

Florida Department of Law Enforcement

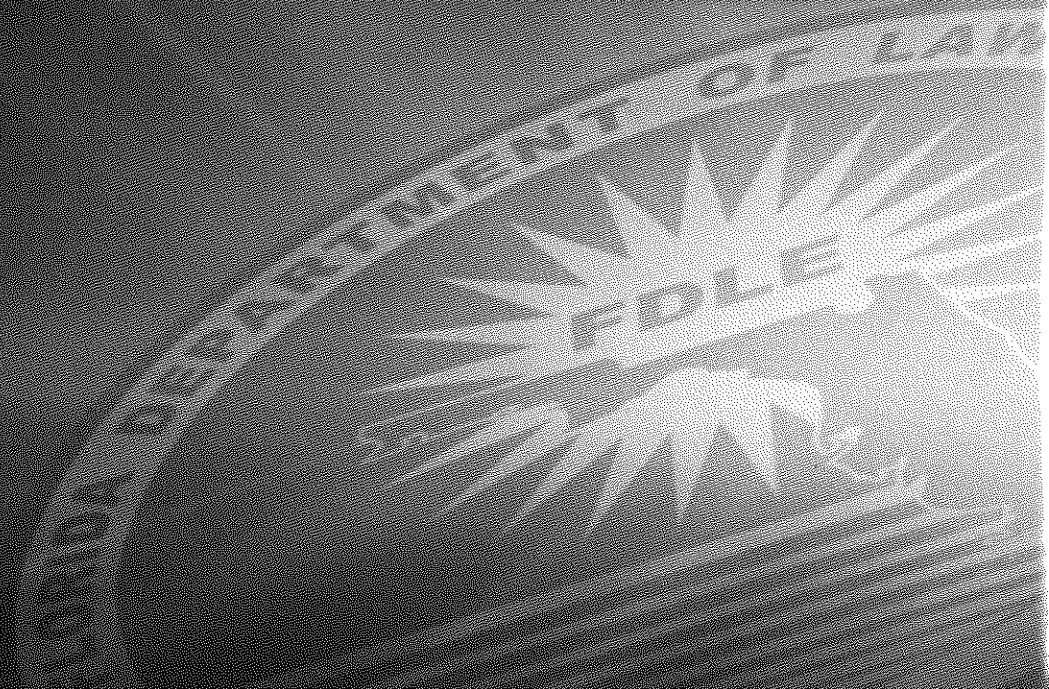
Annual Report To The Commissioner

Summary Of Office Of Inspector General Activities

For Fiscal Year 2011-2012

**AL DENNIS
INSPECTOR GENERAL**

SEPTEMBER 28, 2012





Florida Department of
Law Enforcement



Gerald M. Bailey
Commissioner

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Rick Scott, *Governor*
Pam Bondi, *Attorney General*
Jeff Atwater, *Chief Financial Officer*
Adam Putnam, *Commissioner of Agriculture*

September 28, 2012

MEMORANDUM

TO:  Commissioner Gerald M. Bailey
FROM: Inspector General Al Dennis 
SUBJECT: Statutorily Required Annual Activity Report

Attached is a brief summary of the Office of Inspector General's (OIG) activities for fiscal year 2011-2012. This report has been prepared pursuant to Section 20.055 (7), Florida Statutes. The content of the report is a product of the guidelines established by this section of the statutes. Upon your approval, copies of the report will be provided to the Chief Inspector General and the Auditor General.

If you would like more information, please contact me or Director of Auditing Lourdes Howell-Thomas at 410-7241.

ALD/lht

cc: Melinda Miguel, Chief Inspector General
David W. Martin, Auditor General

**Florida Department of Law Enforcement
Office of Inspector General
Annual Report
for Fiscal Year 2011-2012**

Introduction

Background

Section 20.055(2), Florida Statutes (F.S.), establishes the Office of Inspector General (OIG) "to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency in government." It further defines the OIG's duties and responsibilities as: advise in the development of performance measures, standards, and procedures; assess the reliability and validity of the information provided on performance measures and standards; make recommendations for improvement; review the actions taken to improve program performance; supervise and coordinate audits, investigations, and management reviews; conduct, supervise, and coordinate activities that promote economy and efficiency; prevent and detect fraud and abuse in programs and operations; keep the agency head informed concerning fraud, abuses and deficiencies relating to programs and operations; recommend corrective actions and report on the progress made in implementing them; ensure effective coordination and cooperation between external auditors to avoid duplication; and review rules.

Office of Inspector General

The OIG is under the direction of Inspector General Al Dennis, who reports directly to Commissioner Gerald M. Bailey. All members assigned to the OIG are organizationally independent of other Department entities/programs subject to audit, evaluation and investigation. The OIG is comprised of two sections: the Audit Section and the Accreditation Standards, Investigations and Compliance Section.

The **Audit Section** provides independent, objective assurance, and consulting services designed to add value and improve the Department's operations, and coordinates activities with the external auditors. This section is supervised by Director of Auditing (DOA) Lourdes Howell-Thomas. The section consists of three SMA II who conduct audits, management reviews, and special projects. During the fiscal year, a vacant SMA II position was filled in October; another SMA II resigned in November and the position was filled in December.

The **Accreditation Standards, Investigations and Compliance Section** is supervised by Assistant Inspector General Dean Register, who makes Whistleblower

determinations, conducts investigations in accordance with Principles and Standards for Offices of Inspector General, and oversees state and national accreditation. This section consists of a Government Analyst II (GAI), an Inspector and a Senior Management Analyst II (SMAII). The Inspector and the GAI conduct staff inspections, special projects, and handle customer service/citizen complaints. The SMA II coordinates FDLE's state and national accreditation efforts.

As of June 30, 2012, the OIG was comprised of nine positions as follows: one Inspector General (IG); one Assistant Inspector General (AIG); one Director of Auditing (DOA); four Senior Management Analyst (SMA) II; one Government Analyst (GA) II, and one Inspector.

Training and Certifications

OIG staff members must attend continuing education. Auditors must have 80 hours every 2 years per GAGAS, Accreditation Managers must have refresher training every 3 years, and sworn members must attend 40 hours of training every four years as prescribed for law enforcement certification;

During the 2011-2012 fiscal year, a SMA II attended the Florida Law Enforcement Analyst Academy and obtained certification as a Florida Certified Law Enforcement Analyst.

OIG members hold the following 11 certifications:

- ◆ Certified Inspector General – CIG (1)
- ◆ Certified Internal Auditor – CIA (1)
- ◆ Project Management Professional – PMP (1)
- ◆ Certified CALEA¹ Assessor (1)
- ◆ CALEA Accreditation Manager (2)
- ◆ Certified CFA² Assessor (2)
- ◆ CFA Accreditation Manager (3)
- ◆ Certified Instructor (2)
- ◆ Florida Certified Law Enforcement Analyst (2)
- ◆ Certified Government Auditing Professional (1)
- ◆ Certified Law Enforcement Officer (3)

¹ Commission on Accreditation for Law Enforcement Agencies

² Commission for Florida Law Enforcement Accreditation

OIG Responsibilities

During the 2011-2012 fiscal year, the **OIG** was responsible for:

- ◆ Performance, compliance, financial-related, and electronic data processing audits conducted in accordance with generally accepted government auditing standards (GAGAS) and the Principles and Standards for Offices of Inspector General, May 2004 Revision;
- ◆ Management reviews and special projects;
- ◆ Liaison with Office of Auditor General (OAG), Office of Program Policy Analysis and Government Accountability (OPPAGA), and other external auditors to coordinate activity for the Department;
- ◆ Performance measurement - advise on and assess performance measures;
- ◆ Customer service – coordination and tracking of complaints per Florida Customer Service Standards Act (Section 23.30, F.S.);
- ◆ Legislative bill analysis for OIG issues;
- ◆ Reporting on major audit findings and recommendations for inclusion in the Department's Legislative Budget Request;
- ◆ Participating on Department Safety Committee & annual updating of the OIG Continuity of Operations Plan;
- ◆ Providing quarterly reports to the Executive Office of the Governor, Office of the Chief Inspector General on the activities of the OIG;
- ◆ Conducting a risk assessment of the Department;
- ◆ Developing annual plans and annual reports as required by Section 20.055; F.S.;
- ◆ Review of single audit reports for four state projects;
- ◆ Coordination of FDLE's state, national, and OIG accreditation efforts;
- ◆ Conducting CALEA and CFA assessments for external agencies as part of a team;
- ◆ Conducting investigations following the Principles and Standards for Offices of Inspector General, May 2004 Revision;
- ◆ Receiving complaints and coordinating activities regarding Whistle-blower determination per Sections 112.3187 -112.31895, F.S.;
- ◆ Providing technical and investigative assistance to the Executive Office of the Governor Office of the Chief Inspector General, and external agencies.
- ◆ Hosting the first Practical Skills for Auditors Training course at FDLE;
- ◆ Continuing to host the quarterly meetings in partnership with the Chief Inspector General, FBI and agency inspectors general and other federal and state agency partners to discuss common audit and investigative interests;
- ◆ Collaborating with agency inspectors general, Chief Inspector General and audit directors in the performance of an enterprise risk assessment; and,
- ◆ Participating in two enterprise projects.

Quality Assurance Review

During fiscal year 2011-2012, the Auditor General conducted a Quality Assurance Review of the FDLE OIG internal audit activity. The review found that FDLE's OIG audit section was adequately designed and complied with applicable professional auditing standards and with the provisions of Section 20.055, F. S, governing the operation of State agencies' Offices of Inspectors General internal audit activities during the review period July 2010 through June 2011. No findings were noted.

Summary of Projects Completed / Active during 2011-2012

Audits are conducted in accordance with Government Auditing Standards ("yellow book") published by the United States Government Accountability Office. The generally accepted principles and quality standards of the Association of Inspectors General, Principles and Standards for Offices of Inspector General, May 2004 Revision ("green book") are followed by the audit section and the investigative section insofar as they do not conflict with statute, regulation, executive order, or other policy of this office. The following briefly summarizes internal audits, management reviews, special projects, attestation engagements, and external projects completed or coordinated during the fiscal year.

SUMMARY OF AUDIT ACTIVITY

IG-0016: Credit Cards Audit

Active

An audit of American Express credit cards was initiated as part of the risk assessment/annual plan of the Department. The objectives of this audit were to:

- ◆ Ensure that members are following policies and procedures as they relate to the American Express Card and its usage.
- ◆ Ensure the agency is following the terms of the contract with American Express.
- ◆ Identify areas where the internal controls are weak or non-existent and whether fraud may have occurred.
- ◆ Submit appropriate recommendations for changes or additions to policies and procedures.

The preliminary report was signed September 4, 2012. A summary of results will be included in the FY12-13 Annual Report.

IG-0017: Seaport Security Grant Audit

August 2011

This audit was conducted as a result of the risk assessment/annual plan. The objectives of this audit were to determine whether:

- ◆ Claims for reimbursement followed procedures in the Office of Financial Management (OFM) and complied with approved grant award criteria.
- ◆ Reports were filed in accordance with grant deadlines.
- ◆ Sufficient internal controls were in place to mitigate risks.
- ◆ Fraud may have occurred.

The audit found that grant related travel expenditures were charged to FDLE's general revenue and operating trust funds as opposed to the grant; FDLE overpaid \$225.00 for contracted services; and FDLE overpaid \$124.24 for an Avis rental car. Management agreed with the recommendations and corrective actions were taken prior to the issuance of the report.

IG-0025: Enterprise Contracts Audit

June 2012

The Executive Office of the Governor, Office of the Chief Inspector General initiated an enterprise audit to evaluate state agencies' current policies, procedures, and processes for contracting. In cooperation with the CIG, FDLE OIG conducted an audit of FDLE's contracting procedures and training. The objectives of the audit were to:

- ◆ Determine if contracting policies and procedures were in compliance with state laws, rules, and other regulatory requirements.
- ◆ Assess the adequacy of contract manager training and development.
- ◆ Identify potential best practices by evaluating contracting processes.

In general, FDLE contracting policies and procedures were found to be in compliance with state laws, rules, and other requirements. Areas for improvement included the following: identification of the roles and responsibilities associated with contracting; specification of requirements for training, identifying potential convicted vendors, using various types of agreements, reviewing invoices, and closing contracts; inclusion of various contracting clauses in a standard contracting template; and, additional training for contract managers. Management agreed with the recommendations and corrective actions are being taken.

The audit also identified the following best practices: identification of FDLE members with signature authority for a variety of responsibilities, not just contracts; inclusion of technical experts in the contracting process; and, the provision of legal services throughout the procurement process.

IG-0028: DAVID Audit

Active

As part of the risk assessment/annual plan, an audit of the Driver And Vehicle Information Database (DAVID) was conducted. The objectives of this audit were to determine:

- ◆ If FDLE was in compliance with the Department of Highway Safety and Motor Vehicles Memorandum of Understanding.
- ◆ If FDLE had adequate policies and procedures to address DAVID access, distribution, use, modification, and disclosure.
- ◆ If appropriate logging and monitoring tools were used to manage DAVID access and use.

- ◆ If adequate physical security existed to protect confidential DAVID data from unauthorized access and use.
- ◆ The adequacy of customer service practices provided by the Criminal Justice Network Certificate Registration Authority for FDLE DAVID users.
- ◆ Identify possible efficiencies and/or cost savings, if any.

The preliminary report was issued September 13, 2012. A summary of results will be included in the FY12-13 Annual Report.

Open Audit Findings

There have been no significant recommendations described in previous annual reports from entities such as FDLE OIG, OPPAGA, and Auditor General for which corrective action has not been implemented.

MANAGEMENT REVIEWS

IG-0018: Business Function Review

July 2011

At the Commissioner's request, a review was conducted of the organizational efficiency of the Department's business functions structure. The objectives were to determine:

- ◆ Which Business Support Program (BSP) functions were being conducted outside of the Program.
- ◆ If any of the functions were being conducted by members other than BSP, determine if the work being performed is a duplication of effort or part of the process, and if it could be performed more efficiently by BSP. Also, determine if the function was being performed consistently throughout the Department.
- ◆ Identify the most effective and efficient way to do business for these functions and identify resources that may be freed up in doing so.

The review did not identify any duplication of efforts regarding BSP functions within the programs. However, there were some HR functions being performed within a few of the programs. The results of the questionnaires and interviews indicated that improved communication and "process improvement" exercises would greatly enhance how the Department does its business and increases its effectiveness and efficiency. Recommendations were made to address these issues. Management concurred with the recommendations and corrective actions are in progress.

IG-0026: Orlando Laboratory Evidence Swap Review

April 2012

At the request of the Assistant Commissioner, the OIG conducted a review of the Orlando Regional Operations Center (OROC) Crime Laboratory Case regarding the analysis and verification of mislabeled evidence. The review focused on determining:

- ◆ Whether FDLE member's failure to identify the mislabeled evidence error occurred due to systemic issues in the laboratory.
- ◆ How to improve the notification/verification process for the offender hits, forensic hits, and conviction matches in the Combined DNA Index System (CODIS).
- ◆ Ways to improve the case file handling process from the time evidence is submitted to the time it is returned.

Based on review of documentation and interviews of FDLE members, it was concluded that the failure to identify the mislabeled evidence error did not occur due to systemic issues in the laboratory. FDLE has various verification steps to ensure accuracy of evidence analyses to include comparison of the evidence label and the evidence documentation by crime laboratory members. However, in this case, the mislabeled evidence error was not detected by multiple crime laboratory members. Various recommendations were made to improve the process. Management agreed with the recommendations and corrective actions are in progress.

SPECIAL PROJECTS/ATTESTATION ENGAGEMENTS

FDLE Compliance with PCI DSS

September 2011

At the request of the Assistant Commissioner, the OIG reviewed a vendor's accusations to determine their validity. These accusations were concerning FDLE's compliance with the Payment Card Industry Data Security Standards (PCI DSS). The accusations were determined to be unfounded.

ARRA Activities

November 2011

In fiscal year 2008-2009, FDLE received \$81 million in American Recovery and Reinvestment Act (ARRA) awards that was passed-through to sub-recipients. Sub-recipients began receiving ARRA awards in July 2009 and the auditor began quarterly reviews of documents such as salary warrants, payroll registers, and job calculations that supported the reimbursement claims, and jobs reported. Documentation for the period of January 2010 – March 2010, was obtained and reviewed for 18 ARRA subgrants. In November 2011, a summary of the review findings was given to the Office of Criminal Justice Grants (OCJG) who discussed the problems identified with the sub recipients for corrective action.

The OIG continues to work closely with the OCJG and the Office of Financial Management to ensure that ARRA funds are distributed and used for their intended purpose and required reports are submitted timely. The FDLE IG also continues to assist the CIG in carrying out the OIG's role in the use of the stimulus funds. In addition, the auditor continues to participate in the review of sole source vendor requests by the sub-recipients as they are received.

Information Technology Mobile Computing Enterprise Project

Active

In late 2011, FDLE participated in a state agency enterprise project regarding information technology (IT) mobile computing. The objectives of the project were to:

- ◆ Identify statewide trends for mobile computing.
- ◆ Identify best practices by evaluating mobile computing uses within each agency.
- ◆ Determine if the enterprise had defined, established, and maintained a mobile computing framework, and to determine how each agency had implemented this framework.

The project consisted primarily of two surveys, one distributed to each participating agency's Chief Information Officer (CIO) and another to state agency employees. Survey results were presented in a report written by the Executive Office of the Governor Office of the Chief Inspector General dated April 30, 2012. The report indicates that generally, state agencies have increasingly embraced the use of mobile devices; however, more control and guidance for these devices may be needed.

In addition, a memorandum highlighting FDLE results of the survey was sent to Management on August 13, 2012. A summary of the results will be included in the FY12-13 Annual Report.

2011 Florida Enterprise Information Technology Risk Assessment Survey

March 2012

Agency for Enterprise Information Technology (AEIT)

Subsections 282.318 (4) (c) and (f), F.S. require each agency to "conduct, and update every 3 years, a comprehensive risk analysis to determine the security threats to the data, information, and information technology resources of the agency," and to "ensure that periodic internal audits and evaluations of the agency's security program for the data, information, and information technology resources of the agency are conducted" Florida faces many potential risks to information technology resources and data which, if not mitigated, could result in severe consequences including data breaches, loss of

data integrity, and disruption of mission critical services. FDLE participated in this survey and an auditor validated the data submitted.

Florida Single Audit Act

Ongoing

Independent financial audits were received and are being reviewed for expenditure reporting compliance with statutes and FDLE award records. Four FDLE programs meet the criteria of state projects that provide financial assistance to non-state entities and require single audit act reporting:

- ◆ 71.002 – Statewide Criminal Analysis Laboratory System
- ◆ 71.004 – Violent Crime Investigations
- ◆ 71.005 – Drug Control/Money Laundering Investigations – Matching Funds
- ◆ 71.006 – Victim or Witness Assistance

ACCREDITATION STANDARDS, INVESTIGATIONS AND COMPLIANCE ACTIVITY

Early Intervention System (EIS)

January 2012

The OIG completed a review of the Early Intervention System (EIS) for the period of January 1, 2011 through December 31, 2011, pursuant to CALEA Standard 35.1.9 and FDLE Policy 3.5, Professional Standards Investigations/Disciplinary Actions. The EIS automated system identified one member who fell under the parameters of the EIS for the 2011 calendar year. Additionally, a thorough review was conducted of the policies, procedures, and standards relating to the EIS.

Bias-Based Profiling Review

January 2012

In accordance with FDLE Policy 4.14, Bias-Based Profiling, the OIG conducted an annual administrative review related to bias-based profiling. This review focused on agency practices and citizen concerns regarding compliance with Department policy. A review of departmental records for calendar year 2011 revealed no cases involving bias-based profiling as referenced in Department policy. A review of the Customer Service Standards Act complaint database maintained by the OIG revealed no cases involving bias-based profiling for calendar year 2011 as referenced in Department policy.

Staff Inspections

January 2011 – June 2012

The Accreditation Standards, Investigations and Compliance Section conducts comprehensive staff inspections throughout the agency. The staff inspection function is intended to ensure the integrity and effectiveness of FDLE's operations. The inspections not only seek to ensure that department regulations are adhered to but also seek to make recommendations regarding methods that will improve working conditions for the agency. Staff inspections relating to general policy compliance were conducted in each Regional Operations Center and Capitol Police during fiscal year 2011-2012.

Review of Intelligence Operations

January 2012

In accordance with FDLE Policy 1.15 Criminal Intelligence, the OIG is required to review the intelligence procedures of the agency to ensure the legality and integrity of its operation. Based on the review, it was concluded that appropriate policies, procedures and practices are in place regarding the utilization of FDLE personnel and techniques relating to the collection, validation and dissemination of intelligence information. Due to continued problems related to the purging of intelligence within the Automated Investigation Management System version 3, it was suggested that an addendum to this review be completed in July of 2012.

Review of Confidential Informant/Source Procedure and Practices January 2012

As required by FDLE Policy 4.5, Confidential Sources, and Section 914.28, F. S., the OIG conducted a review of FDLE's confidential sources practices to ensure conformity with agency policy and Florida Statutes. FDLE policy and training records were thoroughly reviewed and assessments were conducted by each regional Special Agent in Charge (SAC). While found to be in compliance, the OIG did make recommendations relating to required training and maintenance of training records.

Review of Traffic Enforcement Activities

January 2012

In accordance with FDLE Policy 4.17 Traffic Enforcement, OIG is responsible for reviewing all traffic enforcement activities conducted by members of the FDLE. Additionally, the OIG is charged with generating an annual report detailing all traffic enforcement activities engaged in by FDLE members. FDLE members were found to be in compliance with applicable policy relating to traffic enforcement.

Use of Force Analysis

January 2012

As required by FDLE Policy 4.1, Use of Force, the OIG compiled information regarding reported Use of Force incidents during the 2011 calendar year for the purpose of determining if patterns or trends exist. Additionally, this information is shared with the Investigations & Forensic Science (IFS) Program Office and the Department's Armorer/Chief High Liability Instructor for input as it relates to training needs, equipment and/or policy revisions. During 2011, there were a total of five (5) reported Use of Force incidents, two (2) of which were still pending at the time of the analysis. Three (3) of the incidents were reviewed by the Office of Executive Investigations (OEI) and closed with a finding that the involved FDLE members "acted properly" in their use of force.

Customer Service

Ongoing

The OIG coordinated the tracking of customer complaints and their resolutions as required by Section 23.30, F.S. Complaints and compliments are received by mail, phone or e-mail, which are checked daily. Each inquiry/complaint receives a response that provides appropriate contact information, if it is not an FDLE matter, or explains that the inquiry/complaint has been forwarded to a program within FDLE for proper handling. Out of the 902 issues that were handled during the 2011-2012 fiscal year, there were 17 complaints about an FDLE service or member. All complaints were forwarded to a program area or the OEI for resolution. Additionally, six compliments were received.

Accreditation Activities

Ongoing

- ◆ In April 2012, FDLE was assessed on 480 standards by a team of assessors from The Commission on Accreditation for Law Enforcement Agencies (CALEA). FDLE will appear before the CALEA Commission in November of 2012 where reaccreditation is expected to be granted for a sixth time.
- ◆ OIG members continue to prepare for an assessment by the Commission for Florida Law Enforcement Accreditation (CFA) in November 2012.
- ◆ FDLE Inspector General Al Dennis continues to serve as the first Inspector General on the Commission for Florida Law Enforcement Accreditation. The 13-member Commission meets quarterly to oversee the accreditation program and to officially accredit agencies that have passed the rigorous review process.

OIG Corporate & External Web Site / Safety Committee / Get Lean Hotline / Spanish Translation

Ongoing

- ◆ The OIG maintained an OIG Corporate (internal) and Public (external) web site.
- ◆ A representative of the OIG participated in quarterly Safety Committee meetings.

- ◆ The Disaster Preparedness Procedures/COOP Plan for the OIG was updated and included on the internal web site.
- ◆ Three (3) Get Lean Hotline comments were routed to appropriate FDLE personnel and responses were sent to the Department of Financial Services for review.
- ◆ As designated Spanish translator for headquarters, one member was called on 67 times to provide assistance with Spanish speaking issues, and two written translations.

INVESTIGATIONS

During fiscal year 2011-2012, the FDLE OIG assisted in the following investigations.

Case Review of the Department of Juvenile Justice Office of Inspector General Investigation **Active**

In November of 2011, the FDLE OIG was requested to assist the CIG in the review of an investigation conducted by the Department of Juvenile Justice Office of Inspector General. The FDLE Inspector General, Assistant Inspector General, and an Audit Section SMAII provided assistance as needed throughout this case review. A summary of the results will be included in the FY12-13 Annual Report.

Interstate 75 Incident Review **April 2012**

In January 2012, the FDLE OIG assisted the Department in conducting an investigation into the events which led to the fatal traffic crashes on Interstate 75 in Alachua County and evaluated the protocols of involved government agencies. FDLE OIG coordinated the administrative portion of this review.

St. Augustine Beach Police Department Evidence Inventory **June 2012**

In May 2012, the FDLE OIG was assigned to conduct an inventory of in-custody property and evidence maintained by St. Augustine Beach Police Department following allegations of improprieties. FDLE OIG conducted a comprehensive inventory and reported discrepancies to the St. Johns County Sheriff's Office and the Interim Chief of Police.

EXTERNAL PROJECTS

The OIG served as the coordinating point for external audits and/or reviews for the Auditor General (AG), Office of Program Policy Analysis and Government Accountability (OPPAGA), the Department of Financial Services (DFS), the US Department of Justice, and others. The following is a list of external projects:

- ◆ Department of Financial Services (DFS) March 2012
Loss Prevention Program Agency Review (Report # SFLPP-1-11/12-FDLE)

- ◆ AG Operational Audit (Report # 2011-094) August 2011
Six-Month Follow-up

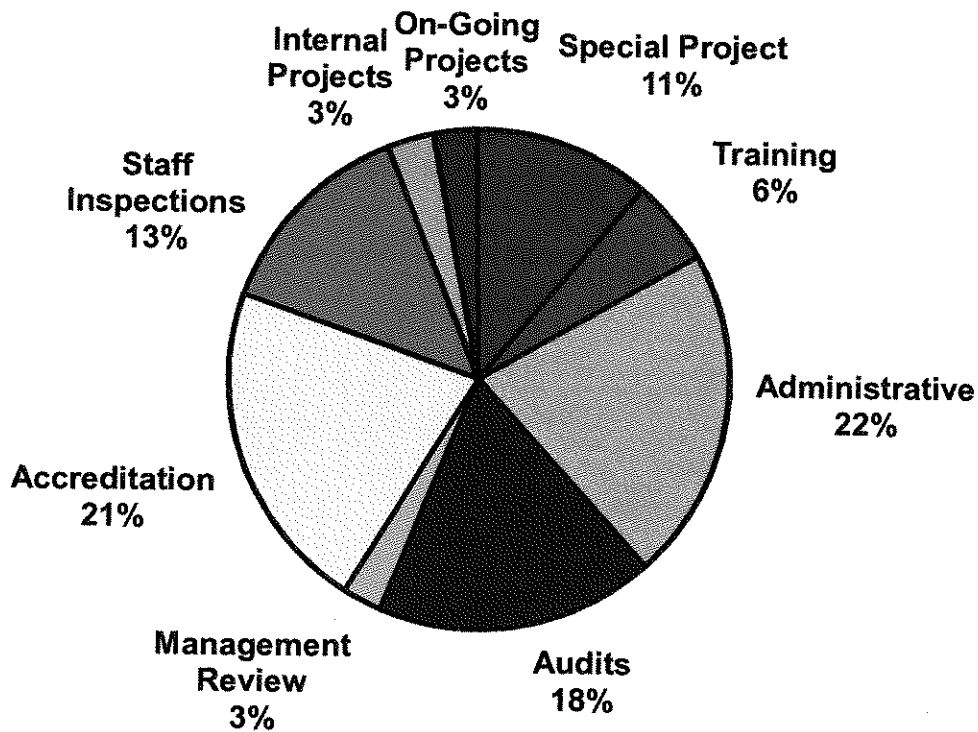
- ◆ AG 2010-2011 Statewide Federal Awards Program Audit March 2012
(Report # 2012-142)

- ◆ Auditor General OMB Circular A-133 July 2011
Summary Schedule of Prior Audit Findings (Report # 2011-167)

**2011-2012 HOURS WORKED BY OIG STAFF
(Excluding IG time worked, Leave and Holidays)**

Project Type	Hours Spent
Administrative	2,537.25
Audits	2,130.25
Management Review	299.50
Accreditation	2,533.00
Staff Inspections	1,584.00
Internal Projects	357.75
On-Going Projects	333.00
Special Project	1,348.50
Training	650.75
OIG Staff Total Hours	11,774.00

PERCENTAGE OF TIME STAFF SPENT ON OIG ACTIVITIES



Goals and Mission for 2012-2013

The OIG will perform projects scheduled from a plan developed by the OIG after reviewing the Risk Assessment, which is updated in June by each Executive Policy Board member. Each audit will include activities to: assess the validity and reliability of data collected for relevant performance measures; examine customer service provided by the audited entity; and examine trends and data to determine the effectiveness and efficiency of the program. In addition, the OIG will examine any issue, program or function as directed by the Commissioner or as the need arises. As part of the OIG annual plan, our office allocated 20% of the available hours to participate in enterprise projects with other state agencies. The OIG will also will conduct evidence room inventories and staff inspections at the regions and headquarters.

The OIG will continue to monitor, review and track the American Recovery and Reinvestment Act (ARRA) funds received by FDLE from the Federal government. The OIG will continue to determine whether safeguards exist to ensure that ARRA funds are distributed and used for their intended purpose, and required reports are submitted timely.

The OIG will continue to coordinate the tracking of customer complaints and their resolutions as required by the Florida Customer Service Standards Act. The office will also continue to determine which complaints may fall under the Whistle-Blower Act.

The OIG will again be charged with the oversight of accreditation activities for the Commission on Accreditation for Law Enforcement Agencies (CALEA) and the Commission for Florida Law Enforcement Accreditation (CFA). A CALEA assessment was conducted in April of 2012. FDLE will appear before the CALEA Commission in November of 2012 at which time the Department is expected to be reaccredited for the sixth time. Preparation has begun for a November assessment by CFA. The OIG continues to maintain compliance with CFA OIG accreditation standards in preparation for a reassessment in 2014.

The OIG continues to assist the Executive Office of the Governor Office of the Chief Inspector General in carrying out their mission goals and objectives. The IG will continue involvement in the Institute of Internal Auditors, Florida Association of Inspectors General, and CFA in the coming fiscal year.