



FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Rick Scott, Governor **Wansley Walters, Secretary**

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OFFICE OF THE SECRETARY

September 05, 2013

SEP - 5 2013

Wansley Walters, Secretary
2737 Centerview Drive
Suite 3100, Knight Building
Tallahassee, Florida 32399

Dear Secretary Walters,

Please find the attached Office of Inspector General Annual Report for 2013 for your review. In accordance with Section 20.055, Florida Statute, the report summarizes the activities and accomplishments of the OIG from July 1, 2012 - June 30, 2013.

I am pleased to report that the Investigations Bureau closed 64 investigations and 37 inquiries while the Bureau of Internal Audit conducted four compliance and performance audits, two follow-up reviews and several other special projects during fiscal year 2013.

During the past year, our primary objective has been to recruit highly qualified personnel with specific job expertise in order to enhance the level of professionalism within the OIG. We have been successful in filling key staff positions, which has had a positive impact on our ability to effectively support the Department and its mission. Over the coming year, it is our goal to continue building a strong investigative and auditing staff through additional training and professional education.

The OIG remains committed to providing DJJ with the highest level of service and support and we look forward to working with you in the coming years.

Thank you for your continued support and confidence.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Munson".

Robert A. Munson
Inspector General

Attachment

cc: Melinda Miguel, Chief Inspector General

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<http://www.djj.state.fl.us>

The mission of the Department of Juvenile Justice is to increase public safety by reducing juvenile delinquency through effective prevention, intervention, and treatment services that strengthen families and turn around the lives of troubled youth.

Rick Scott, Governor

**State of Florida
Department of Juvenile Justice**

Wansley Walters, Secretary



2013 Annual Report

(Covering Activities from July 1, 2012 to June 30, 2013)

**Office of the
Inspector General**

FISCAL YEAR 2012-2013 ANNUAL REPORT

Robert A. Munson
Inspector General

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Office of Inspector General
Department of Juvenile Justice
Annual Report for Fiscal Year 2012 - 2013

CHARTER OF OPERATIONS

Agency Mission

To increase public safety by reducing juvenile delinquency through effective prevention, intervention and treatment services that strengthen families and turn around the lives of troubled youth.

Office of the Inspector General's Vision

Enhancing Public Trust in Government

Office of the Inspector General's Mission

Provide independent oversight, through objective and timely audit and investigative services, to ensure the Florida Department of Juvenile Justice and its partners maintain the highest level of integrity, accountability and efficiency.

Core Values

- Leadership
- Professionalism
- Integrity
- Excellence
- Accountability
- Communication
- Teamwork

Purpose

The purpose of the DJJ OIG is to provide a central point for coordination of, and responsibility for, activities that promote accountability, integrity and efficiency in government, and to conduct independent and objective audits, investigations, and reviews relating to the programs and operations of the Department of Juvenile Justice. The Office of Inspector General assists the Department in accomplishing its objectives by promoting economy and efficiency, and in preventing and detecting fraud and abuse in its programs and operations.

Authority

The DJJ OIG reports directly to the Secretary of the Department. The authority of the DJJ OIG, outlined in Section 20.055, Florida Statutes, allows for full, free, and unrestricted access to all persons, records, and other information relevant to the performance of engagements.

Responsibilities

The DJJ OIG is statutorily assigned specific duties and responsibilities for its audit and investigation functions. Section 20.055(2), Florida Statutes, requires the appointment of an Inspector General by the agency head and specifies the Inspector General's responsibilities.

The OIG's responsibilities include but are not limited to:

- Promoting economy and efficiency in agency programs and operations, and preventing and detecting fraud and abuse;
- Providing direction for and coordinating audits, investigations, and management reviews relating to the programs and operations of the agency;
- Recommending corrective action concerning fraud, abuses, weaknesses, and deficiencies and reporting on the progress made in implementing corrective action;
- Advising in the development of performance measures, standards, and procedures for the evaluation of agency programs; reviewing actions taken by the agency to improve program performance and meeting program standards; and
- Ensuring that an appropriate balance is maintained between audit, investigations, and other accountability activities.

The Inspector General is required by statute to provide the agency head an annual report by September 30th each year, summarizing the activities of the OIG during the immediate preceding state fiscal year. This document, which is presented to the DJJ Secretary, provides information to departmental staff and other interested parties on how the OIG accomplishes its mission.

Independence and Objectivity

The OIG's activities shall be independent of department operations and the OIG staff shall be objective in performing their work. The Inspector General reports to the Secretary and will not be subject to supervision by any other employee of the Department to ensure that audit, investigative, and other activities remain free from interference in the determination of the scope of activities, performance of work, and communication of results. ¹According to standards, the OIG shall refrain from participating in any operational activities that it might be expected to review or appraise or that could otherwise be construed to compromise the independence and objectivity of the OIG.

Scope of Work

The scope and assignment of the activities shall be determined by the Inspector General. However, the Secretary of the Department may at any time direct the Inspector General to perform an audit, investigation or review of a special program, function, or organizational unit. The scope of work is to determine whether the department's risk management control, and governance processes are adequate and functioning in a manner to ensure risks are appropriately identified and managed; significant financial, managerial, and operating information is accurate, reliable, and timely; resources are acquired economically, used efficiently and adequately protected; programs, plans, and objectives are achieved; quality and continuous improvement are fostered in the organization's control process; and significant legislative or regulatory issues impacting the department are recognized and addressed appropriately.

¹ Section 20.055(3)(b), Florida Statutes

Professional Standards

The Office of Inspector General complies with appropriate professional standards in fulfilling its responsibilities. These include the *Principles and Standards for Offices of Inspector General*, published by the *Association of Inspectors General*, the *International Standards for the Professional Practice of Internal Auditing* and the *Code of Ethics*, published by the *Institute of Internal Auditors, Inc.*, as well as applicable standards of the Association of Certified Fraud Examiners, and the State of Florida Auditor General's Rules.

Periodic Assessment

The Inspector General shall periodically assess whether the purpose, authority, and responsibility, as defined in the charter, continue to adequately enable the OIG to accomplish its objectives in assisting the Department successfully accomplish its objectives.

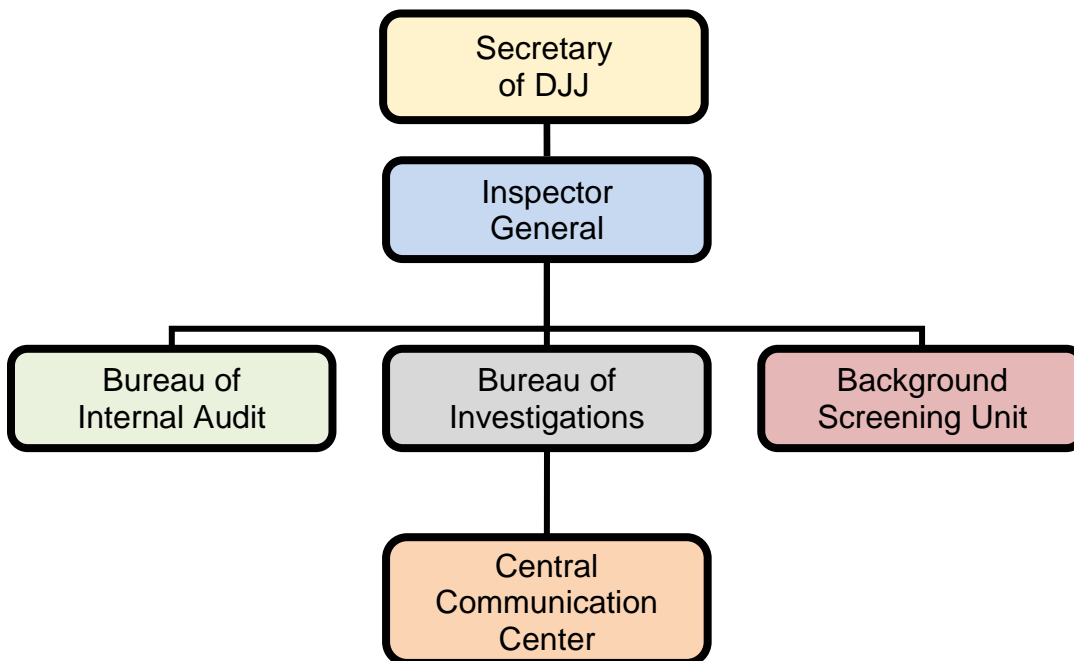
Historic Overview

The term "inspector general" historically has been associated with maintaining and improving the operational efficiency of our nation's armed forces. In the 1970's, Congress adopted the idea and created civilian inspectors general to address fraud, waste, abuse and corruption in federal agencies.

An audit function was established in the Department in the 1960's. This function evolved into audits and investigations and, in the 1980's it was designated as the Office of Inspector General. In 1994, amendments to Section 20.055, F.S., required an OIG in each state agency.

Organization

The DJJ OIG is staffed with 30 full-time employees and 11 Other Personal Services employees under the direction of the Inspector General. The organizational structure for the OIG is as follows:



Organization and Staff

The Office of Inspector General is comprised of four main operating sections: The Bureau of Internal Audit (BIA), the Bureau of Investigations, the Central Communication Center (CCC), and the Background Screening Unit (BSU).

Bureau of Internal Audit (BIA): The Bureau of Internal Audit provides independent appraisals of the performance of department programs and processes, including the appraisal of management's performance in meeting the department's information needs while safeguarding its resources.

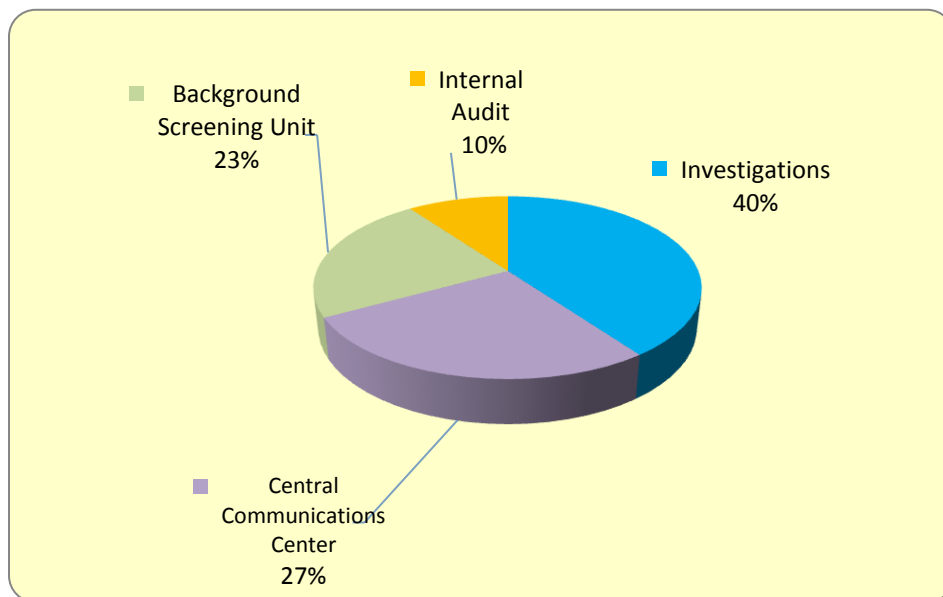
Bureau of Investigations: The Bureau of Investigations works to deter, detect and investigate crimes or misconduct impacting the department.

Central Communications Center (CCC): The Central Communications Center provides 365 day-a-year incident/complaint hotline coverage. The CCC provides information to DJJ to assist in maintaining a safe environment for the treatment and care of youth in department programs.

Background Screening Unit (BSU): The Background Screening Unit assists the department in meeting its goal of hiring qualified applicants who meet statutory and agency standards of good moral character by conducting background screenings pursuant to Chapters 39, 435, 984, and 985, Florida Statutes, and the Department's background screening policy and procedure.

In September 2013, DJJ established the **Incident Operations Center (IOC)** which tracks and manages all reported incidents and complaints and includes all of the activities required to ensure that DJJ providers, including State-owned and operated facilities, resolve incidents reported through the **Central Communications Center (CCC)** or Office of Inspector General and are demonstrating corrective action. Activities include the review and/or investigation of all incidents received by DJJ and the coordination and assignment of adequate resources to conduct reviews or investigations based on criticality of incidents.

ALLOCATION OF STAFF RESOURCES



Staff Certifications

Expertise within the OIG encompasses a variety of disciplines with personnel qualified in auditing, accounting, investigations, background screening, and information technology. Staff members continually seek to augment their professional credentials which further enhance their abilities and skill level through additional training. Staff personnel are also actively involved in a number of professional organizations which assist them in maintaining a high level of proficiency in their profession and areas of certification.

The accomplishments of the staff in obtaining professional certifications represent significant time and effort by each staff member, reflecting positively on the individual as well as the Department.

The table below details the types and number of certifications held by personnel in the OIG.

Professional Certifications	No.
Certified Internal Auditor	3
Certified Government Audit Professional	1
Certified Public Accountants	1
Certified Information System Auditor	1
Certified Inspector General	2
Certified Inspector General Investigator	8
Certified Public Manager	2
Certified Fraud Examiner	3
Certified Protection Professional	1
Certified in FDLE Criminal Justice Information Services	9
Certified FDLE Terminal Agency Coordinator	2
Notary Public	14

Professional Affiliations

American Institute of Certified Public Accountants
Institute of Internal Auditors, Inc. (National and Local Chapters)
Association of Certified Fraud Examiners
Association of Inspectors General (National and Local Chapters)
American Society for Industrial Security (National and Local Chapters)
Florida Audit Forum

Staff Development

During FY 2012-2013, DJJ OIG Audit staff participated in a variety of professional training sessions including courses required to meet the *Standards for the Professional Practice of Internal Auditing*. The standards require each auditor to complete at least 40 hours of continuing education and training per year in order to maintain professional proficiency. The investigative staff members also attend regular training throughout the year to maintain their professional certifications. The OIG staff remains committed to seeking professional excellence through continued training and development to ensure the highest quality of service to our customers.

Bureau of Internal Audit

The Bureau of Internal Audit, under the direction of the Inspector General, assists the Secretary and the Department in deterring and detecting fraud, waste and abuse and provides assurance that the Department uses its resources in an efficient and effective manner.

The Bureau of Internal Audit carries out its function for the Department under the leadership of the Director of Audit who reports to the Inspector General. In addition to the Director of Audit, the bureau is staffed by one Operation Review Specialist and two Management Review Specialists (Senior Auditors).

Audit Responsibilities

Pursuant to section 20.055(5), Florida Statutes, the bureau conducts performance, information technology, financial and compliance audits of the Department and prepares reports of its findings and recommendations. Audits are performed in accordance with *the Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors. An audit involves obtaining an understanding of internal control structure; assessing control risk; testing of records and responses of inquiries by obtaining corroborating evidentiary matter through inspection, observation, confirmation and other procedures.

In addition to audits, the bureau performs non-audit services, such as special projects, and provides other management advisory and consultant services to the Department.

The Institute of Internal Auditors defines internal auditing as an independent, objective assurance and consulting activity designed to add value and improve an organization's operations. It helps an organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and governance processes.

Accomplishments for FY 2012-2013

During the fiscal year, the Bureau of Internal Audit completed major audits, reviews and projects consisting of the following:

- Four compliance and performance audits;
- One follow-up review to Auditor General's audit;
- One follow-up review to an internal audit;
- Various management advisory projects and coordination with Auditor General audits; and
- Periodic investigative assistance

Compliance and Performance Audit

A compliance audit is a comprehensive review of the Department's adherence to state laws, regulatory guidelines, and the Department's policy and procedures. Performance audits are examinations and evaluations of the Department's systems, programs, and processes from an efficiency and effectiveness perspective. Performance audits also include determining whether the Department acquired, protected, and used its resources economically and efficiently in accordance with applicable laws and regulations.

The Bureau completed four comprehensive audits which involved both compliance and performance activities.

Audit of Palm Beach Detention Center Operations

All detention centers are required to provide health care services to the youth within their facilities. These services include primary and preventative care, sick call and episodic care, and management of acute and chronic medical issues and follow up. Youth receive an initial health

screening and evaluation and a comprehensive physical examination. Infection control measures and the Occupational Safety and Health Administration standards are implemented, in accordance with state and federal requirements. Medications are provided to youth as prescribed. Health education is provided to youth on a variety of topics, including HIV prevention, sexually transmitted infections, medications and adolescent girls' health. Transitional health care planning is provided for youth with chronic or outstanding medical or mental health conditions, and all youth who are prescribed medications that are being released or transferred to another detention center or residential program.

During 2011, nine employees at the Palm Beach Regional Juvenile Detention Center (RJDC), including the superintendent and assistant superintendent, were terminated as a result of non-compliance with established medical policies and procedures in dealing with a youth's medical condition. Following the incident, a Department review team conducted a site visit to evaluate the Palm Beach RJDC policies, procedures, and operations. The review team identified approximately 130 deficiencies in the following ten categories: management accountability, personnel, training, safety and security, admission and orientation, medical, mental health and substance abuse, behavior management, physical plant, and general.

The audit objective was to determine whether deficiencies at Palm Beach RJDC, identified by the Department review team during September 2011, had been corrected.

The audit revealed that Palm Beach RJDC management made significant progress to correct the deficiencies identified by the review team. Detention center management corrected approximately 125 deficiencies. All deficiencies identified in the following areas were corrected: training, personnel, safety and security, admission and orientation, medical, mental health and substance abuse, physical plant, and general. Improvements remained pending for the deficiencies in mental health and substance abuse.

The audit further concluded that several other improvements are required at Palm Beach RJDC, specifically in management accountability and behavior management.

Additionally, the audit indicated that Department guidance for Detention Services requires further review and updating. The Detention Services Manual is not current, policies and procedures for review teams should be clarified, and sick call procedures should be evaluated.

Audit of Medical Services in Selected Residential Facilities

Section 985.01(1)(b), Florida Statutes, requires that the Department of Juvenile Justice provide for the care, safety, and protection of children in an environment that fosters healthy, social, emotional, intellectual, and physical development to ensure secure and safe custody; and to promote the health and well-being of all children under the Department's care.

State operated facilities and private providers are required to render comprehensive on-site medical services, designed to provide accountability and rapid response to ensure that the specialized health needs of youth are met in accordance with the Department's Health Services Manual. The medical services, at minimum, shall include primary and preventative care, sick call and episodic care, and management of acute and chronic medical issues and follow-up.

Currently, the Department has operating capacity for approximately 3,300 residential commitment beds. The Department provides a range of residential facilities and programs to address the rehabilitated needs of youth committed to the custody of the Department.

The audit objectives were to determine whether:

- Health care services are provided to the youth as required by laws, rules, and contracts;
- Sufficient oversight of medical services are in place; and,

- Medical emergencies are responded to properly.

The audit focused on health care services delivered to youth at the following selected facilities:

Joann Bridges Academy – Greenville
Volusia Halfway House – Daytona
Gulf Academy – Clearwater
Britt Halfway House – St. Petersburg
Okeechobee Juvenile Offender Corrections Center – Okeechobee
Okeechobee Girls Academy – Okeechobee

The audit revealed that overall, the above facilities had requisite internal controls in place to ensure that youth were provided the proper medical care in accordance with laws, rules, and the Department's Health Services Manual; adequate levels of medical services oversight were in place to ensure the quality of the services; and medical emergencies were responded to properly.

There were several deficiencies noted at various facilities visited. Four facilities addressed those deficiencies while the auditor was on-site. The other two facilities provided the BIA with a corrective action plan. The audit concluded that none of the deficiencies materially impacted the safety and health of youth. The audit disclosed that facility manuals are in need of updating in order to comply with Rule 63E-7, Operation of Residential Programs, pertaining to the Authority for Evaluation and Treatment.

Audit of PACE Center for Girls, Inc.

PACE (Practical Academic Cultural Education) Center for Girls, Inc., located at One West Adams Street, Suite 301, Jacksonville, Florida, is a private not-for profit organization incorporated under the laws of the State of Florida. PACE provides prevention and early intervention services to girls and young women between 11 and 17 years of age. PACE was established to provide girls and young women with an opportunity for a better future through education, counseling, training and advocacy. Through these services, girls will be diverted from initial contact with the Department or diverted from further contact with the Department.

PACE operates alternative centers throughout the state in the following counties: Alachua, Broward, Collier, Escambia, Santa Rosa, Hillsborough, Duval, Lee, Leon, Manatee, Marion, Orange, Palm Beach, Pasco, Pinellas, Polk, St. Lucie, Volusia, and Flagler. Girls live at home and attend the program during the day. The program includes a gender-specific curriculum that teaches life management skills and provides therapeutic support services, opportunities to participate in student volunteer service projects, and transition follow-up services. PACE performs all accounting, financial, legal and human resource functions for all locally operated PACE programs and its administrative office.

In fiscal year 2011 and 2012, the Department provided funding for PACE in the amount of \$10,957,031 and \$11,221,136, respectively, to assist the organization in providing prevention services to girls. The Department's funding represented approximately 46% of PACE's total funding received for fiscal years ending June 30, 2011 and 2012.

The audit objectives were to determine whether:

- Funds provided by the Department are expended in accordance with Florida Statutes and Contract between the Department and PACE (Contract #1451); and,
- Internal controls are in place to ensure funds are expended properly.

The audit determined that PACE complied in all material respects, with requisite statutes, rules, regulations, and Contract #1451. PACE was also found to have adequate controls in place to ensure funds are expended properly.

Audit of Regional Personnel Function

The Department of Juvenile Justice designated personnel liaisons in program offices to support the Bureau of Personnel (BOP) functions; including recruitment and selection, attendance and leave, and payroll. Personnel liaisons are located at Prevention, Detention, Residential, and Probation regional offices and facilities throughout the state. Personnel liaisons are responsible for ensuring all documentation for personnel related activities are completed for the employees located in their regions or facilities. The Personnel liaisons must submit documentation and coordinate all Personnel Action Requests (PAR) to BOP for final approval.

During June 2011 through October 2011, the U.S. Department of Labor Wage and Hour Division (WHD) conducted an investigation at a detention center and found the Department was in violation of the Fair Labor Standards Act (FLSA) for not paying overtime to 22 employees in the detention center. The WHD also discovered record keeping violations in that timesheets in People First did not reflect the actual time worked by the employee. Additionally, the hand-written timesheets used to record the actual hours worked did not include the start and end times for each day.

The Department agreed to pay back wages as required by WHD. Also, the Department responded that a better time-keeping system would be implemented to ensure more accurate records were maintained. In October 2011, Detention Services provided a verbal directive to all detention centers to use DFMS to record officers' hours worked.

The audit objectives were to determine whether:

- Standardized personnel processes are in place and functioning properly in the regional offices and facilities;
- Adequate internal controls over recruitment, attendance and leave are in place and in compliance with federal and state regulations and Department policies; and,
- Confidential personnel records are properly managed.

The audit indicated that the standardized personnel processes were functioning properly at the regional offices and facilities. It was also noted that managers and personnel liaisons were familiar with the Department policies that provide guidance for personnel functions. Managers and personnel liaisons in the selected Prevention, Detention, Residential, and Probation regional offices and facilities communicated with the Bureau of Personnel to coordinate the personnel action requests for the employees in their offices. In addition, all personnel files containing confidential information were properly managed and securely stored. However, the audit revealed that detention centers do not have an adequate time keeping system to maintain accurate records for employee work hours.

Internal and External Audit Follow-Up Activities

The bureau is responsible for monitoring the Department's implementation of corrective action to address recommendations in audit reports and policy reviews issued by the Auditor General (AG), the Office of Program Policy Analysis and Government Accountability (OPPAGA), and the department's Bureau of Internal Audit. The bureau provided liaison activities for AG operational audits and federal grant audits, and conducted follow-ups to monitor the status of corrective actions for one external and one internal audit/review. The bureau issued the following follow-up review reports:

- Follow-up on the Audit General's Operational Audit of Quality Assurance, Central Communications Center, Administrative Review Unit, Selected Administrative Activities and Prior Audit Follow-Up;
- Follow-up on the Audit of Detention Healthcare Services.

Other Activities

The Florida Single Audit Act

The Florida Single Audit Act (FSAA) was enacted in 1998 by the Florida Legislature to establish uniform State audit requirements for non-state entities expending State financial assistance equal to or in excess of \$500,000. The bureau responded to the Department of Financial Services on behalf of the agency and coordinated compliance efforts. This included providing technical assistance, meetings, inter-agency correspondence and liaison activities. The bureau is responsible for reviewing the Financial Reporting Packages received from non-state entities to ensure compliance with the Florida Single Audit Act and the Federal Office of Management and Budget (OMB) Circular A-133, including management letters and corrective action plans, to the extent necessary, to determine whether timely and appropriate corrective action has been taken with respect to audit findings and recommendations pertaining to state and federal financial assistance. The bureau has implemented new policies and procedures to ensure compliance with the Florida Single Audit Act.

Communication with Management

The Office of Inspector General (OIG) provides a centralized point for coordination of activities that promote accountability, integrity and efficiency. A major part of this responsibility includes keeping management informed of the many internal and external audits and related activities. The bureau also reviews the Department's response to external audit reports.

Bureau of Investigations

Investigations

The OIG Bureau of Investigations (Investigations) assists the Department in ensuring the promotion of accountability, integrity, and efficiency within the agency. In addition, Investigations assists in ensuring that only those individuals who meet statutory and Departmental standards of good moral character are selected to provide for the custody, care, safety, and protection of the youths entrusted to our supervision.

Investigative Unit

The investigative unit is charged with coordinating and conducting investigations designed to detect, deter, prevent, and eradicate fraud, waste, mismanagement, misconduct, and other abuses within DJJ, involving both state and contract provider employees, programs, facilities, and offices.

OFFICE OF THE INSPECTOR GENERAL
ANNUAL REPORT FOR FISCAL YEAR 2012-2013

All investigative activities are objective and unbiased. Inspectors submit detailed investigative reports, which include sworn statements and documentary evidence. The Inspector General reviews all completed cases for sufficiency and accuracy before signing and disseminating the final report. Investigations containing substantiated allegations are forwarded to management, which is responsible for implementing corrective action and reporting it to the OIG.

The OIG Chief of Investigations and the Inspector General review completed civil rights cases; however, a resolution panel presided over by the department's Equal Employment Opportunity (EEO) officer determines whether there is cause to believe either discrimination or harassment occurred. The Bureau of Investigations does not make recommendations concerning corrective action for EEO complaints.

Management Reviews are conducted by department staff assigned to the Office of Inspector General to look into incidents that routinely occur in department programs or routine incidents that are the least serious in nature, but still warrant follow-up. The results of these reviews are approved by the department's Assistant Secretaries.

Accomplishments for FY 2012-2013

During FY 2012-2013, the Bureau of Investigations assigned 69 complaints for Investigation, Inquiry, Referral to Management or other appropriate attention.

The Bureau of Investigations closed 64 investigations in fiscal year 2012-2013. Some of these investigations consisted of multiple allegations. The total number of allegations investigated during the period was 158. Of the allegations investigated 79 were substantiated, 41 were unsubstantiated, and 23 were found to be inconclusive. The remaining 15 were administratively closed, referred to another agency, or had been previously investigated.

The Bureau of Investigations closed 37 inquiries in fiscal year 2012-2013. Several of these inquiries involved multiple allegations that were investigated. The total number of allegations investigated through inquiries was 47. Of these allegations, 9 were substantiated, 3 were unsubstantiated, 3 were inconclusive, 1 was exonerated, and 2 were unfounded. The remaining 29 allegations were administratively closed.

Substantiated findings are reported to management and may result in terminations, resignations, and other disciplinary and non-disciplinary actions, as well as programmatic changes.

Summary of Investigations

IG 11-0052 Palm Beach Regional Juvenile Detention Center

This investigation was predicated upon notification from an assistant superintendent who learned from the State Attorney's Office that a female staff member/subject had inappropriate conversations with a female youth on a social networking site (Facebook) after the youth was released from the detention center. Palm Beach Regional Detention Center is a state operated detention program. The female youth later told OIG staff that she and the subject had sexual contact on one occasion at the facility. During the course of the investigation, OIG staff discovered there was sufficient reason to believe two Juvenile Justice Detention Officer II's (JJDO) were aware that the female youth was friends with the subject on Facebook but did not notify the superintendent. The subject admitted to communicating with the youth on Facebook and was terminated. Based on interviews conducted and documents reviewed it was Substantiated that the subject engaged in Improper Conduct/ and was in Violation of Policy/Rule. The allegation of sexual misconduct was Inconclusive based on the criminal investigation, documents, and interviews. It was substantiated that the two JJDO II's were in Violation of Policy/Rule for not notifying the superintendent.

11-0057 Leon Juvenile Assessment Center

This investigation was predicated on an allegation that following the release of a youth from Leon JAC, the youth broke the lobby window of the facility. The youth was subsequently allowed reentry to the facility following this incident and was then restrained by staff. Leon JAC is a DJJ contracted probation program operated by Disc Village, Inc. Based on testimony and document reviews, there was sufficient evidence to determine staff did not have jurisdiction over the youth at the time of the incident; however, staff brought the youth into the JAC and did not conduct a search of the youth upon his entry. Therefore, the conduct of staff was Sustained for Violation Policy/Rule. There was evidence to determine staff did not use Protective Action Response (PAR) verbal intervention techniques or continue to monitor the youth's behavior for indications that mechanical restraints were no longer needed, did not properly document the PAR restraint and was not PAR certified. The conduct of staff was Sustained for Unnecessary Force and Violation of Policy/Rule. There was evidence to indicate that the staff supervisor arrived at Leon JAC and did not inquire with staff about the incident or talk to the youth; however, the supervisor determined the incident was in compliance with the PAR Rule. The conduct of the supervisor was Sustained for Violation of Policy/Rule. As a result of the findings, one staff and the supervisor received a counseling session; one staff retired prior to the close of the investigation; and one staff resigned prior to the close of the investigation.

IG 12-0007 Circuit 12 Probation and Community Intervention

This investigation was predicated on a complaint from a youth's mother filed against a Senior Juvenile Probation Officer (SJPO) responsible for supervising her son, who was on probation. The mother claimed that the SJPO had not made contact with her and after management had reviewed the youth's case notes, it was discovered that the SJPO had also falsified other documentation within the youth's case file. The SJPO then submitted a statement admitting to falsifying the youth's records, along with approximately 15 others, between May and August 2011. The SJPO also admitted that she telephoned the youth's mother and identified herself as another co-worker. The case was referred to the Manatee County Sheriff's Office (MCSO) who assigned the case for criminal investigation. A *capias* was filed by the MCSO with the State Attorney's Office (SAO). Based on the documented evidence and the written admission by the SJPO, the case was closed with the recommended findings of Substantiated for falsification and Substantiated for Conduct Unbecoming a Public Employee

IG 12-0008 REACH Program

This investigative inquiry was predicated on an allegation that an employee's timesheets for the REACH program were falsified. The REACH program was a DJJ contracted prevention program operated by the Practical Academic Cultural Education (PACE) Center for Girls, Inc. Based on testimony and document reviews, there was insufficient evidence to indicate intent to falsify and a misuse of state funds; therefore, the allegation of Falsification and Violation of Policy/Rule were Not Sustained. As a result of the findings, no action was necessary.

IG 12-0013/12-0014 AMI Kids Tampa

Investigation of this case was initiated based on a report to the CCC on April 9, 2012, that a Department of Children and Families (DCF), Child Protective Investigator (CPI) was present at the AMI Kids Tampa facility to investigate allegations that on unknown dates, the facility's Director of Operations struck a youth on the shoulder with a hand held metal detector and head-butted another youth. Based on statements obtained during the DCF investigation from one youth victim and youth and staff witnesses, the program's Director of Operations was arrested by the Hillsborough County Sheriff's Office (Hillsborough CSO) and charged with one count of misdemeanor battery and one count of third degree felony child abuse. The criminal charges were subsequently dropped by the 13th Circuit, Assistant State Attorney when the youth's mother refused to press charges or bring her son to court. Based on the subject's admission that he had "playfully head-butted the youth, but there was no intent to injure", the subject was terminated from the program. The allegation of Unnecessary Force was Substantiated for the head-butting incident of the youth. The allegation of unnecessary force, for allegedly striking a youth with a metal detector wand

was closed as Inconclusive. The allegation of failure to report was Substantiated against the program's administrator for a failure to make a timely notification to the CCC.

IG 12-0023 Miami-Dade Regional Juvenile Detention Center

Investigation of this case was predicated on a notification to the CCC on May 10, 2012, where a Juvenile Justice Detention Officer, assigned to the Miami-Dade Regional Juvenile Detention Center, had been arrested by the Alachua County Sheriff's Office in Gainesville, Florida, and was charged with multiple counts of identity theft and fraud when he was found in possession of fraudulent credit cards, \$4,357.00 in U.S. currency, and ledger pages which contained the names, dates of birth, and Social Security numbers of youths which appeared to have come from a DJJ computer system database. The subject's access to DJJ computer systems was immediately revoked and his employment with the state, terminated. Departmental allegations of Criminal Statute Violation, Fraud - Organized Scheme, Confidentiality Violation, Improper Conduct/Computer Misuse, and Violation of Policy/Rule were Sustained. The subject subsequently submitted a plea of "Nolo Contendere" to eight felony counts of fraudulent practices, theft, and forgery of credit cards. The subject was sentenced to five years' probation and was required to pay court costs, perform 200 hours of community service and have no direct or indirect contact with victims or their families. With the assistance of the DJJ Inspector General's Office, the debit/credit card issuer was successful in recovering \$5,999.10 and returning it to the United States Internal Revenue Service.

IG 12-0024 Gulf Academy

This investigation was predicated on a notification to the Central Communications Center (CCC) on May 13, 2012, that a youth had sustained a fractured humerus bone of the left arm as a result of a Protective Action Response (PAR) restraint incident involving two program staff members. Based on a review of program video and interviews of one witness staff and twenty youth witnesses, it was determined that the staff members involved used excessive force and a non-PAR physical intervention. As a result of the program's internal investigation, one staff member submitted a letter of resignation and the other staff member was terminated from program employment.

IG 12-0026 Orange Regional Juvenile Detention Center

This investigation was predicated upon notification from the Department's Equal Employment Opportunity Office (EEO) that a female Juvenile Justice Detention Officer (JJDO) alleged she was discriminated against during the selection process for a supervisory position. The complainant alleged she had applied for a supervisory position several times in the past and each time a male applicant was selected the position. Orange Regional Juvenile Detention Center is a state operated detention facility. The EEO Resolution Panel determined there was "No Cause" to believe the alleged discrimination or harassment occurred.

12-0028 Bureau of Quality Improvement

This investigation was predicated by an anonymous complaint from a caller alleging that a staff member misused state funds when she traveled and stayed at a hotel for a training conference, but had not attended the conference workshops. During the course of the investigation, sufficient information was developed to expand the investigation and review the travel vouchers of this individual for a period of one year and was accepted for criminal investigation by the Department of Financial Services, Office of Fiscal Integrity. The Bureau of Quality Improvement is a program area of DJJ. Based on testimony and document reviews, there was sufficient evidence to indicate that the staff member did not travel by the most economical means available as required by policy; therefore, the allegation of Violation of Travel Policy and Procedure, Violation of Employee Code of Ethics, Violation of Policy/Rule and Violation of Section 112.061 F.S. was Sustained. As a result, the staff member received a counseling session.

IG 12-0032 Miami-Dade Regional Juvenile Detention Center

This investigation was predicated on an allegation that an 18 year old youth began complaining of chest pains, however, emergency medical attention was not requested until more than 30 minutes later. Miami-Dade Regional Juvenile Detention Center is a state operated detention program. Based on interviews conducted and records reviewed the classification of Violation of Policy/Rule was Substantiated.

IG 12-0034 Volusia Regional Juvenile Detention Center

This investigation was predicated by a complaint from a male youth who alleged he was horse playing with a staff member and refused to comply with verbal directives. As a result of the youth's actions, two staff members attempted to restrain the youth using a wrap-around Protective Action Response (PAR) technique. The youth subsequently complained of pain to his right foot and was later diagnosed with a broken ankle. Based on interviews conducted and documents reviewed, the allegations of excessive force and violation of policy/rule were Sustained on both staff members. As there was no evidence that one of the staff members participated in horse play with the youth that staff member was Exonerated of the allegation.

IG 12-0038 Circuit 4 Probation and Community Intervention

This investigation was predicated by a complaint from the Department of Children and Families (DCF) Office of the Inspector General (OIG) that a Child Protective Investigator (CPI) in Jacksonville received a telephone call from a Department of Juvenile Justice (DJJ) Juvenile Probation Officer (JPO) expressing concerns about a DCF investigation conducted on her sister. The CPI reviewed the Florida Safe Families Network (FSFN) system and found that an Administrative Secretary within the JPO's office had accessed the FSFN database nine minutes prior to calling the CPI. Based on interviews conducted and documents reviewed, the allegation of improper conduct was Substantiated against the Juvenile Probation Officer for requesting that another employee access the FSFN in order to obtain information for personal use. The allegation of violation of policy/rule against the secretary for accessing the FSFN for personal use was Inconclusive, due to conflicting testimony obtained during the course of the investigation.

IG 12-0040 Lippman Shelter

This investigation was predicated by an allegation that a Youth Care Specialist at the Lippman Youth Shelter assaulted a youth and was subsequently arrested by the Broward County Sheriff's Office for Assault. Lippman Shelter is a DJJ contracted prevention program operated by Lutheran Services of Florida. Based on interviews conducted and records reviewed, the classifications of Excessive Force and Violation of Policy/Rule were Sustained.

IG 12-0042 Alachua Academy

Alachua Academy staff reported that they suspected a former Case Manager had used a facility computer to view sexually explicit material and may be involved in a romantic relationship with a family member of a youth at the facility. An OIG investigation concluded that the former Case Manager used his assigned facility computer to respond to Craigslist.com advertisements for sexual encounters. However, it could not be determined if the former Case Manager was involved in a romantic relationship with the family member of a youth at the facility. The investigation resulted in Sustained findings against the former Case Manager for violation of the facility's computer use policies and Sustained findings against the current Case Manager for violation of the Department's CCC incident reporting guidelines.

IG 12-0045 Office of Prevention and Victim Services

This investigative inquiry was predicated by an email complaint from a citizen which stated the following: "an [identified person] means to have my granddaughter treated like a sex slave in your facility and killed so that there would be no evidence that the identified person had anything to do with it". The Office of Prevention and Victim Services is a program area of DJJ. Based on testimony and document reviews,

there was insufficient information to determine if the individual was employed by DJJ or a contract provider for DJJ. The inquiry was administratively closed and no further action was taken.

IG 12-0048 Miami-Dade Regional Juvenile Detention Center

It was alleged that a juvenile justice detention officer provided other individuals with the confidential Social Security numbers of eleven youths, ordered credit cards and completed tax returns using the Social Security numbers of the youths. It was subsequently determined that the allegation was made by a fabricated complainant via an anonymous letter. The letter contained a copy of a potentially incriminating hand written document that resembled the hand writing of the subject; however, the hand writing could not be forensically analyzed due to the lack of the original document. The investigation was unable to yield any evidence in order to substantiate the allegations. Based on interviews and documents reviewed, the allegations of criminal use of personal identification information and Violation of Policy/Rule were Inconclusive.

12-0057 Duval Regional Juvenile Detention Center

This investigative inquiry was predicated by a complaint from a citizen who reported she had observed derogatory comments made about her daughter, allegedly posted by staff member on a public social media web site. The citizen reported she also accessed the Facebook page of staff members, where she observed more negative comments about her daughter. The Duval RJDC is a state operated detention facility. Based on testimony and document reviews, the incident was administratively closed as there was no evidence to prove misconduct on the part of any staff member(s). As a result of the findings, no further action was taken.

IG 12-0059 Circuit 13 Probation

The OIG was contacted for technical assistance by members of a multi-agency Federal Task Force investigating identity theft and tax fraud, which allegedly involved a Juvenile Probation Officer assigned to Circuit 13. OIG inspectors conducted a forensic examination of the two Department computers assigned to the JPO, and determined that the JPO had accessed JJIS records and obtained youth identity data, which he used in a criminal enterprise to file false income tax returns. The JPO was subsequently arrested and charged in United States District Court with Conspiracy to Defraud the Federal Government.

IG 12-0061 Leon Juvenile Assessment Center

This investigative inquiry was predicated by a complaint that staff members intervened to deescalate a confrontation between a youth and her father in the Leon JAC lobby, after the youth had been released to her father. Reportedly, before leaving the lobby, the father explained his expectations with respect to his rules and regulations and the youth became confrontational and aggressive, hitting her father in the back several times. Leon JAC is a DJJ contracted probation program operated by Disc Village, Inc. Based on testimony and document reviews, there was insufficient evidence to determine misconduct by staff; therefore, the investigative inquiry was administratively closed and categorized as unfounded. As a result of the findings, no action was necessary.

IG 12-0068 Manatee Regional Juvenile Detention Center

This investigation was predicated by a notification to the CCC on November 24, 2012, that a youth at the Manatee RJDC did not receive his prescribed medications in a timely manner and had subsequently received medication without the knowledge and authorization of the facility designated health authority (DHA) or facility psychiatrist. Based upon a review of the DJJ Health Services Manual, detention center facility operating procedures, the youth's admission/release and medical records, it was determined that a detention center nurse had initially acted appropriately in not administering the youth his prescribed medications on the date of his admission, as there was no requisite signed parental Authorization for Evaluation and Treatment form (AET) on file for the youth. However, violations of policy/rule were sustained against the nurse for failing to make required entries on department records and forms.

Violations of policy/rule were sustained against a detention center officer and a supervisor for failing to make required entries on department forms and failing to review the youth's intake admission paperwork and make required notifications.

IG 13-0003 North Region Detention Office

Between December 28, 2012, and January 2, 2013, an external hard drive containing confidential data on 114,538 current and former DJJ youth and 1,139 current and former DJJ employees was removed from the office of a North Region Detention Operations and Program Manager. During the OIG investigation, 48 Department and building custodial employees were interviewed. The external hard drive was never recovered and the investigation subsequently identified several physical security flaws that may have contributed to its theft. The investigation resulted in sustained findings against the Program Manager for violation of the Department's mobile device policy by using an unauthorized storage device and not having the device encrypted.

Computer Forensic Technical Assistance

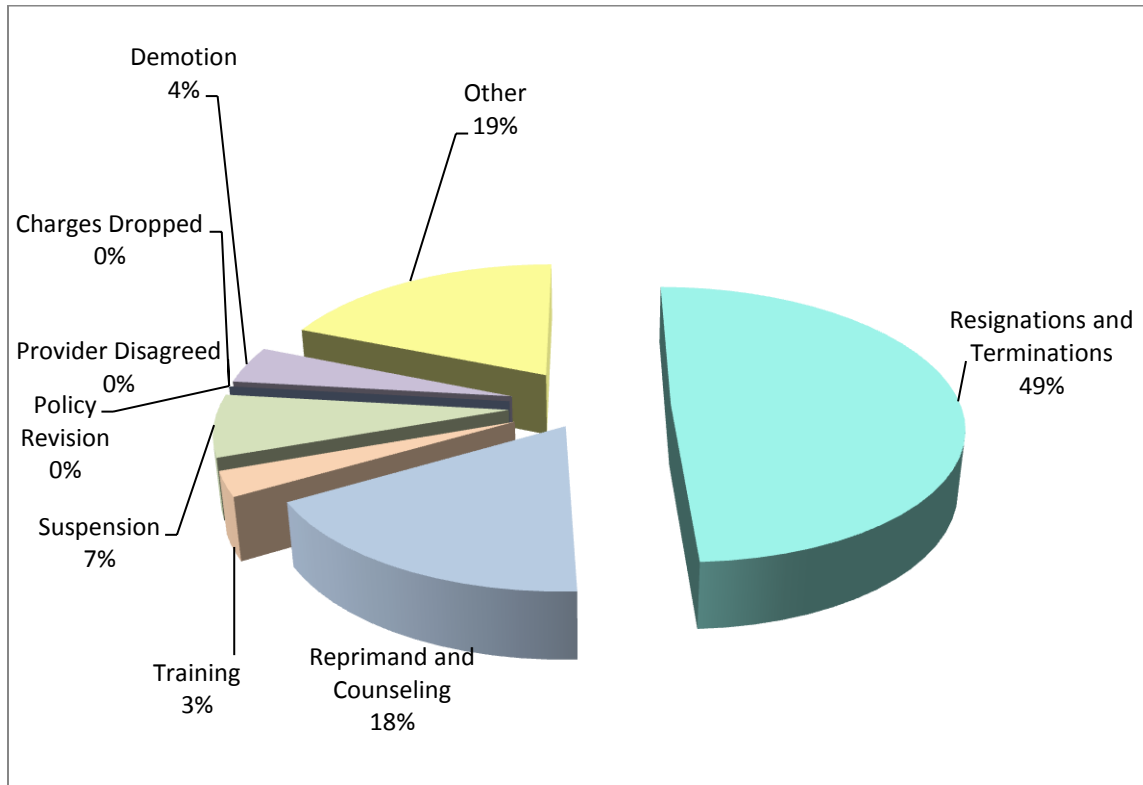
During this reporting period the OIG provided technical assistance in the form of computer forensic examinations for two investigations conducted by the OIG and other government agencies. Computer hard drives and other memory storage devices containing over two gigabytes of data were seized and forensically examined. All examinations were conducted in a forensically sound manner to identify possible subjects and to document and secure digital evidence relating to the violation of DJJ (or requesting agency) policies and procedures.

**Categorization of Investigations/Inquiries
Closed During Fiscal Year 2012-2013**

	Total	Administratively Closed	Inconclusive	No Cause	Prior Determination	Referred	Substantiated	Unsubstantiated	Substantiated Allegations as Percentage of Total
Arrest of Staff	2						2		100%
Confidentiality Validation	2						2		100%
Criminal Statute Violation	1						1		100%
Discrimination, Racial	1		1						0%
Discrimination, Other	3			3					0%
Failure to Report	8	1	1				4	2	50%
Falsification	12	3	2				4	3	33%
Force, Excessive	7		1				5	1	71%
Force, Unnecessary	11	1	2				8		73%
Fraud, Organized Scheme to	2	1						1	0%
Hostile Work Environment	1							1	0%
Improper Conduct	26	6	3				9	8	35%
Improper Conduct/Computer Misuse	2						2		100%
Improper Conduct/Conduct Unbecoming a Public Employee	3	2	1						0%
Improper Conduct/Sexual Nature	15	5	1					9	0%
Improper Conduct/Staff on Staff, Sexual Nature	2							2	0%
Improper Conduct/Staff-youth Relationship	4	2					2		50%
Improper Search	1	1							0%
Improper Supervision	1	1							0%
Medical Grievance	1	1							0%
Medical Neglect	4						3	1	75%
No Classification	6	6							0%
Sexual Misconduct	4		1					3	0%
Sexual Misconduct (PREA)	4	1	2					1	0%
Theft	3	3							0%
Violation of Policy/Rule	79	7	10	1			45	16	57%
Violation of Policy/Rule (Sexual Harassment)	1			1					0%
TOTAL	206	41	25	5	0	0	87	48	42%
Source: OIG Database									

Disciplinary Actions

July 1, 2012 – June 30, 2013



Central Communications Center

The DJJ OIG established the Central Communications Center (CCC) in December 1994, which at that time was known as the Incident/Complaint Hotline. The Incident/Complaint Hotline was maintained by the DJJ OIG from December 1994 until July 2004, when it was assigned to Residential and Correctional Services. In June 2006, the CCC was reassigned to the OIG pursuant to Chapters 5 and 9, Florida Statutes. The CCC provides information to DJJ to assist in maintaining a safe environment for the treatment and care of youth in department programs.

Operational Hours and Procedures

In October 2010 the CCC adopted into law Florida Administrative Code 63F-11, which requires both department staff and contract provider staff to report certain prescribed incidents to the CCC within 2 hours of the occurrence or knowledge of the occurrence. Incidents are called into a toll free telephone number 7-days a week, 365 days per year.

The CCC is staffed by the following positions who receive and process calls:

- 1 - Operations and Management Consultant II – Coordinator
- 1 - FTE Operations and Management Consultant II
- 1 - FTE Operations and Management Consultant I
- 2 - FTE Government Operations Consultant I
- 2 - OPS Government Operations Consultant I
- 1 - Part-time OPS Operations and Management Consultant I

OFFICE OF THE INSPECTOR GENERAL
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This process guarantees receipt of incidents by the duty officers as all incidents are deemed critical to department operations, thereby necessitating expedited reporting. The duty officers simultaneously enter reported incidents into the CCC Tracking System, which is a specialized management information tracking system. Once incidents are entered into the CCC tracking system notification is sent to the Secretary, Branch Representatives, and the OIG for assignment and response.

The following are some of the reportable incident types:

- Youth Deaths
- Staff Arrests
- Escapes from Secure Facilities
- Life-threatening Youth Injuries
- Disturbances
- Display/Use of Deadly Weapons
- Staff and Youth Sexual and Romantic Relationships
- Theft of Staff/Youth Owned Property
- Alleged Improper Use of Force and Abuse
- Medical/Mental Health issues

Central Communications Center Data System

A daily report is generated from the CCC Tracking System and e-mailed each workday to the OIG, Secretary, and various department representatives to notify them of incidents received within the prior 24-hour period. The tracking system allows the DJJ OIG and various branches to assign incidents, track the findings and corrective actions, and to close incidents without generating a paper report.

Other CCC Functions

In addition to answering telephone calls and entering incidents into the CCC system, the CCC employees also perform the following functions:

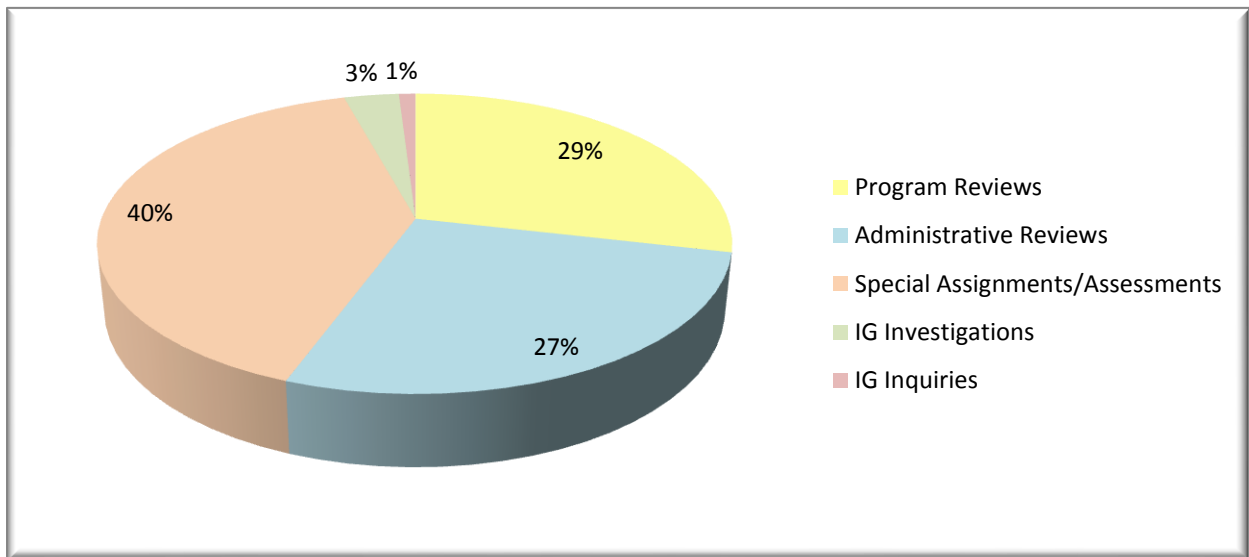
- Provide assistance for all public records requests for all CCC related incidents;
- Assist in resolving employment issues by researching missing disposition information or any discrepancies with an employee's CCC incident history;
- Assist the program areas with any CCC incident changes, updates or assignments within the system
- Scan and attach any documents related to a CCC incident into the system;
- Review and input any Abuse Registry Investigative or Phoenix Reports received via fax into the CCC system;
- Provide statistical data;
- Provide technical assistance to OIG Inspector Specialists and other program areas by researching the voice recording system and making the telephone recording available for viewing;
- The voice recording system is also used as a training tool for the duty officers; and,
- Provide customer service assistance and guidance to citizens who need department services.

CCC Accomplishments and Statistical Data during FY 2012-2013

- Automated the CCC Incident/Complaint blank report form for usage on-line.
- Process of updating F.A.C. CCC Rule (63F-11 F.A.C.).
- Approximately **13,254** calls were received by duty officers.
- Duty officers entered a total of **4,089** incidents into the CCC tracking system. The majority of these incidents dealt with medical issues (**1,434**), complaints against staff (**1,134**), and youth crimes while under supervision (**417**).

- Approximately **7,790** classifications were assigned to the incidents for appropriate processing and closure. Some incidents are assigned multiple classifications based on the nature of the incident.
- A total of **1,895** incidents were assigned for either a review or investigation. This number comprises **545** Program Reviews, **518** Administrative Reviews, **766** Special Assignments/Assessments, **62** IG Investigations, and **4** IG Inquiries.
- Initiated the process of updating CCC software to Windows 2010
- Initiated the development of new OIG case management system to go to paperless system
- Initiated development of a new IOC call center for better accountability for incident assignment/follow up by program areas.
- In conjunction with the Division of Highway Safety and Motor Vehicles, we are currently developing a driving records platform that identifies employees with problematic driving issues

Total Number of Incidents Assigned for Review or Investigation



BACKGROUND SCREENING UNIT

The Background Screening Unit (BSU) is under the direction of the Inspector General’s Office. Its purpose is to assist the Department in meeting its goal of hiring qualified applicants who meet statutory and agency background screening standards for employment. The BSU conducts Level II employment background screenings pursuant to Chapters 435, 984, and 985 of the Florida Statutes (F.S.) and the Department’s background screening policy and procedures. Background screening is performed on all state and contract provider directors, owners, employees, volunteers, mentors, and interns.

BACKGROUND SCREENING PROCESS

Employment background screenings must be completed before an applicant is hired or a volunteer is utilized by the Department or a contract provider. Background screening consists of a criminal records search that is processed through the Florida Department of Law Enforcement (FDLE) and the Federal Bureau of Investigations (FBI) using the applicant’s fingerprints. It also consists of a demographic search through the Judicial Inquiry System (JIS), a Clerk of the Courts Information System (CCIS) designed to collect and display records that are maintained by courthouses throughout the State of Florida. As a criminal justice agency, the Department has access to juvenile, sealed, and expunged criminal history information.

SCREENING TYPES

Livescan is the initial screening required for potential employees and volunteers. Fingerprints are electronically transmitted to the FDLE and the FBI, which allows both agencies to process the fingerprints within 72 hours and return the results to the BSU via electronic mail. This process also enables the FDLE to send an electronic notice to the BSU when a state or contract provider employee or volunteer receives a new arrest within the state of Florida.

The **5-Year Rescreen** is a national criminal records search that must be completed by all state and contract provider employees and volunteers every five years of continued service. The five-year increments are calculated from the employee's or volunteer's initial hire or service date.

The purpose of rescreening is to ensure that current employees and volunteers maintain level II screening standards throughout the term of their employment and/or service.

RATINGS PROCESS

Background screenings are rated using one of the following classifications: Eligible, Identified/Non-Caretaker Only, and Ineligible. These classifications are based on the criminal history and the position the applicant will occupy.

Applicants will receive an **eligible** rating when no disqualifying criminal conviction or no contest plea appears on the criminal record. Applicants with an eligible rating may be immediately hired or utilized by the Department or a contract provider in any position.

Certain DJJ applicants for employment will receive an **identified/non-caretaker only** rating. This rating is applied when a disqualifying criminal conviction or no contest plea appears on the criminal record, but the applicant will work in a position and at a location that is not stationed on the grounds of a facility or program where youth are housed or receiving services. This rating is not given to contract provider employees or volunteers. Applicants with this rating can only be hired as a DJJ state employee and in a position and at a location where there is no contact to youth or access to confidential youth records.

Applicants will receive an **ineligible** rating when a disqualifying criminal conviction or no contest plea appears on the criminal record. Applicants with this rating cannot be hired or utilized as a volunteer until an exemption from disqualification has been granted. To receive an ineligible rating, an applicant must have either been found guilty of, pled guilty to, had adjudication withheld, or pled no contest to at least one of the charges listed in Chapters 435 or 985, F.S.

EXEMPTION FROM DISQUALIFICATION

The exemption from disqualification is a review process that will allow most applicants who receive an ineligible rating to be reconsidered for employment. As set forth in Chapter 435, F.S., exemptions may be granted for a misdemeanor disqualifying offense as soon as the applicant has lawfully completed all sanctions. However, the Department may not grant an exemption from disqualification for a felony offense, until it has been at least three (3) years since the applicant completed or was lawfully released from confinement, supervision, or sanction for the disqualifying offense. An exemption from disqualification cannot be granted to any person who is a sexual predator as designated pursuant to section 775.21, F.S., a career offender pursuant to section 775.261, F.S., or a sexual offender pursuant to section 943.0435, F.S., unless the requirement to register as a sexual offender has been removed pursuant to section 943.04354, F.S.

The Secretary of DJJ determines whether an exemption should be granted or denied. Exemptions denied by the Secretary can be reconsidered via a formal hearing with Division of Administrative Hearings (DOAH) pursuant to section 120.57, F.S.

OTHER BSU FUNCTIONS

In addition to conducting employment background screenings, the full-time staff members of the BSU also perform the following functions:

- Conduct criminal history checks to assist the Inspector Specialists in their investigations and inquiries;
- Coordinate the initial phases of the exemption process;
- Review personnel records for incidents of physical or sexual abuse, excessive force, and misconduct;
- Provide notification of internal incidents to the Department and contract providers to assist them in making informed hiring and rehiring decisions;
- Inform programs of employee arrests;
- Correspond with law enforcement agencies and court clerks throughout the United States;
- Scan completed screening documents into an archival database for future reference and access; and,
- Respond to telephone, fax, and e-mail inquiries.

STATISTICAL DATA 2012-2013

- **10,775** employee background screenings conducted.
- **\$242,637.13** in fingerprint processing fees collected.
- **2,461** credit card transactions and **3,711** checks processed.
- **425** applicants failed to submit additional information or were withdrawn by the requester and **251** applicants were statutorily disqualified, resulting in a total of **676** applicants who did not clear the screening process.
- **54** applicants requested an exemption hearing for a statutorily disqualified offense appearing on their record during the criminal background check.
- Approximately **501** arrest notifications.
- Approximately **43,100** pages of documents scanned into the BSU archival database.
- Approximately **11,395** records reviewed in the Inspector General Incident Tracking system.
- Approximately **5,200** customer calls/faxes and e-mail inquiries serviced.

Staff Directory

Robert Munson Inspector General
Wanda Glover Administrative Assistant III

Investigations

Michael Bowen former Chief of Investigations
Kristin Avery Inspector Specialist
Andrew Blimes former Government Analyst I
Richard Bodnar Senior Management Analyst II
Charles Brock Inspector Specialist
April Denney former Inspector Specialist
Ruben Hernandez Inspector Specialist
Lisa Herring Staff Assistant
Jeffrey McGuinness Inspector Specialist
Teresa Michael former Senior Management Analyst II
Keith Morris Inspector Specialist
Linda Offutt Inspector Specialist
Regina Perry Secretary Specialist
Larry Riley Inspector Specialist
Sonja Robinson Senior Management Analyst I
Tracey Shearer Inspector Specialist
Gerard Ward Senior Management Analyst II
Melissa Wright Government Analyst I

Background Screening Unit

Myra Burks *Senior Management Analyst Supervisor*
Lisa Alexander Government Operations Consultant I
Johnalyn Bryant OPS-Government Operations Consultant I
Ashley Collins OPS-Data Entry Operator
Clay Dobson OPS-Data Entry Operator
Casandra Neal Senior Management Analyst I
Erika Ross OPS-Government Operations Consultant I
Sharon Washington Operations Analyst II

Central Communications Center

Chantelle Dishman *Operations Management Consultant II, Supervisor*
Ashlee Anderson former OPS – Government Operations Consultant I
Cheryl Beasley Operations Management Consultant II
Chad Bennett OPS – Government Operations Consultant I
Melaney Denson Government Operations Consultant I
David Gilmore Operations Management Consultant I
Therman Gulette former Government Operations Consultant I
Dierdre Harris OPS – Government Operations Consultant I
Mariette Keller OPS – Government Operations Consultant I
Samantha Morrison former Government Operations Consultant I
Adrian Nealy OPS – Government Operations Consultant I
Brittany Steele former OPS – Government Operations Consultant I

Internal Audit

Michael Yu *Audit Director*
Roosevelt Brooks Operations Review Specialist
Helene Muth Management Review Specialist
Karen Miller Management Review Specialist
Monica Taina former Management Review Specialist



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