

OFFICE OF INSPECTOR GENERAL

Department of Veterans' Affairs



**Annual Report
Fiscal Year 2011 - 2012**



Mike Prendergast
Executive Director

State of Florida
DEPARTMENT OF VETERANS' AFFAIRS
Office of Inspector General
11351 Ulmerton Road, #311-K
Largo, FL 33778-1630

Rick Scott
Governor
Pam Bondi
Attorney General
Jeff Atwater
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Adam Putnam
Commissioner of Agriculture

July 04, 2012

Colonel Mike Prendergast
Executive Director
Florida Department of Veterans' Affairs
11351 Ulmerton Road, #311-K
Largo, FL 33778-1630

Dear Colonel Prendergast:

In accordance with Section 20.055(7), Florida Statutes, I am pleased to submit the activities for the Office of Inspector General for the fiscal year ended 2011-2012. This is a continuing effort to provide the agency a central point for the promotion of accountability, integrity, and efficiency.

The Office of Inspector General will continue to work with Senior Managers to identify major areas of concern that require review, analysis, and evaluation to arrive at workable solutions for improved effectiveness. I wish to express my thanks for all the support from staff personnel and I look forward to continued efforts to support the Department in fulfilling its mission.

Sincerely,

Kenneth Oliver

cc: Auditor General
Chief Inspector General

Table of Contents

INTRODUCTION	4
MISSION STATEMENT	4
RESPONSIBILITIES	4
ORGANIZATION AND STAFF	6
CERTIFICATIONS	7
AFFILIATIONS	7
STAFF TRAINING.....	8
SUMMARY OF ACTIVITIES	10
INTERNAL AUDITS	10
<i>The Internal Audit Process</i>	10
<i>Audits Completed During the Reporting Period</i>	11
<i>Reviews</i>	12
<i>Other Activities</i>	13
<i>Open Audit Findings from Prior Annual Reports</i>	14
<i>External Audit Liaison Activities</i>	15
<i>Quality Assessment Review</i>	16
<i>Audit Plan for Fiscal Year 2012 – 2013</i>	17
INVESTIGATIONS.....	18
<i>Inspector General Investigations</i>	19
<i>Referrals to Management</i>	22
<i>External Request for Assistance</i>	27
<i>Accreditation</i>	28

Section 20.055, Florida Statutes, established the Office of Inspector General within each state agency to provide a central point for coordination of, and responsibility for activities that promote accountability, integrity and efficiency in government.

This Annual Report is presented to the Director to comply with statutory requirements and to provide departmental staff and interested parties with information on the Office of Inspector General’s progress in accomplishing its mission as defined by Florida law.

INTRODUCTION

Mission Statement

The Office of Inspector General's (OIG) mission is to assist in the accomplishment of the department's overall mission of Veterans' Advocacy. The OIG assists the department in accomplishing its mission by providing independent reviews, assessments and investigations of activities and programs.

Responsibilities

The specific duties and responsibilities of the Inspector General, according to Section 20.055(2), F.S., include:

- Advise in the development of performance measures, standards and procedures for the evaluation of state agency programs.
- Assess the reliability and validity of the information provided by the state agency on performance measures and standards, and making recommendations for improvement, if necessary, prior to submission of those measures and standards to the Executive Office of the Governor.
- Review the actions taken by the state agency to improve program performance, meet program standards and make recommendations for improvement, if necessary.
- Provide direction for, supervision and coordination of audits, investigations and management reviews relating to the programs and operations of the state agency.
- Conduct, supervise and/or, coordinate other activities carried out or financed by the state agency for the purpose of promoting economy and efficiency in the administration of, or preventing and detecting fraud and abuse in, its programs and operations.
- Keep agency head informed concerning fraud, abuses, and deficiencies relating to programs and operations administered or financed by the state agency, recommend corrective action concerning fraud, abuses, and deficiencies, and report on the progress made in implementing corrective action.
- Ensure effective coordination and cooperation between the Auditor General, federal auditors, and other governmental bodies with a view toward avoiding duplication.

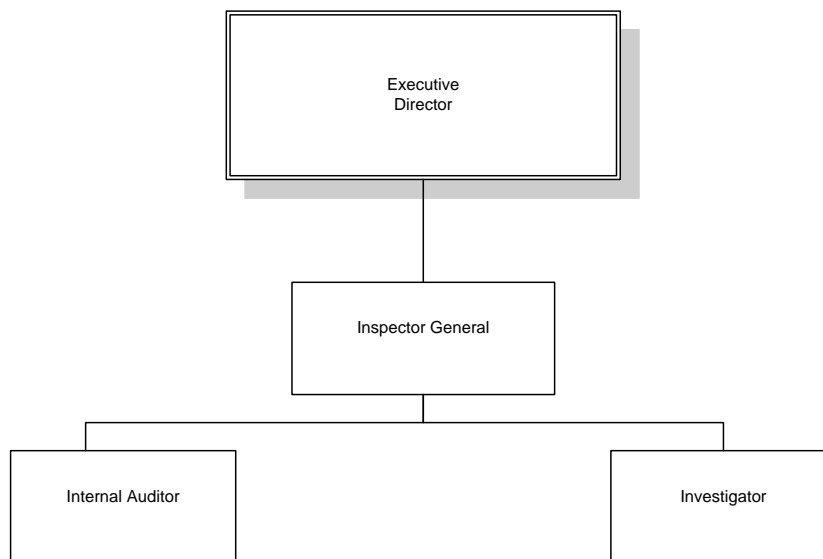
- Review rules relating to the programs and operations of such state agency and make recommendations concerning their impact.
- Ensure that an appropriate balance is maintained between audit, investigative, and other accountability activities.
- Comply with the General Principles and Standards for Offices of Inspector General as published and revised by the Association of Inspectors General.

ORGANIZATION AND STAFF

The Inspector General is appointed by the Executive Director of the Florida Department of Veterans' Affairs (FDVA) with the concurrence of the Governor's Office of Inspector General. The Executive Director has the ultimate responsibility for the operation of the department and for ensuring its goals are met. The Inspector General reports directly to the Executive Director of FDVA.

To carry out duties and responsibilities, the OIG is organized into two sections: Internal Audit and Investigations. The OIG has a staff of three professional positions. The current organizational structure is:

Florida Department of Veterans' Affairs



Retired Army Col. Mike Prendergast was the Executive Director for the reporting period. Kenneth Oliver served as the Inspector General and Director of Auditing during the reporting period. Joanne Kraynak was the Director of Investigations during the reporting period.

Certifications

Professional certifications recognize individuals for their dedication to their chosen career and their ability to perform to set standards. Certifications reflect achievement and serve as a third party endorsement to employee's knowledge and experience. Most certifications also have continuing education requirements to ensure that employees continuously improve their job related skills. The FDVA OIG encourages staff to achieve and maintain certifications related to their profession. Certifications currently held by the Inspector General and staff during the reporting period includes:

- Certified Inspector General – 1
- Certified Inspector General Investigator – 1
- Certified Public Accountants – 1
- Certified Fraud Examiner – 1

Affiliations

Employees are encouraged to participate in professional organizations. Such participation not only serves as professional development of the employee, it also increases the creditability of the OIG. Members of the Inspector General's Office are affiliated with the following professional organizations:

- American Institute of Certified Public Accountants – 1
- Association of Certified Fraud Examiners – 1
- Association of Inspectors General – 2
- Institute of Internal Auditors – 1
- Information Systems Audit and Control Association (ISACA) – 1

Staff Training

The Association of Inspectors General specifies that each staff person who performs investigations, reviews, or audits need to maintain their professional competence through continuing professional education (CPE). Therefore, each staff person should complete, every 2 years, at least 80 hours of CPE that directly enhance the person's professional proficiency. At least 24 of the 80 hours of CPE should be in subjects directly related to the person's primary responsibility, the government environment, or the specific or unique environment in which the entity subject to examination operates. At least 20 hours of the 80 should be completed in any one-year of the two-year period.

Government Auditing Standards requires that auditors performing work in accordance with Generally Accepted Government Auditing Standards (GAGAS) should maintain their professional competence through CPE. Auditors who are involved in any amount of planning, directing, or reporting on GAGAS audits and auditors who are not involved in those activities but charge 20 percent or more of their time annually to GAGAS audits should obtain at least 80 hours of CPE in every 2-year period that enhances the auditor's professional proficiency to perform audits. Auditors required to take the total 80 hours of CPE should complete at least 20 hours of CPE in each year of the 2-year periods. Auditors hired or initially assigned to GAGAS audits after the beginning of an audit organization's 2-year CPE period should complete a prorated number of CPE hours.

Training completed by FDVA OIG Staff during the past fiscal year includes:

- Applying Risk Assessment Standards: Evaluating Misstatements & Deficiencies in Internal Control
- Applying Risk Assessment Standards: Understanding the Entity and Its Environment
- Auditing Real-World Frauds: Cases of Financial Statement Frauds in Small Entities
- Auditing Real-World Frauds: 'Introduction to Fraud' plus 'Internal Controls in Small Entities'
- Auditing Real-World Frauds: Professional Standards & Financial Statement Fraud in the Small Entity
- Detecting Misstatements: Assessing Risks and Designing Procedures to Detect Material Misstatements
- Financial Statement Analysis: 'Analysis of Profitability' plus 'Causal Ratios'
- Financial Statement Manipulation in Privately-Held Companies and Risk Assessment Checklist
- Forensic Accounting: Analytical and Investigative Techniques
- Running a Non-Profit Like a For-Profit Business: Dollars and Sense
- Certified Information Systems Preparation Course
- Certified Fraud Examiner: Through the Lens of Monetary Rewards: Do Fraudsters and Whistleblowers Look the Same.
- Certified Fraud Examiner: The Kickback Mine- Vendor Fraud with a Kickback Twist.
- Certified Fraud Examiner: Interviewing-Return of the Fraudsters.
- Certified Fraud Examiner: How Fraudsters Fool the Auditors.

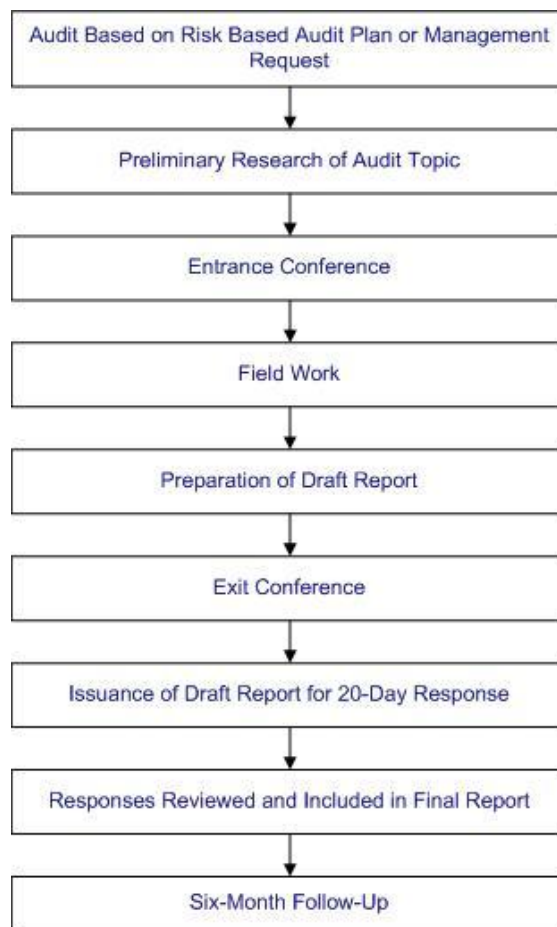
- Certified Fraud Examiner: Ethics-It May Be Legal, But is it Ethical.
- Certified Fraud Examiner: Third party Risk Management-Ethics and Compliance.
- Certified Fraud Examiner: Staying Focused During the Interview.
- Certified Fraud Examiner: The Landscape of Whistle-blowing.

Summary of Activities

Internal Audits

Audit Engagements are performed in accordance with Government Auditing Standards published by the United States Government Accountability Office, commonly referred to as the "Yellow Book"; Information Systems Auditing Standards published by the Information Systems Audit and Control Association (ISACA); and Principles and Standards for Offices of Inspector General, published by the Association of Inspectors General (AIG), commonly referred to as the "Green Book". These engagements result in written reports and recommendations, including responses by management. Reports are distributed internally to the Executive Director, Deputy Executive Director, and affected program managers. Audit reports are also sent to the Chief Inspector General and to the Office of the Auditor General.

The Internal Audit Process



Audits Completed During the Reporting Period

OIG-IA-1201: Data Exchange MOU

The Florida Department of Highway Safety and Motor Vehicles (HSMV) requested that the FDVA OIG conduct an examination of controls over data received under Contract HSMV 717-10. The objectives of the audit were to (1) determine if FDVA was in compliance with the Memorandum of Understanding (MOU) for Contract HSMV 717-10 and (2) determine if FDVA's internal controls over data received under the MOU was adequate to protect the data from unauthorized access, distribution, use, modification or disclosure.

We determined that FDVA's controls over data received under the MOU with HSMV, as designed and implemented, provided reasonable assurance that the data was protected from unauthorized access, distribution, use, modification or disclosure. Also, FDVA was generally in compliance with the MOU for Contract HSMV 717-10.

OIG-IA-1202: Contract Monitoring

The objectives of this audit were to (1) determine if contract monitoring policies and procedures are in compliance with state laws, rules, and other regulatory requirements; (2) assess the adequacy of contract manager training and development and (3) identify potential best practices by evaluating contract monitoring processes. We identified one area for improvement as it related to the audit objectives. Specifically, we determined that the procurement process could be improved by including procedures for Memorandums of Understanding (MOU) and Memorandums of Agreement (MOA) in FDVA's Policies and Procedures 5030.300D "FDVA Purchasing Policy". Management agreed with our recommendation to include policies and procedures for MOUs/MOAs in the "FDVA Purchasing Policy".

OIG-IA-1203: Supply Management

The objectives of this audit were to (1) verify that transactions for medical supplies are properly recorded, processed and summarized and that medical supplies are safeguarded against loss from unauthorized acquisition, use or disposition; and (2) verify that the FDVA's supply management is in compliance with applicable laws, rules and regulations.

We identified several areas for improvement as it related to the audit objectives. We determined that policies and procedures for medical supplies should be established; internal controls could be improved by independent inventory checks and reviewing par levels; controls over purchases, issues and inventory gains and losses could be improved; security over the medical supply inventory could be improved; and accountability over medical supply inventories could be improved. Management agreed with our recommendations and has planned or taken corrective action. Actions planned by management should improve controls over supplies and correct the deficiencies identified during the audit.

Reviews

OIG-IA-1204: Clyde E. Lassen State Veterans' Nursing Home Management Review

This review was to determine if Clyde E. Lassen State Veterans' Nursing Home employees had any issues or concerns related to workplace diversity, personnel practices or the reporting of resident abuse. Forty-seven (47) employees were interviewed during the period September 12 – 15, 2011. The review did not identify any issues related to workplace diversity or reporting resident abuse. Employee recommendations identified during the review were included in the report.

OIG-IA-1206: Baldomero Lopez State Veterans' Nursing Home Management Review

This review was to determine if Baldomero Lopez State Veterans' Nursing Home employees had any issues or concerns related to workplace diversity, personnel practices or the reporting of resident abuse. Thirty-eight (38) employees were interviewed during the period December 05 - 08, 2011. The majority of the employees were very positive about the work environment at the home and the review did not identify any issues related to workplace diversity or reporting resident abuse. However, some employee recommendations were identified during the review and they were included in this report.

OIG-IA-1207: Management Review – Largo/Bay Pines

This review was to determine if FDVA employees in the Office of the Executive Director (5010), Division of Veterans Benefits & Assistance (5020) or Division of Administration & Public Information (5030) had any issues or concerns related to workplace diversity or personnel practices. The review was limited to FDVA employees from the Office of the Executive Director, Division of Veterans Benefits & Assistance and Division of Administration & Public Information. Fifty-four (54) employees were interviewed during the period April 30 – May 04, 2012. The review did not identify any issues related to workplace diversity. Employee suggestions and comments related to communications, training, staffing, pay equity and technology were included in the report.

OIG-IA-1208: Robert H. Jenkins, Jr. Veterans' Domiciliary Home Management Review

This review was to determine if Robert H. Jenkins, Jr. Veterans' Domiciliary Home employees had any issues or concerns related to workplace diversity, personnel practices or the reporting of resident abuse. Twenty-nine (29) employees were interviewed during the period February 22 – 24, 2012. Employees were very positive about the work environment at the home and the review did not identify any issues related to workplace diversity or reporting resident abuse. However, employee recommendations and concerns were identified during the review and they were included in this report.

Other Activities

OIG-IA-1205: Employee Survey

The FDVA OIG conducts an employee survey to measure employees' perceptions of whether, and to what extent, conditions that characterize successful organizations are present in FDVA. The purpose of this survey was to assess changes since the 2009 employee survey. The 57-item survey included 4 demographic questions and 53 items that measured FDVA employees' perceptions about how effectively FDVA manages their workforce. The 57 items in the questionnaire were grouped into seven topic areas: Work Experiences, Work Unit, Agency, Supervisor/Team Leader, Leadership, Satisfaction and Demographics. The survey was anonymous and participation was voluntary. FDVA had 1,222 employees as of October 01, 2011, and 507 employees took the opportunity to respond for a 41.5% response rate.

Results from the survey indicated significant progress has been made since the 2009 survey with 38 of the 53 questions showing improvement greater than one percent. Although significant progress has been made, there were still areas for improvement. We encouraged management to review the results of the survey and identify areas for improvement in how we engage, lead, develop and retain our most important resource: our people.

Open Audit Findings from Prior Annual Reports

Findings and recommendations are communicated to management as soon as possible in the audit process. This action results in management being able to take corrective action before the audits have been completed. Additionally, updates on the status of recommendations is obtained from management at six-month intervals for all open recommendations. As a result of management's responsiveness, all audit findings previously reported have been resolved.

External Audit Liaison Activities

In accordance with 20.055(1), Florida Statutes, the FDVA OIG served as liaison between the Auditor General and the OIG during the Quality Assessment Review. Report number 2012-049 “Quality Assessment Review for the period July 2010 through June 2011” was issued in December 2011.

The FDVA OIG also assisted in a survey of mobile computing. The Executive Office of the Governor’s Office of the Chief Inspector General initiated an assessment of survey results of the state of mobile computing within the enterprise and associated management controls. The objectives were to identify mobile computing trends within Florida’s state government, identify best practices and assess the effectiveness of the enterprise mobile computing governance framework. Chief Information Officers and 25,960 agency staff from 23 state agencies were surveyed to solicit information about mobile device controls, guidance, configurations, training and the storage of confidential or exempt information on agency-owned and personally-owned mobile devices. Report Number 2012-13 “Survey Results of Information Technology Mobile Computing in Florida’s State Government” was issued on April 30, 2012.

Quality Assessment Review

Section 11.45(2)(i), Florida Statutes, requires that the Auditor General, once every three years, review a sample of internal audit reports to determine compliance by FDVA OIG with the current *International Standards for the Professional Practice of Internal Auditing* or, if appropriate, *Government Auditing Standards*.

The Auditor General reviewed the quality assurance program for FDVA OIG internal audit activity in effect for the period July 2010 through June 2011. They also reviewed compliance with specific provisions of Section 20.055, Florida Statutes, governing the operation of State agencies' offices of inspectors general internal audit activities.

The quality assurance program for the FDVA OIG's internal audit activity encompasses the charter, organizational environment, and policies and procedures established to provide management with reasonable assurance that the internal audit activity operates in conformity with applicable auditing standards. The design of the quality assurance program and compliance with it are the responsibility of the OIG.

The Auditor General determined that the quality assurance program related to the FDVA OIG's internal audit activity was adequately designed and complied with during the review period to provide reasonable assurance of conformance with applicable professional auditing standards. Also, FDVA OIG generally complied with those provisions of Section 20.055, Florida Statutes, governing the operation of State agencies' offices of inspectors general internal audit activities.

Audit Plan for Fiscal Year 2012 – 2013

Section 20.055(5) (h), Florida Statutes, requires that annual and long-term audit plans be developed based on the findings of periodic risk assessments. This ensures that the OIG is responsive to management concerns and that those activities with the greatest risks are identified and scheduled for review. The top priorities for audits were identified based on the results of a risk assessment and included in the audit plan. The audit plan for Fiscal Year 2012 – 2013 was approved by the Executive Director on June 28, 2012. Planned audits for Fiscal Year 2012 – 2013 include:

- **Enterprise Audits** - FDVA will participate in statewide audits led by the Chief Inspector General's office.
- **Personnel Management** - This audit will focus on policies and procedures related to employee compensation. The audit will also follow-up on findings from the Personnel Management audit completed in June 2010.
- **V-Bolts – Business Process Application Controls** - This audit will assess whether the V-Bolts general and application controls provide reasonable assurance about the completeness, accuracy, validity and confidentiality of transactions and data during application processing.
- **Donation Trust Fund** - The purpose of this audit is to determine whether the FDVA State Veterans' Nursing Homes are properly accepting, recording, reporting and disbursing donations and gifts.
- **Time and Attendance** - This audit will be conducted after the new Time and Attendance system is implemented to ensure that appropriate internal controls are in place. The audit will also follow-up to findings previously reported in Report IA-1001, IA-1101, IA-1104, IA-1107 and IA-1111. The planned start date for this audit is three months after acceptance of the new time clock system.
- **Supply Management** - This will be a follow-up audit to Report IA-1203 "Supply Management".
- **Staff Development and Training** - The purpose of this audit is to determine if FDVA is in compliance with laws, rules and regulations related to training. The audit will also follow-up on audit IA-1109 "Ethics".

Investigations

The OIG evaluates complaints and conducts internal investigations of department employees. Investigations are designed to deter, prevent and eradicate fraud, waste, mismanagement, misconduct and other abuses. During the 2011 – 2012 Fiscal Year, the FDVA Inspector General received 51 inquiries or complaints. The inquiries or complaints come from many sources including the Chief Inspector General’s Office, letters, telephone calls and emails.

	IG Investigation	Referral to Management	External Request for Assistance	Preliminary Inquiry	Total
150 - Workplace Violence	0	1	0	0	1
151 - Harassment	5	6	1	1	13
152 – Resident Abuse	0	1	0	1	2
153 - Theft of Property	1	0	1	0	2
154 – Employee Misconduct	5	4	1	1	11
155 – Fraud/Malfeasance	1	1	1	0	3
156 – Process or Management Review	0	0	0	0	0
157 – Complaints or Inquiries Outside Jurisdiction	0	7	0	0	7
158 – Retaliation	0	4	0	0	4
159 – Time, Attendance or Staffing Reviews	0	8	0	0	8
Grand Total	12	32	4	3	51

- ◆ **Inspector General Investigation:** Initiated upon receipt of information indicating that a serious job related incident may have been perpetrated by an FDVA employee or that a contract fraud is likely to have occurred involving a FDVA department employee or contractor.
- ◆ **Referral to Management:** Initiated upon receipt of information that indicates some type of misconduct, malfeasance or misfeasance on the part of FDVA employees or contractors where it is determined that an Inspector General investigation is not warranted at that time. Allegations of this nature are referred for management’s attention and a response is requested.
- ◆ **External Request for Assistance or Monitor:** Initiated when another agency is conducting an investigation into activities affecting the FDVA or its’ employees or residents and requests assistance from the FDVA OIG to facilitate their investigation. This category can also be used when the FDVA Inspector General’s Office requests assistance to another agency regarding activities affecting the FDVA, its employees or residents.
- ◆ **Preliminary Inquiry:** Used to gather sufficient information to determine whether a full Inspector General Investigation is appropriate or warranted with the least adverse impact on the reputation of witnesses or subjects.
- ◆ **Monitor or Assist:** Used to document allegations whereby investigative time may be utilized assisting another agency (to include law enforcement) or monitoring an internal or external request for assistance.

Inspector General Investigations

During FY 2011 – 2012, the FDVA OIG conducted or completed 15 investigations. The 15 investigations included three investigations that were closed after the preliminary inquiry. The number of FDVA OIG investigations decreased slightly from 16 investigations during the prior fiscal year. FDVA OIG Investigations during FY 2011 - 2012 and results of the investigations include:

101-15810-0022**

Whistle-blower Investigation.

101-15411-0017

An employee alleged that his supervisor verbally abused him, yelled at him (and others) and acted in a manner that was demeaning, harassing and aggressive. The employee stated that they feared retaliation from their supervisor if the supervisor found out the employee filed a complaint. The complaint was SUBSTANTIATED and the supervisor resigned.

105-15211-0019

An employee in their resignation letter alleged resident abuse and neglect. The former employee's attorney declined to allow the former employee to be interviewed. The investigation was CLOSED with no further action.

101-15511-0020

The FDVA OIG received a request from the US Department of Veterans Affairs - Office of General Counsel to investigate allegations concerning destruction of records. The investigation was completed and the allegations were UNSUBSTANTIATED.

101-15411-0021

An administrator reported that an employee was using sick leave at the same time the employee was working for another employer. The allegations were SUBSTANTIATED and the employee was terminated.

101-15411-0027

The FDVA OIG received a complaint that an FDVA employee was charged with a crime. The complainant also alleged that the state computer system was used to steal personal information. The individual filing the complaint did not respond to an OIG letter requesting additional information and the FDVA employee was also cleared by a background check so the investigation was CLOSED.

101-15111-0029

The FDVA OIG received information concerning an FDVA employee being the subject of age discrimination. The complaint was CLOSED based upon information received from the employee.

101-15111-0031 *

Whistle-blower Investigation.

101-15111-0032

The FDVA OIG was requested to investigate allegations of Sexual Harassment. The allegations were SUBSTANTIATED and the employee resigned.

101-15411-0037 *

A former FDVA employee complained to the Office of the Lt. Governor, accusing his supervisor of unfair hiring practices and overall misconduct in the operation of the office. The former employee also included in the complaint two (2) letters from other former co-workers supporting his allegations.

105-15411-0038

A former employee complained that a FDVA employee was using their position to obtain personal information and provide that information to people outside of FDVA. The complaint was CLOSED when the former employee did not respond to requests for an interview.

101-15111-0039 *

A former FDVA employee alleged hostile work environment against her supervisor.

105-15111-0041

An employee alleged that they were mistreated and discriminated against by the staff. The employee refused to talk to the FDVA OIG and advised that they would submit a formal statement. The investigation was CLOSED because the employee did not respond to request for interview or submit a statement.

101-15412-0010 *

Allegations were received by the FDVA OIG that an FDVA employee was operating a private business, referring residents to use the services provided by the business, and soliciting employees to work at the business.

101-15112-0013

An FDVA employee alleged that they were dismissed because of their disability. The allegations were SUBSTANTIATED and the employee was rehired.

101-15312-0017

An anonymous complaint was received concerning the improper disposal of equipment which belonged to FDVA. A preliminary investigation was completed by the home administrator. The employee gave FDVA the money received for the disposal of the equipment.

* Open as of June 30, 2012.

** Open as of July 01, 2011

Referrals to Management

The FDVA OIG referred 32 complaints/inquiries to management during FY 2011 – 2012. The number of referrals in the current fiscal year was a significant increase from the 21 referrals during the previous fiscal year. Referrals to management included:

102-15711-0023

The Inspector General for the Florida Agency for Workforce Innovation forwarded a complaint to FDVA OIG. The complaint was related to treatment at the Tampa VA Domiciliary. The information was forwarded to the US Department of Veterans Affairs OIG.

102-15411-0024

Complainant alleged she was terminated after an incident with a resident. The complaint was sent to the Administrator for review and response. The Administrator's response revealed that the employee did not follow FDVA procedures.

102-15811-0025

An employee complained of unprofessional behavior by a supervisor and believed the supervisor was retaliating by withholding leave hours. The employee failed to provide additional information so the matter was closed.

102-15111-0026

An FDVA employee complained of harassment and retaliation by supervisors regarding unfair changes in policies. A response was received from the Administrator and the employee notified the FDVA OIG that "things are OK".

102-15511-0028

Complaint letter received from a former FDVA employee alleging several complaints from fraud/malfeasance to resident abuse. The former employee blamed FDVA management in Tallahassee for the problems.

102-15911-0033

An employee submitted a complaint alleging falsification of time and attendance. The FDVA OIG requested more specific information from the employee. Specific information was not received but the information was forwarded to the Administrator for response. There was no information to support allegations.

102-15811-0034

An employee complained they were terminated after complaining about a hostile work environment. A sufficient response was received from the Administrator.

102-15911-0035

An employee called to complain about schedules. A response was received from the Administrator and the employee was “ok” with the current situation.

102-15711-0036

A veteran filed a complaint to the Governor’s office concerning a private company. The complaint was forwarded to the FDVA OIG and was subsequently sent to the US Department of Veterans Affairs OIG since the company was not associated with FDVA.

102-15111-0040

An employee provided a statement regarding a verbal altercation. The complaint was sent to the Administrator for response.

102-15911-0042

An employee complained that they were not interviewed for a position although they were qualified. A response was received from the Administrator that although the employee was not interviewed, the most qualified candidate was hired.

102-15111-0043

An employee reported that they did not receive a payroll check. The Administrator determined that the check was cancelled and re-issued. The employee was contacted to confirm they received that information.

102-15911-0046

An employee resigned and was told that their leave had been denied by the Administrator. A response was received from the Administrator that the time off would not be granted.

102-15712-0001

A complaint was received concerning a prescription. The complaint was referred to the US Department of Veterans Affairs OIG since the prescription was related to a federal facility.

102-15712-0002

The Governor's office forwarded a complaint from a veteran to FDVA. The veteran complained that a credit union froze their account and did not allow them access to their money. The complainant was referred to the County Service Officer for assistance.

102-15412-0003

The OIG received information that an employee reported to work impaired. A review of records and responses did not substantiate the claim.

102-15412-0004

A complaint was received that a former employee was given a temporary pay adjustment and was never re-set back to their regular pay. A memorandum from the Chief of Staff advised that the pay was adjusted at the discretion of the Executive Director, who chose to leave it at the higher rate.

102-15812-0005

A complaint was received from an employee concerning a poor evaluation. A response was received from the Administrator.

102-15712-0006

A complainant expressed concerns about an FDVA employee allegedly lying and thus rendering him unable to pay his child support payments. The alleged "lying" and the inability to pay for child support caused the veteran to be incarcerated. A letter was sent to the complainant advising that no action was taken since the complainant could not provide a name of the FDVA employee.

102-15412-0007

A complainant alleged that an Administrator yelled at her. The complaint was referred to the Homes Program Director.

102-15712-0008

A resident had concerns regarding the operation of the Domiciliary. Response received from the Homes Program Director adequately addressed the concerns of the resident.

102-15712-0009

A resident requested facility be classified as medical facility in order for the veterans to be able to deduct co-pays. The information was referred to a VCE.

102-15012-0011

An employee complained about another employee “touching” them. The complaint was referred to the Administrator.

102-15112-0012

An employee alleged "bullying" and harassment from two supervisors. An adequate response was received from the Administrator.

102-15812-0014

An employee stated they were wrongfully terminated and wanted the OIG to look into the termination. The Homes Program Director responded to the complaint.

102-15112-0015

An employee complained about changes in work assignments. The complaint was addressed by the Homes Program Director.

102-15912-0016

Employee’s signed a petition related to scheduling. A response was received from the Homes Program Director.

102-15912-0018

A complaint was received concerning door locks not working. Management responded that the door locks were in the process of being fixed.

102-15112-0019 *

The OIG received allegations concerning nepotism, favoritism and preferential/unfair hiring practices.

102-15912-0020 *

An anonymous complaint was received concerning employees not being allowed to sit while working.

102-15912-0021

Received a complaint from the Chief Inspector General concerning a veteran and the receipt of Aid and Attendance benefits. The complaint was referred to the Division of Benefits & Assistance for response.

102-15212-0022 *

A complainant called the US Department of Veterans Affairs OIG and they referred the complaint to the FDVA OIG. The complainant had concerns related to nursing staff “coaching” a resident’s responses and the competency of the resident’s doctor. The complaint was referred to the Homes Program Director for response.

* Open as of June 30, 2012

External Request for Assistance

104-15411-0022

The FDVA OIG assisted a County Sheriff Department concerning drug use by an FDVA employee. The FDVA employee resigned.

106-15311-0030

Allegations were received concerning the destruction of public records by a former FDVA employee. FDLE assisted in the recovery of the records. A presentation was made to the State Attorney who declined to prosecute.

106-15111-0044

The FDVA OIG assisted the US Department of Veterans Affairs OIG concerning an investigation of a federal employee. The investigation was INCONCLUSIVE and the investigation was closed.

106-15511-0045

The FDVA OIG assisted the US Department of Veterans Affairs OIG concerning medication prescriptions. The US Department of Veterans Affairs OIG reported that the practice had been in place for several years however, the practice had been corrected. The investigation was CLOSED.

Accreditation

On October 31, 2007, Governor Crist and the Florida Department of Law Enforcement, Commission for Florida Law Enforcement Accreditation, Inc. (CFA), announced the initiation of an accreditation program for the inspectors general investigative function of state agencies. The accreditation program facilitates and ensures compliance with Green Book Standards and Florida Statutes, determines whether the processes are in place, and whether they are being utilized to ensure the professionalism of Inspectors General Offices throughout the state.

The FDVA OIG will begin the accreditation process during FY 2012 – 2013. The accreditation effort will require that the FDVA OIG adhere to 42 specific standards, which have been agreed upon by the CFA to receive accreditation. Independent assessments will be conducted to ensure that the standards are followed.



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