related autopsy report. The investigation concluded in sustained findings for Cruel or Inhumane Treatment of an Inmate and Negligence.

IN THEIR WORDS

"I strive to leave every investigation knowing I pursued the truth with professionalism, impartiality, and respect for everyone involved."

-Inspector J. Price

Holmes Correctional Institution – Improper Conduct/Excessive Force

OIG Case #26-00126

This administrative investigation was initiated at the conclusion of a criminal investigation where four correctional officers were arrested for malicious battery on an inmate. The investigation determined the initial force used by the Correctional Officer Captain was excessive. After the initial force used, it was further determined, after the inmate was restrained, staff battered the inmate by kicking and punching the inmate who was not resistant. Additionally, determined was the security officers involved failed to report the additional force used and were captured on camera recording discussing their actions. This investigation concluded sustained findings against numerous staff members for Conduct Which Violates State Statute, Conduct Unbecoming a Public Employee, Failure to Intervene, Failure to Report a Use of Force, Submitting Inaccurate or Untruthful Information, Excessive Force, Physical Abuse, and Failure to Answer Truthfully.

IN THEIR WORDS

“Don’t put off for tomorrow what needs to be done today, for we are not promised tomorrow much less the rest of this day!”

-Inspector J. Tatum

Pensacola Community Release Center (Century CI) – Staff/Offender Relationship

OIG Case #25-10103

This administrative investigation began after a contraband cell phone was seized from an inmate at Northwest Florida Reception Center. The extraction report indicated that a contract employee and former Correctional Officer Trainee had been communicating with the inmate while employed as a trainee. Evidence, including Facebook messages and calls, indicated they knew each other prior to the inmate’s incarceration and continued their communication afterward. The investigation resulted in sustained findings for Improper Conduct, Failure to Maintain a Professional Relationship, and Failure to Report the inmate’s possession of a contraband device.

Columbia Correctional Institution – Excessive Use of Force

OIG Case #26-04910

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



IN THEIR WORDS

“The most rewarding part of serving in the Office of Inspector General is not just finding the truth, it’s reassuring others that every investigation is guided by integrity.”

- Inspector S. Henry

Suwannee Correctional Institution – DAVID System Violation

OIG Case #26-01202

This administrative investigation was initiated following a complaint of misuse of an electronic database. A quarterly audit indicated the misuse and when confronted with the evidence, the subject admitted to using the database to inquire of the citizenship status of relatives.

IN THEIR WORDS

“You can’t be told ‘No’
unless you ask.”

**-Lead Senior
Inspector K. White**

Liberty Correctional Institution – PREA

OIG Case #26-03849

This investigation was initiated after a complaint alleging that a correctional officer kissed an inmate. The investigation revealed that the incident was captured on fixed-wing surveillance video. The investigation resulted in a sustained finding for Improper Conduct.

Union Correctional Institution - Negligence and Failure to Comply with all Rules and Regulations/FDC Post Order

OIG Case #25-23157

While assigned to outside hospital security duty with a death row inmate, the subject officer failed to transfer their issued handgun to another staff member before going to the public restroom. The officer removed the handgun from their belt while in the restroom and left the handgun in the restroom when they exited. A hospital visitor discovered the handgun in the restroom and notified hospital staff. The investigation concluded in sustained findings for Negligence and Failure to Comply with all Rules and Regulations/FDC Post Order.

Florida Women’s Reception Center - Improper Conduct/ Conduct Which Violates State Statute

OIG Case #25-17446

This administrative investigation followed the conclusion of a criminal inquiry into an alleged battery between two correctional officers. The incident occurred during shift change and escalated from a verbal confrontation with profanities to a physical fight near the timeclock, requiring staff intervention. Video evidence, witness statements, and admissions identified one officer as the primary aggressor. The investigation resulted in sustained findings for Conduct Which Violates State Statute and Improper Conduct, and Violence, Fighting, Horseplay or Interfering.

IN THEIR WORDS

“Never understood
the magnitude of
the work in the
OIG until I started
here.”

**-Inspector W.
Hopkins**

Florida State Prison - Excessive Use of Force

OIG Case #26-03891

This administrative investigation followed a criminal inquiry into an allegation of excessive use of force. The review found all involved correctional officers acted in accordance with procedures and training.

IN THEIR WORDS

“The experience working in the OIG provided me new opportunities and experiences which will assist in future career advancements in the agency.”

-Inspector C. Willms

Tarpon Springs Probation and Parole (06-06) – Failure to Comply with All Rules and Regulations and Falsification of Reports or Records

OIG Case #26-02374

This administrative investigation began after an offender reported never completing a urinalysis despite their probation officer documenting multiple tests administered. A review of documentation, FDC databases, and testimony indicated the probation officer failed to conduct required drug tests for numerous offenders and falsified negative results in their case notes.

Seminole Probation and Parole (18-3) – Conduct Unbecoming a Public Employee, Unauthorized Use of DC Materials or Facilities, and Submitting an Inaccurate or Untruthful Information on a Record, Report, or Document

OIG Case #26-01612

This administrative investigation began after receiving an outside law enforcement complaint that a probation officer was unprofessional during a traffic stop. Interviews, body-worn camera footage, and database review confirmed the officer used derogatory, vulgar language, attempted to use their position and badge for leniency, and falsified their work hours to claim unearned overtime.

IN THEIR WORDS

“We must check our egos and biases at the door.”

-Inspector Supervisor K. Jackson

St. Petersburg Community Release Center – Improper Conduct, Failure to Maintain a Professional Relationship, and Willful Violation of Rules, Regulations, Directive, or Policy Statements

OIG Case #26-04041

This administrative investigation began after anonymous text messages were received that contained video recordings of a correctional officer acting inappropriately with multiple inmates. Through interviews, detailed video review, and other documentation, it was determined the officer, while on duty

IN THEIR WORDS

“The knowledge and experience gained when I was a correctional officer has been rewarding while working with the OIG.”

-Inspector S. Gilmore

and in uniform, was observed with inmates using contraband cell phones to video-chat with an inmate’s girlfriend. Additionally, the officer had used racist and homophobic slurs and made inappropriate comments about sexual performance. The officer failed to confiscate the contraband phones, and did not issue disciplinary reports. The investigation further determined the officer engaged in physical horseplay with inmates and failed to report it.

Probation and Parole 11C – Coconut Grove – Conduct Unbecoming a Public Employee, Failure to Maintain a Professional Relationship

OIG Case #25-25105

This administrative investigation began after a police officer reported that a probation officer arrived at the scene of an arrest involving an offender under her supervision. Body-worn camera footage showed the probation officer wearing an FDC jacket and ID, identifying herself multiple times, stating she was friends with the offender, and then taking possession of the offender’s brother’s vehicle. The investigation resulted in sustained findings for Conduct Unbecoming a Public Employee, Failure to Maintain a Professional Relationship, and Falsification of Records.

Dade Correctional Institution – Failure to Maintain a Professional Relationship

OIG Case Number #26-02030

A correctional officer sergeant's contact information was discovered in a contraband cellphone recovered from an inmate. Forensic analysis showed the correctional officer sergeant and inmate exchanged 188 TikTok messages indicating a romantic relationship. The inmate also had a friend relay messages between them using the ViaPath phone system. The investigation resulted in sustained findings for Failure to Maintain a Professional Relationship, Conduct Unbecoming a Public Employee, and Failure to Report.



IN THEIR WORDS

“My experience in the OIG has taught me that accountability is not simply about identifying failures or assigning blame. It is about safeguarding the public trust that keeps our entire system functioning. Each investigation matters, and every conclusion influences departmental culture, which I believe is fundamentally rooted in integrity.

The work can be emotionally taxing and often thankless. We face resistance, skepticism, and the weight of knowing our findings affect real people's careers. Yet the clarity and truth our investigations bring are invaluable.”

– Inspector C. Rudolph



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 2025-26, the Internal Audit Section completed thirteen audits with nine findings and two follow up audits as listed in the following table by report date.

Fiscal Year 2025-26 Audit Reports and Reviews		
Report Number	Project Title	Report Date
R26001	Annual Certification of Reports Filled and Vacant Positions Overtime and Recruitment Efforts	07/28/2025
A24014	Audit of Inmate Custody Decisions	08/28/2025
A25009	Audit of Employee Benefit Trust Fund – Jefferson CI	08/29/2025
A25014	Audit of Employee Benefit Trust Fund – Calhoun CI	09/09/2025
A25006	Audit of Accounts Receivable	09/25/2025
A25017	Audit of the Florida Department of Corrections’ Data Exchange Memorandum of Understanding with the Department of Highway Safety and Motor Vehicles	09/30/2025
A26003	Audit of Employee Benefit Trust Fund – Mayo CI	10/13/2025
A25018	Audit of Employee Benefit Trust Fund – Gulf CI	11/10/2025
A25012	Audit of Contractor Operated Correctional Facilities	11/12/2025
A26004	Audit of Employee Benefit Trust Fund – Hernando CI	12/11/2025
R25019	Quality Assurance Review	
A26009	Audit of Employee Benefit Trust Fund – Avon Park CI	04/14/2026
A26010	Audit of Florida Department of Correction's Memorandum of Understanding with the Department of Highway Safety and Motor Vehicles for access to Driver and Vehicle Information Database	04/14/2026
A26011	Audit of Inmate Trust Fund Accounting – Hollywood Community Release Center	05/19/2026
A26015F	Follow-up Audit of Mental Health	05/21/2026
A26013F	Follow-up Audit of Inmate Trust Fund Application Access Control	06/11/2026
A26012	Audit of Tool and Sensitive Item Control	06/23/2026

AUDIT ENGAGEMENTS

Audit Engagement Reports issued in Fiscal Year 2025-26 included:

Audit of Inmate Custody Decisions

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

Audit of Employee Benefit Trust Fund – Jefferson CI

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

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 Accounts Receivable

Audit staff identified two issues concerning invoices that warrant management's attention.

Finding 1: Some invoiced rates were not supported by required documentation.

Recommendation: The Bureau of Finance and Accounting maintain original source documentation for rates charged to all vendors. If needed, the Bureau of Finance and Accounting consult with Division of Facilities Management & Building Construction to document and determine the rates charged to be charged. In addition, if the Bureau of Finance and Accounting finds that the rates that were being charged are outdated and need to be revised, the Bureau of Finance and Accounting consider consulting with the Division of Facilities Management & Building Construction to review the remaining rates being charged to determine if they are also outdated and need to be revised.

Finding 2: Some invoices were not reviewed by an employee other than the invoice creator as required.

Recommendation: The Bureau of Finance and Accounting continue its efforts to fill the vacant positions. Upon filling the positions, the Bureau of Finance and Accounting staff continue its practice of having a someone of than the creator review invoices for accuracy before being sent for payment.

Audit of the Florida Department of Corrections' Data Exchange Memorandum of Understanding with the Department of Highway Safety and Motor Vehicles

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 – Mayo CI

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

Audit of Employee Benefit Trust Fund – Gulf CI

Audit staff found daily sales reports and deposit tickets did not always contain the reviewer's initials. Audit staff also found required documentation was not always submitted to Finance and Accounting in Central Office by the required date.

Finding 1: The reviewer did not always initial the Daily Sales Reports, DC2-319, and deposit slips as required by the procedure.

Recommendation: The reviewer initial all Daily Sales Reports and consistently initials the validated deposit slips as required by procedure.

Finding 2: Documentation was not always provided to the Finance and Accounting Employee Benefit Trust Fund Team at Central Office by the 15th day of the month for the preceding month's activities.

Recommendation: The bookkeeper submit the required documentation to Central Office by the 15th of each month as required by procedure.

Audit of Contractor Operated Correctional Facilities

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

Audit of Employee Benefit Trust Fund – Hernando CI

Audit staff identified one issue in that cash was not always collected in a timely manner.

Finding 1: Cash was not always collected in a timely manner.

Recommendation: The Warden ensures the bookkeeper collects cash from the canteen every other day as required.

Audit of Employee Benefit Trust Fund – Avon Park CI

Audit staff found daily sales reports and deposit tickets did not always contain the reviewer's initials.

Finding 1: The reviewer did not initial all validated deposit slips and daily sales reports as required by procedure.

Recommendation: The reviewer initial all validated deposit slips and Daily Sales Reports as required by procedure.

Audit of Florida Department of Correction's Memorandum of Understanding with the Department of Highway Safety and Motor Vehicles for access to Driver and Vehicle Information Database.

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 Inmate Trust Fund Accounting – Hollywood Community Release Center

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

Audit of Tool and Sensitive Item Control

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

FOLLOW-UP TO AUDIT ENGAGEMENTS

Audit Follow-up of Mental Health

Audit staff evaluated the follow-up response and found management has taken steps to address all of the findings identified in the original audit report.

Audit Follow-up of Inmate Trust Fund Application Access Control

Audit staff found that management has taken steps to address the finding identified in the original audit report.

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 2025-26, the Contract Management Review Section completed four contract management reviews with thirty findings and four follow-up contract management reviews as listed in the following table by report date.

Fiscal Year 2025-26 Contract Management Review Reports		
Report Number	Project Title	Report Date
CMR25006F	Follow-Up of Contract Management Review of Gun Girls, Inc., Contract ATC-20-009	09/25/2025
CMR24008	Management & Training Corp., Contract C3018	02/10/2026
CMR25005F	Follow-up Contract Management Review of The Transition House, Inc., C2998	03/03/2026
CMR25001	GEO Group, Inc., Contract DMS 08/09-077	03/12/2026
CMR24001	Gateway Foundation, Inc., Contract C2925	06/11/2026
CMR26002	Keefe Commissary Network, Contract C3025	06/23/2026
CMR26004F	Follow-up Contract Management Review of Management & Training Corp., Contract C3018	06/25/2026
CMR26007F	Follow-up Contract Management Review of Global Tel*Link, Corp., Contract C2963	06/25/2026

CONTRACT MANAGEMENT REVIEW REPORTS

Contract Management Review Reports issued in Fiscal Year 2025-26 included:

Management & Training Corp. (MTC), Contract C3018

Contract Management Review staff found deficiencies that included issues with tuberculosis testing of MTC staff, GPS alarm documentation, Department-provided training, and E-Verify work authorizations. Details of the findings, and recommendations are presented below.

Finding 1: Tuberculosis tests for MTC staff were not always up to date.

Recommendation: Contract management ensures that MTC staff are tested annually for tuberculosis and that MTC maintains documentation of the testing in the personnel files.

Finding 2: The Department has not provided in-service training for MTC's staff as required by the contract.

Recommendation: Contract management ensures the Department provides the in-service training as required.

Finding 3: MTC staff did not always enter or did not complete case notes in the Electronic Monitoring System.

Recommendation: Contract management ensures that MTC's staff enter and complete case notes for all GPS alarms.

Finding 4: The Clinical Supervisor did not always sign Psychosocial Assessments and individual service plans within the required time.

Recommendation: Contract management ensures that required documentation is prepared, reviewed and countersigned within the required times.

Finding 5: No determination could be made whether process groups and counseling sessions were the required length of time or were held at times which accommodated most inmates' work schedules.

Recommendation: Contract management ensures that process group and counseling session starting and ending times are fully documented.

Finding 6: MTC did not provide documentation that the required types and amounts of clinical supervision were performed or that clinical files were reviewed as required.

Recommendation: Contract management ensures required clinical supervision activities are performed by the Clinical Supervisor and documented.

Finding 7: MTC did not always provide adequate E-Verify employment eligibility documentation.

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

Finding 8: MTC did not always maintain the Daily Logs as required in Work Release Inmate Monitoring System (WRIMS).

Recommendation: Contract management ensures that the Daily Logs are maintained as required.

Finding 9: MTC did not administer the Corrections Integrated Needs Assessment System (CINAS) assessments upon an inmate's arrival at the Community Release Center.

Recommendation: Contract management ensures the MTC administers the CINAS assessments upon an inmate's arrival at the Community Release Center.

Recommendation: If there is no need for MTC to administer the CINAS assessments upon an inmate's arrival at the Community Release Center, contract be amended to delete this requirement.

Finding 10: MTC's operational procedures did not include all of the required provisions.

Recommendation: Contract management ensures that MTC's procedures include all of required provisions.

GEO Group, Inc., Contract DMS 08/09-077

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

Finding 1: One inmate remained in custody for two days after his release date.

Recommendation: Contract management adheres to the end-of-day reporting and notification protocols for inmate releases.

Finding 2: MINS reports could not be located for all instances of inmate-on-inmate battery during Calendar Years 2023 and 2024.

Recommendation: Contract management ensures that MINS reports are prepared for all incidents as required by DC Procedure.

Finding 3: Deficiencies were noted in GEO's Use of Force files.

Recommendation: Contract management has GEO correct these deficiencies in future Use of Force files.

Finding 4: GEO did not provide all of the Incident Reports requested.

Recommendation: Contract management ensures that Incident Reports are prepared when required and that copies are filed for future use as needed.

Gateway Foundation, Inc., Contract C2925

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

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

Recommendation: Contract management ensures that Gateway provides invoices and supporting documentation that contain accurate information.

Recommendation: Contract management recoup any overpayments to Gateway.

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

Recommendation: Contract management ensures all Gateway staff complete the required training and certifications, and that documentation of the training and certificates are maintained in Gateway's personnel files.

Finding 3: Outpatient and intensive outpatient inmate counseling documentation did not provide the duration of the sessions.

Recommendation: Contract management ensures that outpatient and intensive outpatient inmate counseling documentation be labeled with the duration of sessions.

Finding 4: Gateway did not always retain the completed re-entry/transition plans for each Intensive Outpatient and Therapeutic Community participant.

Recommendation: Contract management ensures that Gateway establishes a system to make sure that completed re-entry/transition plans are saved in the participants files.

Finding 5: Gateway did not always provide intensive outpatient inmates at least 12 hours of counselor-supervised program activities per week.

Recommendation: Contract management ensures that all intensive outpatient groups receive the required hours of counselor-supervised activities per week.

Finding 6: Gateway did not provide the support groups required by the contract.

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

Finding 7: All deliverables in the contract do not have performance measures and financial consequences.

Recommendation: Contract management ensures that all deliverables in the contract have performance measures and financial consequences.

Finding 8: Gateway did not always provide motivation/readiness and Alumni Support services.

Recommendation: Contract management ensures that Gateway provides motivation/readiness classes, and Alumni Support Groups as required in the contract.

Finding 9: E-Verify was not always performed.

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

Finding 10: Personnel files did not always contain documentation of new employee orientation.

Recommendation: Contract management ensures that all Gateway staff participate in the 40 hours of new employee orientation and documentation is maintained in each staff member's personnel file.

Finding 11: Gateway does not always fill positions that are vacant with interim staff as required by the contract.

Recommendation: Contract management ensures that Gateway fills positions that are vacant with interim staff as required by the contract.

Keefe Commissary Network, Contract C3025

Contract Management Review staff found deficiencies concerning tuberculosis testing of subcontractor staff, acknowledgments of Department policies and procedures, deliverables having associated performance measures, E-Verify approvals for Keefe and subcontractor staff, and the development of emergency procedures. Details of the findings and recommendations are presented below.

Finding 1: Tuberculosis tests for subcontractor staff were not always up to date.

Recommendation: Contract management ensures that Keefe and subcontractor staff are tested annually for tuberculosis.

Finding 2: Keefe did not always have their staff and subcontractor's staff sign an acknowledgment of reading and understanding the Department's applicable policies and procedures prior to providing services under this contract.

Recommendation: Contract management ensures that Keefe obtain this acknowledgment prior to any new staff and subcontractor's begin providing services under the contract.

Finding 3: Not all deliverables specified by the contract had performance measures.

Recommendation: Contract be amended to include performance measures for Deliverables One and Three.

Finding 4: Keefe did not always provide E-Verify approvals for their staff and their subcontractor's

staff.

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

Finding 5: Keefe had not developed all required emergency procedures.

Recommendation: Contract management ensures that Keefe develops procedures for emergencies as required by the contract.

FOLLOW-UP TO CONTRACT MANAGEMENT REVIEWS

Follow-Up of Contract Management Review of Gun Girls, Inc., Contract ATC-20-009

Contract Management Review staff determined that contract management has taken corrective action and the action taken has corrected the findings identified in the original report.

Follow-Up of Contract Management Review of The Transition House, Inc., Contract C2998

The original report contained nine findings. Contract Management Review staff determined that management has taken action and corrected six of the findings. The remaining three findings require further work by management as listed below:

Finding 2: Transition House did not always provide a receipt for each earnings deposited to or cash draw from the inmate trust accounts.

Recommendation: Contract management ensures that receipts are completed and maintained for all inmate paychecks deposited to the Inmate Trust Fund and cash draws received by inmates.

Finding 6: Transition House did not always provide documentation sufficient to determine whether the required staffing levels were provided during the night shift.

Recommendation: Contract management ensures that Transition House provides and documents the required staffing levels.

Finding 9: None of the Transition House employees' training records selected for review had completed all the required training.

Recommendation: Contract management ensures that Transition House's staff complete the required training.

Follow-Up of Contract Management Review of Management & Training Corp. Contract C3018

The original report contained ten findings. Contract Management Review staff determined that management has taken action and corrected six of the findings. The remaining four findings require further work by management as follows:

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: Contract management ensures that all cash draw request forms are retained and dated.

Finding 7: MTC did not always remit Court Ordered Payments (COPS) deductions within the required timeframe and in the proper amount.

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

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

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

Follow-Up of Contract Management Review of Global Tel*Link Corp., Contract C2963

The original report contained three findings. Contract Management Review staff determined that management has taken action and corrected two of the findings. The remaining finding requires further work by management. as follows:

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.

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 & PROFESSIONAL COMPLIANCE UNIT

The Unit is staffed by Law Enforcement Detectives and Correctional Officer Inspectors. They are responsible for reviewing, evaluating, and determining the appropriate disposition of all reportable incidents, complaints, correspondence, and Prison TIPS Line calls received. These matters may involve Department staff, inmates, probationers, visitors, volunteers, contractors, or any Department-owned, leased, or state-contracted facilities.

The Unit also processes referrals received from the Office of the Chief Inspector General, the Florida Department of Law Enforcement, and other state or governmental agencies.

The Unit currently includes five Certified Accreditation Managers, four of whom are also Certified Accreditation Assessors. During this fiscal year, staff served as Assessors for three formal assessments at agencies throughout Florida.

Core Operational Functions

Case Documentation and Routing

All complaint dispositions are recorded in the Inspector General's Investigative and Intelligence System (IGIIS). Within IGIIS:

- Case assignments are generated and routed to OIG field offices or specialized units.

Incidents or complaints not requiring additional review are forwarded to the appropriate management authority for follow-up.

Management Information Notification System (MINS)

The Unit receives and reviews all Management Information Notification Reports (MINS), which keep designated personnel informed of significant events involving the Department or occurring on Department property.

- Provides a centralized mechanism for incident/event reporting.
- Enables early identification of issues for timely corrective or investigative response.
- Collects statewide data supporting strategic planning.
- Ensures prompt dissemination of information to management and the public (via the Public Information Office).
- Supports cooperation with FDLE and other law enforcement agencies.

Fiscal Year Activity

- Reviewed 57,234 MINS reports.
- Processed 6,551 pieces of correspondence, including letters, electronic complaints, emails, phone calls, walk-ins, inter-agency and external referrals.
- Assigned 14,308 cases.

Expanded Responsibilities Following Reorganization

Training Program Management

The Unit is responsible for identifying and addressing the training needs of the OIG and the Department in accordance with Florida Administrative Code and statutory requirements. This includes the planning, development, coordination, and delivery of OIG training, maintaining CJSTC Instructor and Sworn Certifications, and serving as the DAVID system point of contact.

Fiscal year accomplishments include:

- Delivery of 9 specialized trainings totaling 124 additional hours.
- Completion of 55 Sworn certification updates.
- Completion of 25 Instructor certification updates.

Equipment Inventory

The Unit maintains the Office of Inspector General's equipment inventory within IGIIS.

Fleet Vehicle Management

The Unit oversees complete management of OIG fleet vehicles, including mileage tracking, confidential tag management, maintenance coordination, and vehicle retirement in partnership with FDC Fleet Management.

Background Investigations

The Unit conducts thorough background investigations for all internal and external OIG applicants, ensuring compliance with legal and organizational standards.

- Completed 49 background investigations.
- Implemented the SimpliGov platform to streamline document collection, communication, tracking, and workflow efficiency.

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 350 administrative investigations with sustained violations were routed to disciplinary authorities.
- 3,200+ PREA cases were electronically disseminated to facility Wardens and the PREA Unit.
- Over 730 public records requests were assigned by the Office of Administration and processed.
- Approximately 1,800 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. During the fiscal year, the Records Unit played an integral role in several technology restoration and modernization projects led by the Office of Information Technology. The Records Unit provided extensive operational knowledge, business requirements and subject matter expertise to support enhancements to legacy systems and ensure updated solutions aligned with the Office of Inspector General's operational needs.

These efforts included updates to the Inmate Mortality Application and significant enhancements to the IG Tracker system through SimpliGov. The enhanced IG Tracker workflow went live in June 2025 and established a more efficient and streamlined process for routing sustained administrative investigations to the appropriate discipline authorities and providing notifications to Human Resources. These improvements reduced reliance on legacy processes while supporting greater consistency and efficiency in case routing and notification.

ENVIRONMENTAL HEALTH & SAFETY UNIT

Due to its unique mission, the Florida Department of Corrections must provide for the environmental health and safety of incarcerated felons, as well as its own employees, volunteers, and visitors. Adherence to established health and safety guidelines is one of the most important responsibilities of every employee and inmate.

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

The Unit supports the Department's mission by promoting safe, sanitary, and compliant conditions across correctional institutions, contract facilities, community work release centers and any place in which state prisoners are held, worked or housed. The Unit provides oversight, inspections, technical guidance, and training related to environmental health, occupational safety, fire and life safety, sanitation, and overall facility conditions. Areas of responsibility include:

- Conduct semi-annual Environmental Health and Safety inspections at all state correctional institutions, including state-contracted correctional facilities and community work release centers, to evaluate compliance with established safety, sanitation, environmental health, and occupational safety requirements.
- Accompany fire protection specialists with the Division of State Fire Marshal during annual fire safety inspections and assist institutional staff with identifying and addressing fire and life-safety concerns.
- Conduct fire, environmental health, and Occupational Safety and Health Administration-related inspections of new, renovated, and existing facilities, and perform follow-up reviews to verify that identified deficiencies and violations have been appropriately corrected.
- Provide technical assistance and guidance to institutional leadership and Environmental Health and Safety staff regarding regulatory compliance, hazard identification, corrective actions, and best practices for maintaining safe and sanitary environments.
- Conduct training for Loss Control Management and other Department staff in areas including accident investigation, workplace hazard recognition, general safety awareness, fire and life safety, and environmental health and safety compliance.

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.

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.

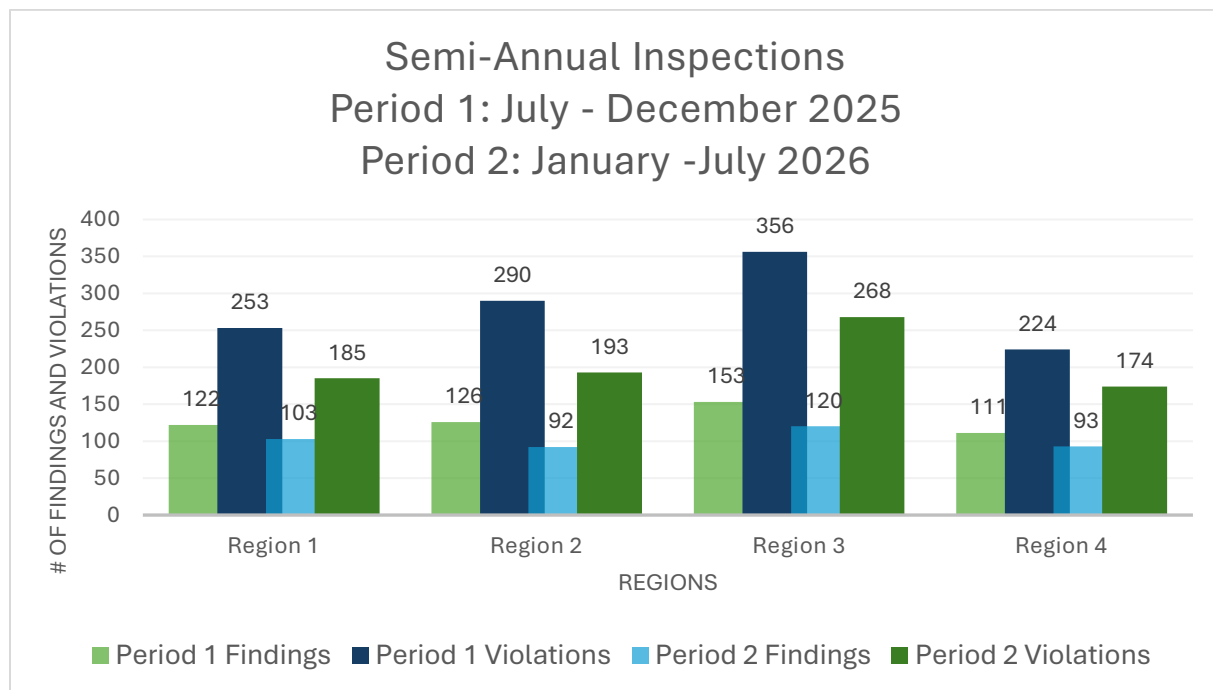
To support this goal, the Unit has developed an inspection program that emphasizes ongoing monitoring and analysis of all areas where inmates and employees are present. The Unit makes recommendations to update procedures and policies as needed to remain current and effective.

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:

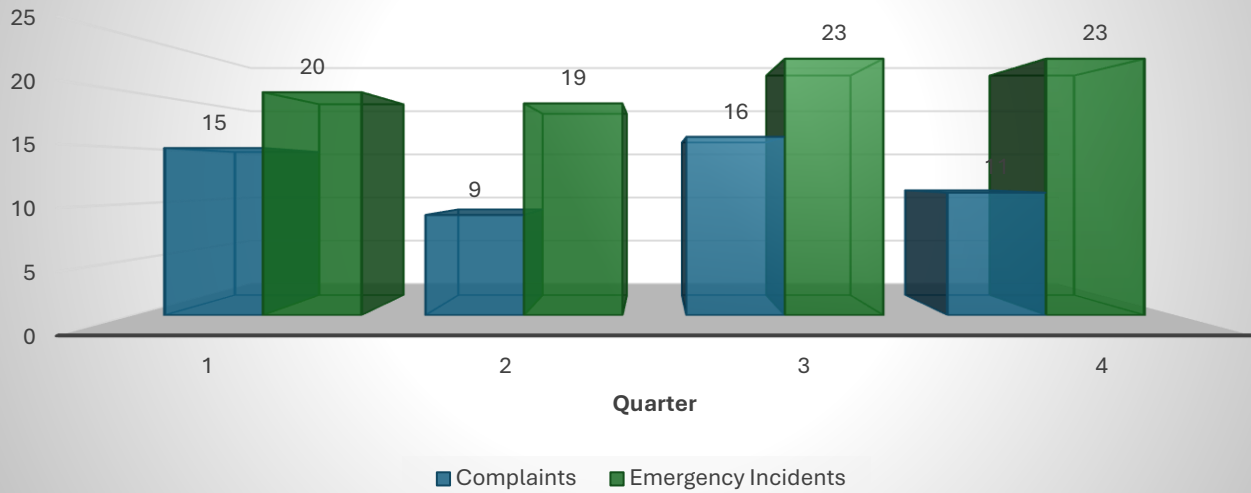
- Florida Certified Fire Safety Inspector I
- National Pro-Board-Certified Fire Safety Inspector I and Plans Examiner
- Certified Fire Extinguisher Technicians
- OSHA recognized trainer for General Industry and Construction
- Certified Mold Identification and Remediation
- Certified HAZWOPER
- Certified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

The following tables represents inspection findings Critical Incident Reviews, and Annual Complaint Reviews:



Source: Environmental Health and Safety Unit

Total Complaints & Emergency Incidents Statewide Each Quarter FY 25-26



Source: Environmental Health and Safety Unit



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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