

**Florida Department of Juvenile Justice**  
**Christina K. Daly, Secretary**

---

**Office of Inspector General**  
**2016 Annual Report**



---

**Robert A. Munson, Inspector General**

# TABLE OF CONTENTS

---

<b>INTRODUCTION/CHARTER OF OPERATIONS</b> .....	<b>1</b>
<b>RESPONSIBILITIES</b> .....	<b>2</b>
<b>ORGANIZATION</b> .....	<b>4</b>
Staff Certifications.....	6
<b>BUREAU OF INTERNAL AUDIT</b> .....	<b>7</b>
Accomplishments.....	7
Compliance and Performance Audits.....	7
Internal and External Audit Follow-up Activities.....	14
Other Activities.....	14
<b>BUREAU OF INVESTIGATIONS</b> .....	<b>15</b>
Accomplishments.....	15
Summary of Investigations.....	16
Sustained Findings by Type.....	26
Categorization of Investigations/Inquiries Closed.....	27
Disciplinary Actions.....	28
<b>Incident Operations Center (IOC)</b> .....	<b>29</b>
Central Communications Center Data System.....	29
Other IOC Functions.....	30
Accomplishments and Statistical Data.....	30
Incidents Assigned for Review or Investigation.....	31
<b>BACKGROUND SCREENING UNIT (BSU)</b> .....	<b>32</b>
Other BSU Functions.....	33
Statistical Data.....	33
<b>STAFF DIRECTORY</b> .....	<b>34</b>
<b>CONTACT INFORMATION</b> .....	<b>35</b>

---

**Department of Juvenile Justice**  
**Office of Inspector General**  
*Annual Report for Fiscal Year 2015 - 2016*

**CHARTER OF OPERATIONS**

**Department of Juvenile Justice 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.

**Inspector General's Mission**



The Office of Inspector General provides 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.

**Purpose**

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

**Authority**

The OIG reports directly to the Chief Inspector General. The authority of the DJJ OIG is derived from Section 20.055, Florida Statutes, and allows for full, free, and unrestricted access to all persons, records, and other information relevant to the performance of engagements.





## OIG Core Values

- Leadership
- Professionalism
- Integrity
- Excellence
- Accountability
- Communications
- Teamwork

## Responsibilities

The DJJ OIG is statutorily assigned specific duties and responsibilities per Section 20.055(2), Florida Statutes, which include:

- Advising in the development of performance measures, standards, and procedures for the evaluation of programs;
- Assessing the reliability and validity of information provided by the agency on performance measures and standards, and making recommendations for improvement, if necessary;
- Reviewing actions taken by the agency to improve program performance and meeting program standards;
- Providing direction for and coordinating audits, investigations, and management reviews relating to the programs and operations of the agency;
- Promoting economy and efficiency in agency programs in the administration of, or preventing and detecting fraud and abuse;
- Recommending corrective action concerning fraud, abuses, weaknesses, and deficiencies and reporting on the progress made in implementing corrective action; 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 Chief Inspector General and is supervised by the Secretary of the Department; however, they are not subject to supervision by any other employee of the Department. This ensures that audits, investigations and other activities remain free from interference in the determination of the scope of activities, performance of work, and results.<sup>1</sup>According 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.

---

<sup>1</sup> Section 20.055(3)(b), Florida Statutes

## 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 request 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.



## Professional Standards

The Office of Inspector General complies with established 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.

## Accreditation

Accreditation is the certification by an independent agency that an organization has met specific requirements and prescribed standards. It has long been recognized as a means of maintaining the highest standards of professionalism. Agencies must prove compliance by providing a required number of applicable standards. The agency is required to develop and compile the proofs of compliance necessary to determine conformity. Agencies document their written directives and other written policies, interviews, and observations as primary proofs of compliance. These may include agency general orders, special orders, standard operating procedures, policy manuals, ordinances, plans, rules, training directives, state laws, court orders, and memoranda that are binding on agency members.



The Department of Juvenile Justice Office of Inspector General Bureau of Investigations received Accreditation through The Commission for Florida Law Enforcement Accreditation on June 24, 2015. The Accreditation is valid for a period of three years.

## 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.

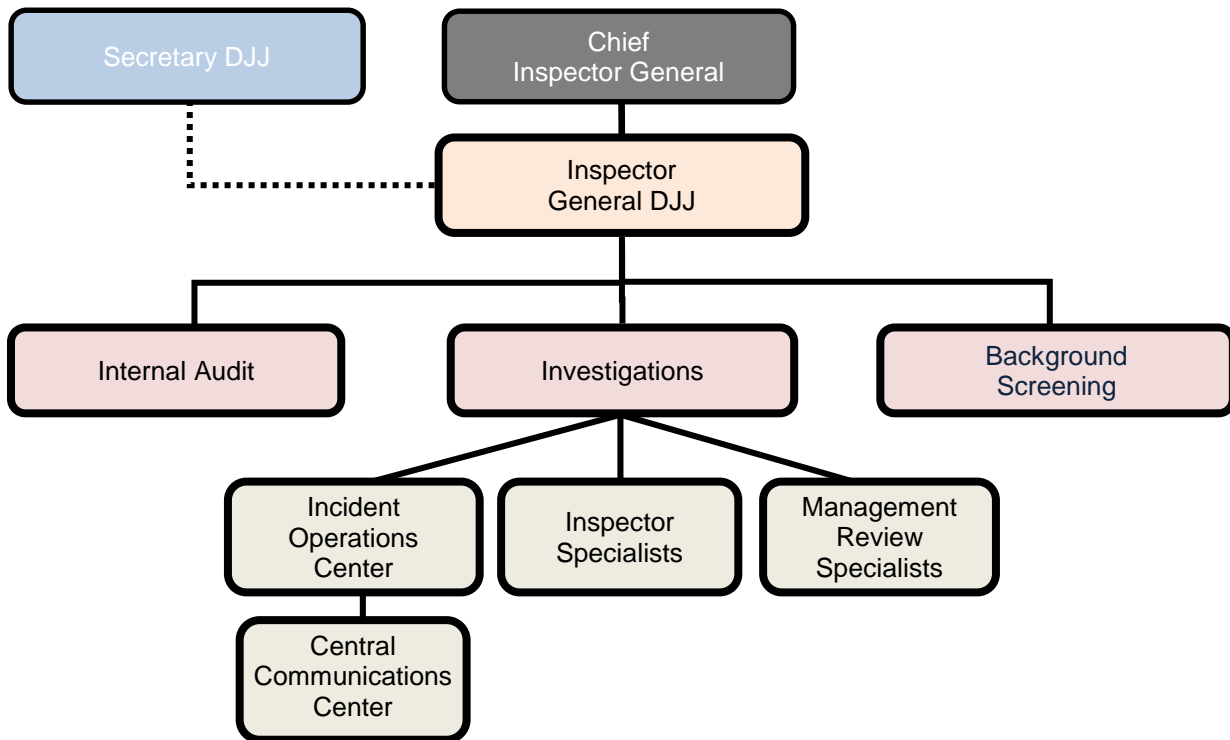
## Historic Overview

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 Office of Inspector General is comprised of four main operating sections: The Bureau of Investigations, Bureau of Internal Audit (BIA), Incident Operations Center (IOC)/Central Communications Center (CCC, and Background Screening Unit (BSU). The organizational structure for the OIG is as follows:





## **Bureau of Investigations**

The Bureau of Investigations detects and investigates administrative violations or misconduct impacting the department. The Bureau also oversees the Management Review Unit, which is charged with conducting administrative reviews of those allegations that do not rise to the level requiring an IG investigation.

### **Incident Operations Center/Central Communications Center**

The Incident Operations Center (IOC) provides daily incident/complaint hotline coverage through the Central Communications Center (CCC). The IOC 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 and demonstrate 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.

### **Management Review Unit**

The Management Review Unit (MRU) was moved under the Office of the Inspector General in July 2015. The MRU is comprised of ten (10) reviewers and two (2) supervisors and is responsible for conducting reviews of allegations against a Department facility or contract provider. Management reviews are conducted when incidents/allegations are determined to be severe in nature and meet one or more of the following criteria: evidence of a crisis situation; involve serious breaches in the safety and security of youth and staff; or are indicative of unaddressed systemic issues. For the 2015-2016 fiscal year, the MRU conducted and closed 325 reviews.

## **Bureau of Internal Audit**

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.

## **Background Screening Unit**

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.

## **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  
Florida Audit Forum

## **Staff Development**

Continued professional staff development is essential to the OIG. During FY 2015-2016, OIG Audit staff participated in numerous 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.

## **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.

<b>Professional Certifications</b>	<b>No.</b>
Certified Internal Auditor	2
Certified Public Accountants	1
Certified Inspector General	1
Certified Inspector General Investigator	11
Certified Public Manager	1
Certified Fraud Examiner	1
Certified Protection Professional	1
Certified in FDLE Criminal Justice Information Services	9
Certified FDLE Terminal Agency Coordinator	2
Notary Public	20



## **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 *International Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors. An audit involves obtaining an understanding of the 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**

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

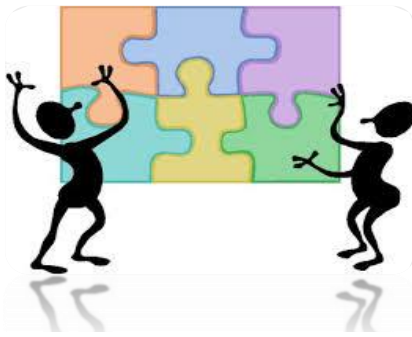
- Five compliance and performance audits and one IT audit;
- Two follow-up reviews to internal audits and one follow-up review to Auditor General audit.
- Various management advisory projects and coordination with Auditor General audits;

### **Compliance and Performance Audits**

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 five comprehensive audits which involved both compliance and performance activities.

## **Audit of Residential Programs Behavior Management Systems**



The Office of Residential Services oversees the Department of Juvenile Justice (Department) development and management of residential facilities and programs. Behavior Management Systems (BMS) are designed to promote the development of youth self-control, teach and encourage positive behavior, and promote public safety. Private providers under contract with the Department operate all residential commitment programs in the State of Florida. Consistent with Florida Statute, Section 985, residential commitment programs are grouped into the following four custody classifications: minimum risk, non-secure, high risk, and maximum risk, based on the assessed risk to public safety. The restrictiveness levels of “commitment” or placement represent increasing restrictions on a youth’s movement and freedom. Residential facilities range from non-secure to maximum-risk facilities.

The audit objective was to provide management with reasonable assurances that the design of the residential commitment program’s Behavior Management Systems complied with Department policies and procedures; and internal controls are in place to ensure the effectiveness of BMS. The scope of the audit included the BMS design and implementation in residential programs from July 1, 2013 through May 30, 2015.

The audit indicated that the residential commitment programs visited had developed and implemented a written BMS that complies with Florida Administrative Code 63E-7.009 and Department policies and procedures. In addition, our review indicated programs had sufficient internal controls in place to ensure the effectiveness of their BMS.

## **Audit of Children and Families in Need of Services**

The Department of Juvenile Justice (Department) signed Contract #10128 with the Florida Network of Youth and Family Services Inc., (Network) on June 24, 2014, effective July 1, 2014 for five years. The Network is a not-for-profit statewide organization providing assistance and guidance to member entities through youth advocacy, information sharing, technical assistance, and resource development. The contract requires the Network to perform statewide management services for Children & Families in Need of Services (CINS/FINS) program. The CINS/FINS program is to provide advocacy for youth and public safety, assure youth due process and adequate protection, and preserve the safety and integrity of the family. In addition, the Network through local service providers delivers services 24 hours per day, seven days per week involving administration and coordination of locally delivered residential and non-residential services to youth and families in all twenty (20) judicial circuits via local service providers. The Department is responsible for monitoring the Network to ensure compliance with contract conditions. Services include screenings, mental health/substance abuse, case management, intervention, counseling, adjudication, education, temporary shelter, and service plans. During Fiscal Year 2015-2016 appropriation for CINS/FINS totaled \$35,690,974.



The Department is responsible for monitoring the Network to ensure compliance with contract conditions. Services include screenings, mental health/substance abuse, case management, intervention, counseling, adjudication, education, temporary shelter, and service plans. During Fiscal Year 2015-2016 appropriation for CINS/FINS totaled \$35,690,974.

The audit objectives were:

- To evaluate the Network and the Department’s contractual performance to determine whether services are provided in accordance with contract conditions; and
- To examine internal controls of both the Network and the Department to assess the effectiveness in safeguarding assets, ensuring the reliability and integrity of records and reports, and achieving operational goals.

Our audit disclosed that, in general, the Network and Department provided services to youth and families in accordance with contract conditions; had sufficient controls in place to safeguard assets and to ensure the reliability and integrity of records and reports and to achieve operational goals. However, the audit noted areas for improvement pertaining to the following:

- The Network provided an advance (\$66,533.35) to a for profit entity; the Department did not recover interest earned on advance payments (totaling \$7,718,508) to the Network in a timely manner. The above financial transactions did not comply with Florida Statutes and contract conditions, respectively;
- Our review of Network accounting records disclosed that two checks (totaling \$11,972.49) have been outstanding for more than a year. Network policies and procedures require outstanding checks be cancelled when they are older than 180 days; and
- Network controls over travel expenses were not adequate based on selected travel vouchers reviewed by the auditor.

The audit recommended the Network:

- comply with Florida Statutes when advancing state funds and the Department enforce contract conditions outlines in the contract with the Network;
  - follow its policies and procedures pertaining to bank reconciliations; and
- comply with applicable rules, statutes, and their policies and procedures pertaining to the processing of travel vouchers.

### **Audit of Probation Intake and Screening**



The Office of Probation and Community Intervention is responsible for providing services to youth under the age of 18 that are referred by law enforcement authorities to the Department. A referral is similar to an arrest in the adult criminal justice system. When a law enforcement agency charges a youth with a law violation, depending on the seriousness of the offense and the law enforcement officer's view of what is needed to appropriately address the offense, youth may be taken to a Juvenile Assessment Center (JAC) or a Juvenile Detention Center for intake and detention screening. A Detention Risk Assessment Instrument (DRAI) evaluates the risk a child may pose to the community and determines if some type of detention is necessary. Juvenile Probation Officers (JPOs) will also assess youth using the Positive Achievement Change Tool (PACT) to determine the youth's likelihood to re-offend. This intake and screening process assists the JPO in choosing the most appropriate recommendation for

services that balances the needs and interest of the youth, family, the victim, and the community as a whole.

The audit objective was to determine whether State and provider-operated Juvenile Assessment Centers (JACs) perform intake and screening in accordance with established rules, case files maintain appropriate documentation, and intake staff are properly trained.

The audit indicated that case files for youth screened at provider-operated JACs and directed into diversion programs were not readily available for review. Further, office specific forms, such as the Probation Medical and Mental Health Clearance form, the Authorization for Evaluation and Treatment (AET) form, and the Department's Affidavit of Release form or Circuit specific Authorization of Release forms, were sometimes misplaced or lost. Additionally, the audit revealed that DRAI training was not always performed in accordance with Probation Office

policies; and cases involving an improper or unauthorized release of a youth were not always handled in accordance with Probation Office policies.

The audit recommended the following:

- Youth screening packets be maintained in the Juvenile Justice Information System (JJIS) Document Library Module following completion of intake and screening;
- Probation Policy PCI-11-004 be updated to reflect current in-service training practices; and
- Staff be reminded to follow Probation Policy PCI-13-002, in completing new DRAs when error is found in initial DRAI scores, and supervisory oversight be implemented to ensure compliance.

### **Audit of Statewide Electronic Monitoring Program**

The Department signed a contract with 3M Electronic Monitoring, Inc. (3M) effective November 21, 2011. The contract requires 3M to deliver statewide global positioning satellite (GPS) electronic monitoring services pertaining to youth under the Department's jurisdiction. Electronic Monitoring (EM) enhances public safety by providing an additional tool to supervise youth under 18 charged with a crime in Florida and assigned to the Department. Probation and Community Intervention and Detention Services jointly operate the EM program. Youth must be court-ordered to participate in the program. The EM program is designed to provide:



- A non-secure alternative for youth pending disposition, as a progressive response/graduated sanction for youth on court-ordered supervision (i.e. Probation, Post-Commitment Probation, Conditional Release, and Drug Court); and
- An alternative to secure detention for youth who have been committed and are awaiting placement (i.e. Committed-Pending Placement) in a residential facility.

Youth participating in the EM program wear a one-piece GPS device (ankle bracelet) that communicates with GPS satellites to monitor the youth's exact whereabouts in near real-time, 24 hours a day, seven days a week. Juvenile Probation Officers (JPOs) are responsible for establishing inclusion/exclusion zones, and defining the youth's daily schedule and responding to alerts. The unit will generate an "alert" when there is a violation of the youth's schedule and/or zone restrictions. A 24-hour customer support-monitoring center monitors the movement of the EM program participants statewide.

The objectives of the audit were to provide management with reasonable assurances that:

- Sufficient internal controls are in place to support the oversight of the Statewide EM program;
- The Department complied with selected contract conditions and other applicable regulations and rules that could have a material effect on the EM program; and
- The Department compensated 3M Electronic Monitoring, Inc., for only active monitoring tracking units.

The scope of the audit was July 1, 2014 through December 31, 2015.

The audit disclosed that, in general, the Department achieved the following:

- Sufficient internal controls are in place to support the oversight of the Statewide Electronic Monitoring program;
- Complied with selected contract conditions and other applicable regulations and rules that could have a material effect on the electronic monitoring program; and
- Compensated 3M Electronic Monitoring, Inc., for only active monitoring tracking units.

The audit noted areas for improvement pertaining to management of alerts and the expenditures related to lost, stolen, or damaged EM units.

The audit recommended the Department:

- Respond to alert notifications from the vendor as required by policy; provide additional training to JPOs related to documentation and properly addressing alerts;
- Explore the possibility of providing additional resources to judicial circuits to address the increase workload issues pertaining to youth placed on electronic monitoring; and
- Perform quarterly reconciliations rather than yearly reconciliations with the Provider pertaining to lost, damaged, or stolen EM units.

### **Audit of Psychotropic Medication Oversight**



Psychotropic medication oversight includes verification the prescribing Psychiatrists/Psychiatric ARNPs are appropriately licensed; notification of the Designated Health Authority (DHA) and other medical staff of youth currently prescribed psychotropic medications upon admission with continuation of currently prescribed psychotropic medications; youth receiving psychotropic medication prescribed prior to admission receive medication monitoring/review by the Psychiatrists or Psychiatric ARNPs; medical monitoring of psychotropic medications; appropriate parental/guardian consents have been obtained for the prescribing of psychotropic medications; and all psychotropic medication orders are reviewed by the dispensing pharmacist and pharmacy

vendor. Psychotropic medication oversight is an important part of the overall health services provided to youth under the Department's care.

The audit objectives were to provide reasonable assurances that psychotropic medication oversight complies with Florida Statute, Florida Administrative Code, and Department policy and procedure; and determine if adequate internal controls are in place to ensure the effectiveness and safety in prescription, procurement, storage, administration, and monitoring of psychotropic medication.

The scope of the audit was July 1, 2014 through December 31, 2015; and auditors selected a 10% sample of residential programs and detention facilities, including non-secure, high-risk, male, female, and six private providers under contract with the Department, for the review.

The audit indicated that policies and procedures were in place for prescribing, procuring, storing, administering, and monitoring psychotropic medications and internal control processes were generally in compliance with applicable laws and regulations. However, auditors noted the following areas for improvement:

- Facility Operating Procedures (FOPs) and treatment protocol review was not documented;



- The registered nurse was not following Florida Administrative Code by pre-pouring medicine before administering to youth;
- A current Board of Pharmacy Permit was unavailable for review and a Consultant Pharmacist had not been designated;
- The Designated Mental Health Clinician Authority (DMHCA) in one program was not a licensed mental health professional;
- Quality Improvement meetings were not being held in one program;
- Medical and mental health staff résumés were not maintained in the health care provider service agreement files at the programs/facilities;
- An individualized mental health treatment plan was not completed within 30 days of admission date;
- Documents were missing from the Individual Health Care Records (IHCR); and
- Facility Operating Procedures were non-specific for training non-licensed staff to assist youth with self-administration of medication.

The audit recommended the Department:

- Ensure residential programs and detention facilities follow F.A.C. 63M-2.0035 and implement a measure for ensuring the DHA, program director or facility superintendent, and nursing staff are documenting their annual review and approval of FOPs, treatment protocols, and other procedures;
- Ensure residential and detention nurses and non-licensed staff trained in medication administration dispense medications to youth in accordance with Florida Administrative Codes and Facility Operating Procedures;
- Implement processes to ensure residential programs maintain current board of pharmacy permits and consultant pharmacist licenses;
- Implement processes to ensure appropriate medical and clinical professional maintain current licenses;
- Implement measures to ensure quality improvement meetings regarding health care delivery to youth are held at least quarterly to identify and solve potential and actual problems;
- Implement processes to ensure all documentation required to be in the health care provider's service agreement file is maintained at the program/facility;
- Establish measures to ensure Individualized Mental Health Treatment Plans are developed in a timely manner;
- Ensure Individual health Care Records at programs/facilities comply with Florida Administrative Code; and
- Ensure programs/facilities implement an FOP for training non-licensed staff to assist youth with self-administration of medication in accordance with Florida Administrative Codes.

## **Information Technology Audit: Audit of Mobile Devices Usage**

Mobile device is a universal term encompassing both mobile computing and mobile storage devices. This includes all Department owned or managed laptops, notebooks, tablets, personal digital assistants (PDAs), smartphones or other portable devices that can process data. As well as external hard drives, memory cards, thumb drives, floppy disks, recordable compact discs, recordable digital video discs, portable music players such as iPods, media players, or tape drives that may be easily attached and detached from computing devices. The internal audit unit evaluated policies and procedures pertaining to employee access and usage of mobile devices as well as internal controls implemented to ensure data security.



The audit objectives were to provide management with an assessment of mobile devices security policies and procedures and their operational effectiveness; identify internal control deficiencies related to mobile device usage that could affect the Department; and identify information security control concerns that could affect the confidentiality, integrity, and availability of Department data due to weaknesses in mobile device controls. The scope of the audit was the Department's mobile devices usage from July 1, 2013 through June 30, 2015.

The audit indicated that, in general, the Department complied with applicable Florida Statutes, Florida Administrative Code, and Department policies and procedures. Effective controls were in place to mitigate the security risks posed from the use of mobile computing and mobile storage devices. However, we noted areas for improvement pertaining to the following:

- A number of employees were not completing mandatory annual Information Security Awareness Training;
- Procedures related to Encrypted Mobile Device Acknowledgement Forms and Mobile Device Property Custody Logs not being followed;
- Procedures not being followed to ensure proper documentation was completed to verify the sanitization of all data storage media;
- Service fees being paid for Department issued cell phones with no usage;
- Cell phone security controls needing enhancement; and
- Weak controls for cell phone assignment justification and approval.

The audit recommended the Department:

- Implement processes to ensure staff are completing all mandatory annual training;
- Ensure procedures for the Mobile Device Property Custody Log, Encrypted Mobile Device Acknowledgment Form, and Data Storage Media Sanitization/Destruction Form are followed;
- Assign an employee a cell phone on an essential basis and analyze in depth cell phone usage to remove service from phones with little or no usage;
- Enhance procedures for justification and approval for assigning a cell phone; and
- Apply stronger smartphone security features for greater protection of IT resources.



## **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 four internal audits. The bureau issued the following follow-up review reports:

- Follow-up on the Auditor General's Operational Audit No. 2015-190, Juvenile Justice Information System (JJIS) Information Technology Operational Audit;
- Follow-up on the Audit of Staff Development and Training (SD&T) Operations;
- Follow-Up on the Audit of the Department's Statewide Transportation of Youth.

## **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 correction 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**

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.



### **Investigations Unit**

The investigations 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. 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 sustained allegations are forwarded to management, which is responsible for implementing corrective action and reporting it to the OIG.

The 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 to look into incidents that routinely occur in department programs or routine incidents that are the least serious in nature, yet still warrant follow-up. The results of these reviews are approved by the department's Assistant Secretaries.

### **Accomplishments**

During FY 2015-2016, the Bureau of Investigations assigned 98 complaints for Investigation, Inquiry, Referral to Management or other appropriate attention.

The Bureau of Investigations closed 85 investigations in fiscal year 2015-2016. Some of these investigations consisted of multiple allegations. The total number of allegations investigated during the period was 212. Of the allegations investigated 85 were Sustained, 55 were Not Sustained, 58 were Unfounded, and 11 were Exonerated. The remaining three were identified as policy deficiencies.

The Bureau of Investigations closed 32 inquiries in fiscal year 2015-2016. The total number of allegations investigated through inquiries was 32. Of these allegations, 32 were Administratively Closed.

Sustained findings were reported to management and resulted in terminations, resignations, and other disciplinary and non-disciplinary actions, as well as programmatic changes.

## **Summary of Investigations**

### **IG 14-0028 Riverside Academy**

A youth alleged that a female staff performed oral sex on another unnamed youth. Law enforcement referred the incident to the State Attorney's Office who elected not to file charges. The allegation of Sexual Abuse (PREA) was Not Sustained. An allegation that staff physically abused a youth was also Not Sustained.

### **IG 14-0050 Okeechobee Youth Development Center**

A staff member was alleged to have been involved in a consensual sexual relationship with a staff member. Additionally, the staff allegedly brought the youth money, food and drinks, and allowed him use of her cell phone. The allegations of Sexual Misconduct (PREA) and Violation of Policy/Rule were Sustained.

### **14-0071 Palm Beach Juvenile Correctional Facility**

Two Youth Care Workers allegedly choked a youth and used profanity towards the youth. The OIG investigation resulted in the allegation of Use of Force – Unnecessary being Sustained against one Youth Care Worker and Not Sustained against the other Youth Care Worker. The allegation of Improper Conduct for use of profanity was Sustained against one Youth Care Worker and Not Sustained against another Youth Care Worker.

### **IG 14-0079 Santa Rosa Substance Abuse Treatment Center**

A youth alleged that a female staff member had sexual contact with him while in her office at the facility. A criminal investigation conducted by the Santa Rosa Sheriff's Office found no probable cause to support charges. The OIG investigation was inconclusive in proving the act occurred and the allegation of Sexual Misconduct (PREA) was Not Sustained.

### **IG 14-0083 Santa Rosa Substance Abuse Treatment Center**

A youth alleged that he saw the same staff member from IG case# 14-0079 having sexual relations with a youth in her office. A criminal investigation conducted by the Santa Rosa Sheriff's Office found no probable cause to support charges. The OIG investigation was inconclusive in proving the act occurred and the allegation of Sexual Misconduct (PREA) was Not Sustained.

### **IG 15-0002 Big Cypress Youth Environment Services**

A youth suffered a head injury that required outside medical treatment after he was restrained by staff. An allegation of Use of Force – Excessive was Sustained.

### **IG 15-0008 Duval Academy**

Five youths escaped the facility after a fire alarm was set off. The OIG investigation revealed that two staff members failed to provide direct sight and sound supervision with the youth at the time of the escape. The allegation of Improper Supervision was Sustained.

### **IG 15-0015 Children's Home Society – Safe Harbor**

A youth alleged a staff member smoked a cigar with her, fondled her, and had sexual intercourse with her. The allegation of Improper Conduct/Sexual Nature was Sustained. The allegation of Improper Conduct/Staff-Youth Relationship was Not Sustained.

**IG 15-0020 Palm Beach Juvenile Correctional Facility**

A staff member was alleged to have punched a youth several times after the youth threw a tray at her. During the investigation, it was also alleged two additional staff used unnecessary force on the youth when they responded to the incident. The allegation of Use of Force – Excessive was Sustained for the initial staff. The allegation of Use of Force – Unnecessary against the two additional staff was also Sustained.

**IG 15-0023 Okeechobee Youth Development Center**

A youth reported that he was involved in a sexual relationship with a female staff member and that he witnessed the staff member perform a sexual act on another youth. The Okeechobee County Sheriff's Office did not file charges. The OIG investigation was inconclusive in proving the act with the youth occurred and the allegation of Sexual Misconduct (PREA) was Not Sustained. The allegation of Sexual Misconduct (PREA) involving the other youth was Unfounded.

**IG 15-0024 Walton Youth Treatment Center**

A youth alleged that he had been having a consensual sexual relationship with a supervisor at the facility. A Walton County Sheriff's Office investigation was closed with no criminal charges filed. The OIG investigation was inconclusive in proving the act occurred and the allegation of Sexual Misconduct (PREA) was Not Sustained.

**IG 15-0026 Gulf Academy**

A youth alleged that a staff member entered the shower with him and touched him in a sexual manner. The youth also alleged that numerous staff members denied him a call to the Abuse Registry. The OIG investigation was inconclusive in determining if the incident occurred and the allegations of Sexual Misconduct (PREA) and Improper Conduct for denying the youth an abuse call were Not Sustained.

**IG 15-0027 Okeechobee Youth Treatment Center**

A Nurse alleged she witnessed a Supervisor use physical force on a youth. It was also alleged she informed the Administrator, who reportedly said he would handle it. The allegation of Use of Force – Unnecessary was Not Sustained. The allegation of Failure to Report was Sustained.

**IG 15-0029 Les Peters Academy**

A staff member allegedly gave youth Xanax bars. It was also alleged the staff made sexual advances towards youth. The allegations of Improper Conduct and Sexual Harassment (PREA) were Unfounded.

**IG 15-0030 Hillsborough West Regional Juvenile Detention Center**

A staff member allegedly used inappropriate force on a youth. Another staff member allegedly refused the youth a sick call or a grievance form. The OIG investigation determined the allegation of Use of Force – Unnecessary was Not Sustained. The allegation of Medical Grievance was Not Sustained. A staff member did enter the youth's room alone and, therefore, a Violation of Policy/Rule was Sustained.

**IG 15-0031 St. John's Juvenile Correctional Facility**

A staff member alleged that he was being pressured by supervisors at the facility to falsify training documents. The staff member also advised another supervisor did falsify a training document himself. The OIG investigation was inconclusive in proving the staff member was being pressured to falsify records and the allegation of Falsification was Not Sustained. The allegation of Improper Conduct for the supervisor falsifying the training document was Unfounded.

**IG 15-0032 Okaloosa Youth Development Center**

Two staff members at Okaloosa YDC allegedly used excessive force against a youth during a PAR that resulted in the youth sustaining a lacerated lung. The investigation was inconclusive in proving the policy violation occurred and the allegation was Not Sustained.

**IG 15-0033 Orange Regional Juvenile Detention Center**

A youth alleged a male staff made sexual comments towards her and touched her during a transport. The allegation of Sexual Harassment (PREA) was Not Sustained.

**IG 15-0035 Duval Academy**

A staff member in a physical altercation with a youth, allegedly struck the youth on the head with a flashlight. The Jacksonville Sheriff's Office conducted an investigation and charged the staff with Aggravated Battery. The OIG investigation determined the allegation of Use of Force - Unnecessary was Sustained.

**IG 15-0036 Brevard Regional Juvenile Detention Center**

A youth alleged that a staff touched his buttocks during showers. During the investigation, there was reason to investigate if the youth was denied an abuse call. The allegation of Sexual Abuse (PREA) was Unfounded. The allegation of Improper Conduct was Sustained on one staff and Unfounded on the other.

**IG 15-0038 Okeechobee Intensive Halfway House**

A staff member allegedly failed to properly supervise youth, who escaped during movement. The allegation of Improper Supervision against staff was Sustained.

**IG 15-0039 Martin Girls Academy**

Several youths alleged that staff do not allow youth to make abuse calls (Sustained); a staff tackled a youth (Sustained); an Administrator denied EMS or law enforcement to enter the facility regarding an attack on a youth (Policy Failure); and an Administrator did not report incidents in a timely manner (Exonerated).

**IG 15-0041 Martin Girls Academy**

A staff member at Martin Girls Academy allegedly touched a female (PREA) inappropriately during a PAR technique. The investigation determined the Sexual Abuse (PREA) was Unfounded.

**IG 15-0042 Palmetto Youth Academy**

An anonymous complainant alleged that a staff member sexually abused youth (Unfounded); brought contraband into the facility (Unfounded); administrators do not allow youth abuse calls (Not Sustained); a youth's medication was mixed with alcohol (Sustained); an administrator is manipulating youth (Unfounded); and staff are not properly supervising youth (Sustained).

**IG 15-0043 Orange Regional Juvenile Detention Center**

Four youth escaped and were subsequently captured by law enforcement. An allegation of improper supervision was Sustained against two staff members. During the course of the investigation, an additional allegation of Unnecessary Force was Sustained against one staff member. The investigation cited staff-to-youth ratio and physical facility issues as contributing factors to the escape.

**IG 15-0045 Brevard Regional Juvenile Detention Center**

A staff member was alleged to have sexual contact with a youth. The investigation was unable to prove or disprove the allegations occurred and was therefore, Not Sustained. Law enforcement closed the case, citing no evidence to support the allegation.

**IG 15-0047 Hillsborough Girls Academy**

A male staff member allegedly sexually abused a youth (PREA) while the youth was a detainee at the HGA. The youth refused to cooperate in the investigation and the staff member denied the allegation. The investigation of Sexual Abuse (PREA) was closed as Unfounded.

**IG 15-0048 Broward Regional Juvenile Detention Center**

A youth alleged that a JJDO grabbed him by his waist and touched his nipples. The allegation of Sexual Abuse (PREA) was Unfounded.

**IG 15-0049 Miami Regional Juvenile Detention Center**

A youth alleged that a staff member made comments of a sexual nature toward him. The allegation of Sexual Harassment (PREA) was Not Sustained.

**IG 15-0050 Duval Academy**

An anonymous complainant alleged there were discrepancies in the training documents at the facility and that staff were not being paid for actual hours worked. An allegation of Falsification of Training Documents was Sustained against an unknown person. Additionally, an allegation of Non-Payment of Work Hours was Not Sustained.

**IG 15-0051 Ft Myers Youth Academy**

An anonymous caller alleged staff falsified their written statements regarding a Protective Action Response (PAR) restraint. It was also alleged staff used excessive force while restraining a youth and failed to complete the necessary paperwork. The allegation of Falsification was Not Sustained. The allegations of Use of Force – Excessive and Violation of Policy/Rule were Sustained.

**IG 15-0054 Palm Beach Juvenile Correctional Facility**

Staff members allegedly failed to provide proper supervision, resulting in youth becoming involved in a physical altercation and sustaining a broken jaw. Additionally, staff allegedly took photographs of youth holding contraband which was posted on Facebook. The allegation of Improper Supervision and Improper Conduct was Sustained against an unknown staff.

**IG 15-0055 Fort Myers Youth Academy**

A youth alleged a staff member hugged him and touched his genitalia. The State Attorney's Office concluded there was insufficient evidence to prove the allegation beyond reasonable doubt. No further evidence was obtained and the allegation of Sexual Abuse (PREA) was Not Sustained.

**IG 15-0056 Fort Myers Youth Academy**

An anonymous source alleged staff used unnecessary force and engaged in improper conduct. An allegation of

Unnecessary Force against an administrator was Not Sustained. In addition, an allegation that an administrator failed to report alleged inappropriate use of force was Sustained. The allegation that management talked youth out of calling the Abuse Registry was Not Sustained, Sustained, and Unfounded respectively, on three administrators.

#### **IG 15-0057 Manatee Regional Juvenile Detention Center**

A youth alleged she recognized a staff as one of her clients when she was involved in prostitution. She also alleged the same staff subsequently asked her to lift up her shirt while they were at the courthouse. The allegations of Sexual Harassment (PREA) and Improper Conduct/Conduct Unbecoming a Public Employee were Not Sustained.

#### **IG 15-0058 Hillsborough Girls Academy**

A youth alleged that a male staff member had twice touched her buttocks while she was cleaning a restroom, (PREA). The Hillsborough County Sheriff's Office investigated the matter and cleared the case after the State Attorney declined to prosecute. There was inconclusive evidence to either prove or disprove the allegations of Sexual Abuse (PREA) and therefore, they were Not Sustained.

#### **IG 15-0059 Duval Regional Juvenile Detention Center**

An investigation was conducted at Duval RJDC regarding an Excessive Use of Force during a PAR by a staff member that resulted in an injury to a youth's arm. There was also an allegation that youth were being improperly supervised prior to the PAR incident. The investigation determined the excessive use of force was excessive and Sustained. The allegation of Improper Supervision was Unfounded.

#### **IG 15-0061 JAC- Circuit 19- Saint Lucie County**

A youth's mother alleged that a Juvenile Probation Officer (JPO) went to her daughter's job and gave the youth his contact information, told the youth to call him, and offered to take the youth to dinner. Based on the subject's admission, the allegations of Improper Conduct were Sustained.

#### **IG 15-0062 Palm Beach Juvenile Correctional Facility**

A youth alleged that a male program staff member physically abused him when he refused to leave his room. The youth refused to provide a statement to DJJ OIG staff and the subject staff member denied the allegation of Use of Force – Unnecessary. The investigation was closed as Unfounded.

#### **IG 15-0063 Okeechobee Youth Development Center**

An anonymous complaint alleged that six staff failed to properly supervise youth after a fight resulted in one youth sustaining a fractured mandible. The allegation of Improper Supervision was determined to be Unfounded.

#### **IG 15-0065 Okeechobee Youth Development Center**

A staff member was alleged to have exhibited improper conduct against a youth and a second staff member was alleged to have violated policy. Additionally, it was alleged that an administrator failed to report the allegations. The investigation was unable to prove or disprove the allegation of improper conduct occurred and was therefore, Not Sustained against the staff member. The allegations of violation of policy by the staff and failure to report by administration were Sustained.

#### **IG 15-0068 Brevard Regional Juvenile Detention Center**

A staff member allegedly had sexual contact with a youth. Additionally, it was alleged that a staff member failed to report the allegation. An investigation determined that the allegation of sexual contact was Unfounded. The



allegation of failure to report was Sustained. Law enforcement closed the case, citing no evidence to support a criminal act.

#### **IG 15-0069 Palm Beach Juvenile Correctional Facility**

A review of internal surveillance revealed that a staff allegedly choked a youth. The allegation was Sustained based on the staff's admission. Additional information revealed two staff witnessed the incident but failed to make the appropriate notifications. The allegation of failure to report was Sustained against one staff but the second staff was Exonerated.

#### **IG 15-0070 Palm Beach Juvenile Correctional Facility**

It was alleged that staff members did not give a youth adequate medical attention after the youth cut himself, and that the Mods were understaffed at the time of the incident. It was also alleged that staff introduced contraband (cellphone) onto the Mod. The allegation of medical neglect was Unfounded. The allegation of Improper Supervision was Not Sustained for one shift and Unfounded for a second shift. The allegation of Violation of Policy/Rule was Sustained.

#### **IG 15-0071 Bay Regional Juvenile Detention Center (BRJDC)**

An anonymous complaint alleged that a staff person at the BRJDC had made flirtatious remarks towards, and sexually harassed her daughter while she was at the facility and after she had left. The investigation revealed that the daughter had never been held at the BRJDC. The case was closed as Unfounded.

#### **IG 15-0072 Escambia Boys Base**

A staff allegedly used unnecessary force against a youth during a PAR. The investigation determined the staff did not use approved PAR techniques and the use of force was unnecessary. The Unnecessary Use of Force was Sustained.

#### **IG 15-0074 Southwest Regional Juvenile Detention Center**

An Administrative staff allegedly displayed inappropriate and unprofessional behavior. During the investigation, it was also alleged staff completed training for other staff when a binder was found, containing user names and passwords. The Administrative staff were Exonerated of Improper Conduct and the allegation of Improper Conduct was not Sustained.

#### **IG 15-0075 St. John's Youth Academy**

A staff member at St. John's Youth Academy allegedly touched a youth inappropriately, (Sexual Abuse/PREA). The allegation of Sexual Abuse (PREA) against the YCW was Not Sustained. An allegation of Failure to Report against the AFA was Sustained.

#### **IG 15-0076 Okeechobee Youth Development Center**

Two staff members were alleged to have exhibited improper conduct against a youth. The investigation was unable to prove or disprove improper conduct against one staff member and the allegation was therefore, Not Sustained. The investigation Unfounded improper conduct against the second staff member.

#### **IG 15-0077 Martin Girls Academy**

An anonymous caller alleged medical staff ingested youth's psychotropic medications; changed out various youth's medications with other youth's medication to prevent shortages; administered medication to youth without parental/guardian consent; brought contraband into the facility and falsified youth medical drill forms. Improper conduct and falsification allegations against the medical staff were determined to be Unfounded.

**IG 15-0078 Okeechobee Youth Treatment Center**

Staff were alleged to be physically abusing youth, engaging in sexual intercourse with youth, and threatening to have a youth beat up. During the investigation, it was also alleged staff failed to report an allegation of sexual abuse. The allegation of Use of Force – Unnecessary was Unfounded for four staff and Sustained on one staff. The allegation of Sexual Abuse (PREA) was Unfounded. The allegation that staff threatened a youth was Not Sustained. Finally, the allegation of Failure to Report was Sustained.

**IG 15-0079 Miami-Dade Regional Juvenile Detention Center**

An investigation was initiated following the death of a youth at the facility. The investigation found that staff failed to properly supervise youth and properly document the youth's confinement (Sustained); three supervisors were Exonerated of Improper Conduct and Improper Supervision; one staff falsified room checks (Sustained); two nurses failed to follow medical procedures (Sustained); there were Policy Deficiencies related to 10-minute checks, procedures for transporting youth for outside medical care, and notifying law enforcement regarding incidents. An allegation of Improper Conduct was Not Sustained against an administrator; Sustained against two other supervisory staff and Unfounded against a second administrator.

**IG 15-0080 Riverside Academy**

Several allegations were raised during a criminal investigation by the Tampa Police Department. Allegations that staff allowed youth to fight were Not Sustained. An allegation that a former staff wrote a note to a youth was Sustained. Finally, an allegation that staff grabbed a youth's crotch was Not Sustained.

**IG 15-0081 Marion Youth Academy**

A YCW allegedly conducted a PAR technique on a combative youth, resulting in the youth striking his head on the tile floor and sustaining a laceration. The facility nurse assessed him and recommended that he be transported to the hospital for treatment. It was determined that a non-approved PAR technique had been used and the allegation of Unnecessary Force was Sustained.

**IG 15-0082 Tampa Residential Facility**

A male youth reported that a female facility nurse performed a sexual act on him (PREA). The allegation of Sexual Abuse (PREA) was Unfounded. Additional allegations of Medical – Other on a Nurse, Failure to Report on a YCW, and Violation of Policy/Rule on a Program Director were Sustained.

**IG 15-0083 Palmetto Youth Academy**

An anonymous caller alleged a teacher allowed a former youth to move in with her and has been seen smoking marijuana with the youth. The allegation of Improper Conduct/Staff-Youth Relationship and Improper Conduct were Not Sustained.

**IG 15-0084 Okeechobee Juvenile Offender Correctional Center**

A youth alleged staff (unknown) struck him and other youth and he did not feel safe at the program. The youth could not provide any evidence to support the claim, therefore, the allegation of Use of Force – Unnecessary was unfounded.

**IG 15-0087 Miami-Dade Regional Juvenile Correctional Facility**

A local newspaper article reported that a youth alleged staff entice youth to fight by offering them food as a reward. The classification of improper conduct against unknown staff was Not Sustained.

**IG 15-0089 Challenge Youth Academy**

A staff member was alleged to have exhibited improper conduct against a youth. An investigation determined that the allegation was false, not supported by evidence, and was therefore Unfounded.

**IG 15-0093 Walton Youth Development Center**

A staff member at Walton YDC allegedly allowed several youths to leave their room to assist in physically transporting other youths to their rooms. The investigation resulted in the allegation of Violation of Policy/Rule being Sustained.

**IG 15-0096 Palm Beach Juvenile Correctional Facility**

It was alleged that a staff member signed several staff names on the training sign-in sheets who were not present during the training. The staff was exonerated on the allegation of Falsification, however, the allegation of Improper Conduct was sustained.

**IG 15-0097 Dade Juvenile Residential Facility**

An anonymous complainant alleged that two staff failed to properly supervise youth, which resulted in one youth escaping; staff falsified documents to conceal the escape; and staff failed to make the appropriate notifications. During the youth's apprehension, the youth alleged that a staff member punched him. The allegations of improper supervision, falsification, and failure to report were Sustained. The allegation of unnecessary use of force was Unfounded.

**IG 15-0098 Palm Beach Juvenile Correctional Facility**

A youth was found in possession of a cell phone and charger and upon review of the cell phone, a picture of a staff's name was displayed on the screen. The allegation that staff introduced the contraband into the facility was Not Sustained.

**IG 15-0099 Lake Academy Non-Secure**

A staff member was alleged to have exhibited improper conduct against a youth. The investigation was unable to prove or disprove the allegations occurred and was therefore, Not Sustained. Law enforcement closed the case as unfounded. The investigation further cited boundary issues between staff and youth.

**IG 15-0100 Broward Girls Academy**

A complainant alleged staff denied or interfered with abuse calls (Not Sustained), two staff denied a youth medical care for an injury (Not Sustained), staff and a youth engaged in an inappropriate relationship (Unfounded), and three staff encouraged and/or bribed youth to fight other youth (Not Sustained).

**IG 15-0102 Broward Girls Academy**

It was alleged that staff allowed youth who were involved in a relationship to sleep in the same room. In addition, another youth alleged staff was in a relationship with a youth and has shown youth pictures of male genitalia on his cell phone. The allegation of Improper Supervision and Sexual Abuse (PREA) against staff was Unfounded.

**IG 15-0103 Challenge Youth Academy**

A female staff member allegedly allowed youth to massage her. It was further reported the staff member was involved in a relationship with a program youth, and had allowed three youths to touch her sexually (PREA). The investigation was Not Sustained. Allegations for Improper Conduct – Staff/Youth relationship and Violation of Policy/Rule against the staff member were Sustained.

**IG 15-0105 Hillsborough Girls Academy**

A Hillsborough GA staff member allegedly attempted an improper relationship with a program youth. Additionally, the youth later reported sexual activity while the staff member watched (PREA). The investigation determined there was insufficient evidence to prove the allegations of Sexual Abuse and the case was closed as Not Sustained.

**IG 15-0106 Dove Academy**

A complaint was received regarding a message from a former resident, stating that a male staff person at the facility had been sending inappropriate pictures to her and asking for sexual favors over Facebook. The former resident was uncooperative and the staff person denied all the accusations. The allegation of Violation of Policy/Rule was Not Sustained.

**IG 15-0107 Broward Regional Detention Center**

It was alleged that a staff member failed to notify the Central Communications Center (CCC) of a reportable incident within the required timeframe. The staff admitted she should have followed up to ensure the CCC was notified, therefore, the classification of Failure to Report was Sustained.

**IG 15-0109 Head Quarters/Residential Services**

An anonymous complaint was lodged against a senior staff member, alleging unethical activities relating to contracts and having open containers of alcoholic beverages in a state vehicle. The investigation determined the allegations of Improper Conduct were Unfounded.

**IG 15-0111 Duval Academy**

A youth alleged he was thrown to the ground by the FA and the FA made inappropriate comments to him. PAR Fidelity reviewed the video and found the incident was PAR compliant. Witnesses denied the FA ever said anything inappropriate to the youth. The allegations of Unnecessary Force, Medical Neglect, and Improper Conduct were Unfounded.

**IG 15-0113 Hillsborough West Regional Juvenile Detention Center**

It was alleged that staff beat and choked a youth. During the investigation, it was also alleged staff entered the youth's room without a second staff being present. The allegations of Unnecessary Force and Violation of Policy/Rule were Sustained.

**IG 16-0001 Alachua Regional Juvenile Detention Center**

A staff member was alleged to have violated policy, exhibited improper conduct and falsified documents. An investigation determined there was sufficient to Sustain the allegation of violation of policy. However, the investigation determined that the allegations of improper conduct and falsification were false and not supported by evidence, and were, therefore, unfounded. The investigation further cited issues with the lack of documentation of events and issues.

**IG 16-0003 Okeechobee Youth Treatment Center**

It was alleged staff failed to intervene and document an incident in which youth were horse playing and resulted in a youth sustaining a fractured nose. It was also alleged that the program's video surveillance system was not secure and both youth and staff had access to disable it and/or delete video footage. The allegation of Improper Supervision was Sustained and the allegation of Violation of Policy/Rule was Unfounded.

**IG 16-0004 Escambia Regional Juvenile Detention Center**

A staff member at Escambia RJDC allegedly used profanity towards a youth and threatened to kill the youth. The investigation determined the allegation of Threats by Staff was Sustained.

**IG 16-0005 Hastings Comprehensive Mental Health Treatment Facility**

Two youth assaulted staff during a transport and then escaped. The allegation of Improper Supervision against the driver was Unfounded and Sustained on the transporting staff.

**IG 16-0006 Okeechobee Youth Development Center**

An anonymous caller alleged staff are bringing in contraband and giving it to youth (Sustained); staff are having sex with youth (Unfounded); staff are trying to cover up incidents where youth were caught smoking (Sustained); a nurse and floor staff left a medicine cart unattended and a youth stole sleeping pills (Sustained); staff failed to supervise youth (Sustained); and staff failed to report an incident within the required timeframe (Not Sustained).

**IG 16-0007 Tampa Residential Facility**

Two youths escaped from the Tampa Residential Facility by cutting a hole in the perimeter fence with a pair of wire cutters. Both youths were apprehended days later. Based on program video and the staff's own admission, allegations of Improper Supervision were Sustained against three staff members.

**IG 16-0012 Volusia Regional Juvenile Detention Center**

An anonymous caller alleged that staff failed to report an incident regarding a youth in possession of stolen matches and striking the matches in his room. The investigation revealed that staff smelled smoke from a secure room, but never located any matches. The allegations of Failure to Report and Violation of Rule were Unfounded.

**IG 16-0014 Les Peters Academy**

A youth alleged he had sexual intercourse with his therapist. There was no evidence to show that Sexual Abuse (PREA) occurred (Unfounded). However, it was noted that a second staff did not report the alleged incident within a timely manner and a Failure to Report was Sustained.

**IG 16-0015 Okeechobee Juvenile Offender Corrections Center**

It was alleged that a youth engaged in a sexual relationship with a therapist and the therapist gave a second youth a bag of marijuana to smoke. The allegations of Sexual Abuse (PREA) and Improper Conduct were Unfounded.

**IG 16-0020 Saint Lucie Regional Juvenile Detention Facility**

A staff member alleged that a female staff sexually harassed a female youth by making inappropriate comments. The classification of Sexual Harassment (PREA) against the staff was Not Sustained.

**IG 16-0021 Youth Environment Services Non-Secure**

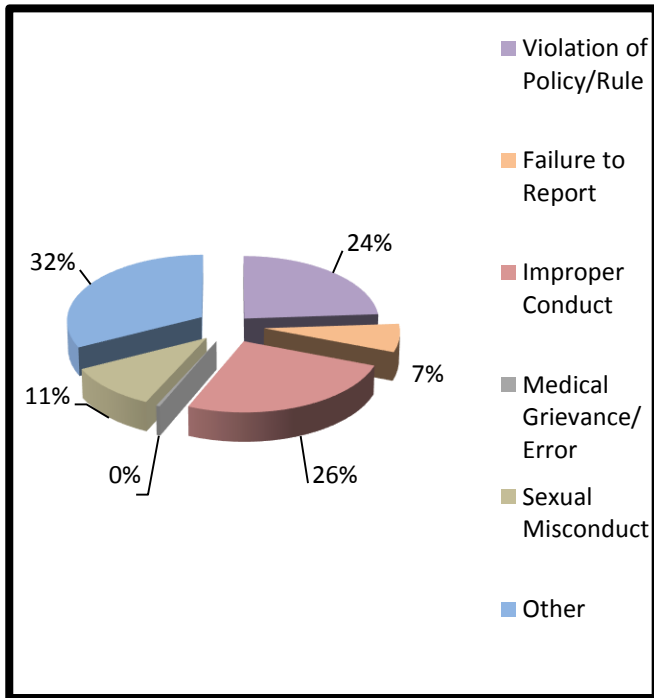
Several fights involving youths at the facility resulted in law enforcement being called for assistance. The allegation of Improper Supervision against the shift supervisor was Not Sustained, Improper Supervision against three direct care staff were Sustained, Unfounded, and Exonerated respectively.

**IG 16-0031 Leon Regional Juvenile Detention Center**

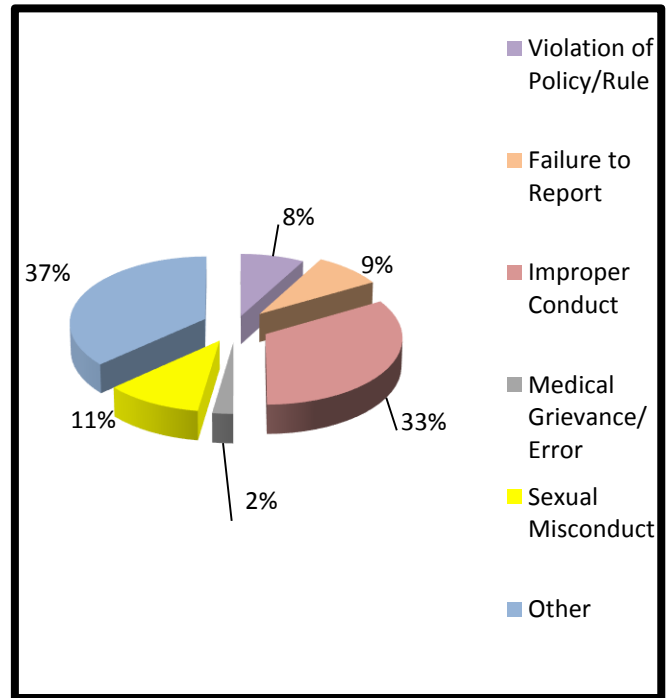
An EEO complaint was made regarding a sexual harassment allegation at the LRJDC. The complaint alleged improper touching and comments made by a supervisor to his subordinate. The investigation was closed without findings, and in accordance with the DJJ EEO policy, the report was submitted to the EEO Resolution Panel for review and determination.

**Sustained Findings by Type**

**2014 - 2015**



**2015 - 2016**



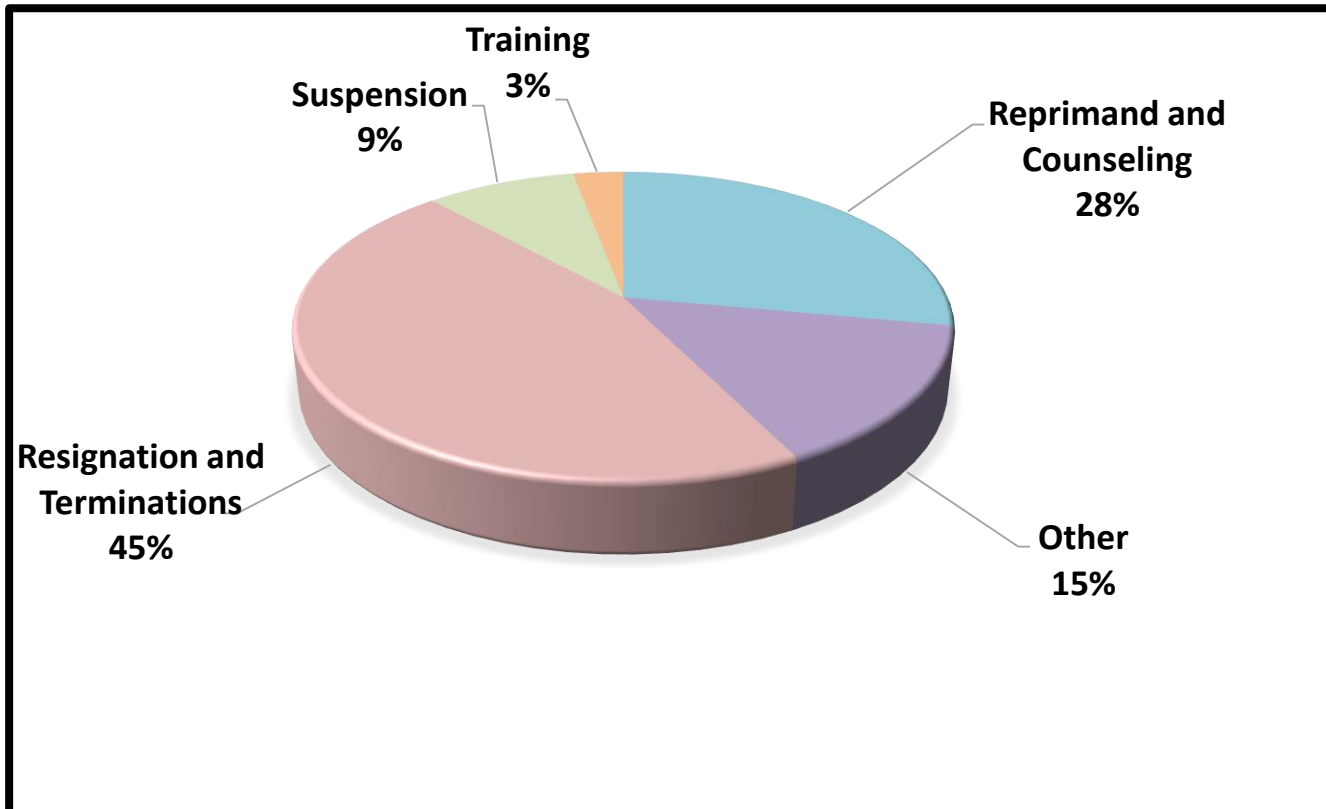
## Categorization of Investigations/Inquiries Closed

	Total	Exonerated	Sustained	Not Sustained	Unfounded	Substantiated Allegations as Percentage of Total
Arrest of Staff	0					0%
Discrimination	0					0%
Disturbance	1				1	0%
Failure to Report	26	6	18	1	1	69%
Falsification	15	1	6	1	7	40%
Force, Excessive	7		5	2	0	71%
Force, Unnecessary	19		9	4	6	47%
Harassment/Hostile Work Environment	1				1	0%
Improper Conduct	92	3	29	39	21	32%
Improper Conduct/Computer Misuse	0					0%
Improper Conduct/Conduct Unbecoming a Public Employee	1			1		0%
Improper Conduct/Sexual Nature	2		1	1		50%
Improper Conduct/Staff on Staff, Sexual Nature	0					0%
Improper Conduct/Staff-Youth Relationship	5		2	2	1	40%
Improper Search	7			7		0%
Improper Supervision	54	4	30	2	18	56%
Improper Use of Force	0					0%
Medical	3			2	1	0%
Medical Other	2		2			100%
Medication Neglect	2			2		0%
Misconduct	0					0%
PAR Restraint, Staff Injury	0					0%
PAR Restraint, Youth Injury	0					0%
Policy Deficiency	3					0%
Sexual Abuse (PREA)	20			6	14	0%
Sexual Harassment (PREA)	6			4	2	0%
Sexual Misconduct (PREA)	7		1	5	1	14%
Other Facility Violation (Understaffing)	1				1	0%
Threats By Staff	2		1	1		50%
Violation of Policy/Rule	24		15	7	2	63%
<b>TOTAL</b>	<b>300</b>	<b>14</b>	<b>119</b>	<b>87</b>	<b>77</b>	<b>40%</b>
Source: OIG Database						



## Disciplinary Actions

July 1, 2015 – June 30, 2016



## **Incident Operations 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. In September 2013, the department created the Incident Operations Center (IOC), housed under the OIG, to oversee the management of all reported incidents. The CCC was subsequently absorbed as a component of the IOC. The IOC is responsible for the management of all reported incidents including monitoring action taken by DJJ providers, including State-owned and operated facilities, after the resolution of incidents reported through the Central Communications Center (CCC) or the Office of Inspector General (OIG). The unit is also responsible for trend analysis and the daily review and assignment referrals of incidents accepted by the CCC. The IOC 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, Florida Administrative Code 63F-11 was adopted into law. This rule 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.

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. In May 2014, FDJJ Policy 2020 was implemented to further define the roles of the IOC and the CCC. This policy was update in April 2016 to incorporate move of the Management Review Unit to the OIG. The IOC is staffed by an IOC Director, CCC Supervisor, IOC Analysts, and Duty Officers

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. Additionally, a second report is generated the following day documenting the action taken regarding the reported incident. The CCC 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. The Department is currently in the process of developing a new CCC Tracking System that will allow for greater information gathering and sharing.

## Other IOC Functions

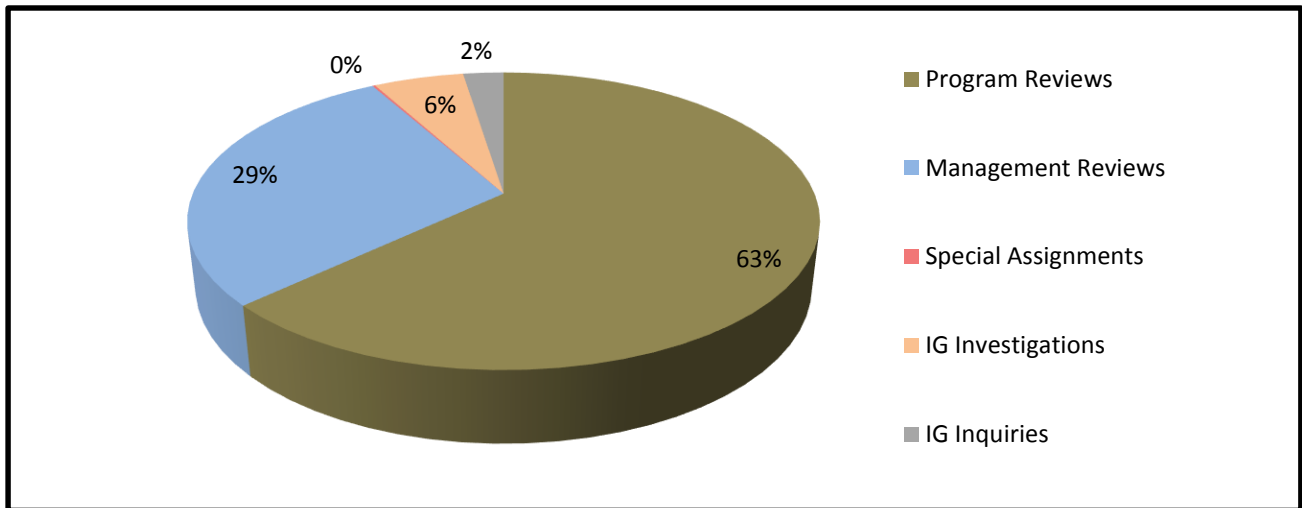
In addition to answering telephone calls, entering incidents into the CCC system, and making daily referrals to the program areas regarding received incidents, the IOC employees also perform the following functions:

- 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 Investigations or FSFN notifications received via fax/e-mail 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;
- Provide program areas with trend analysis;
- Provide a Monthly Incident Status Update Report to senior management;
- Conduct a Quality Check of all OIG investigations and inquiries as well as all management and programs reviews to ensure compliance with FDJJ Policy 2020;
- Verify staff arrests using CJIS; and,
- Provide customer service assistance and guidance to citizens who need department services.

## Accomplishments and Statistical Data

- Approximately **9,229** calls were received by duty officers.
- Duty officers entered a total of **5,370** incidents into the CCC tracking system. The majority of these incidents dealt with medical issues (**2,415**), complaints against staff (**1,249**), and youth crimes while under supervision (**495**).
- Approximately **5,147** classifications were assigned to the incidents for appropriate processing and closure. Some incidents are assigned multiple classifications based on the nature of the incident. The top five classifications were Improper Supervision (330), Media Attention (276), Medical Other (465), Medical Other – STD (641), and Violation of Policy/Rule (235).
- A total of **1,213** incidents were assigned for either a review or investigation. This number comprises **765** Program Reviews (Level II Management Reviews), **349** Management Reviews (Level III Management Reviews), **2** Special Assignments/Assessments (Level I Management Reviews), **67** IG Investigations, and **30** IG Inquiries.
- Revised FDJJ Policy 2020 defining the IOC and the roles of the program areas in regard to incident management.
- Began working on revisions to CCC Rule 63F-11
- Obtained approval to create a new CCC database to effect the requirements of FDJJ 2020.
- Held numerous one-day trainings throughout the State to train additional staff as Management Reviewers and Program Reviewers.

## Incidents Assigned for Review or Investigation



## **BACKGROUND SCREENING UNIT**

The Background Screening Unit (BSU) is located in the Inspector General's Office. Its purpose is to assist the Department in meeting 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 by the BSU before an applicant is hired or a volunteer is utilized by the Department or a Department contract provider. Background screening consists of a criminal records check 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 stored in 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. This process allows the applicant's fingerprints to be electronically transmitted to the FDLE and the FBI, processed within 72 hours and returned to the BSU via electronic mail. The FDLE also has the ability 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 check 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.

### **Rating 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 person will not work in a position that has access to confidential youth records or on the grounds of a facility or program where youth are housed or receiving services. This rating will only be given to DJJ applicants and **is not** given to contract provider employees or volunteers. Applicants with this rating can only be hired in a position and at a location where there is no contact with youth or access to confidential youth records.

Applicants will receive an **ineligible** rating when a conviction or no contest plea for a disqualifying criminal offense 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 by the Department. 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 was created to allow most applicants that receive an ineligible rating to be reconsidered for employment or as a volunteer. As set forth in Chapter 435, F.S., exemptions may be granted for a misdemeanor disqualifying offense as soon as the person 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 decides on behalf of the Department if an exemption should be granted or denied. Exemptions denied by the Secretary can be reconsidered via a formal hearing with the Division of Administrative Hearings (DOAH) pursuant to section 120.57, F.S.

### Other BSU Functions

In addition to conducting employment background screenings, the BSU performs the following functions:

- Conducts criminal history checks to assist in agency investigations and inquiries
- Coordinates the initial phase of the exemption process
- Reviews personnel records for incidents of physical or sexual abuse, excessive force, and misconduct
- Informs programs of employee arrests
- Provides out-of-state driver's license notifications
- Provides training on background screening and Clearinghouse
- Creates user manuals
- Maintains policies and procedures
- Processes background screening payments
- Conducts retention notification, removal and billing
- Corresponds with law enforcement agencies and court clerks throughout the United States
- Scans completed screening documents into an archival database for future reference and access
- Responds to telephone, fax, and e-mail inquiries

### Statistical Data

- \* **12,979** employee background screenings were conducted
- \* **\$223,580.68** in fingerprint processing fees and fingerprint retention fees were collected
- \* **2,300** credit card transactions and **3,477** checks were processed
- \* **527** applicants failed to submit additional information or were withdrawn by the requester and **348** applicants were statutorily disqualified, resulting in a total of **875** applicants who did not clear the screening process
- \* **44** applicants requested an exemption hearing for a statutorily disqualified offense appearing on their record during the criminal background check
- \* **551** arrest notifications were received and processed
- \* **12,979** record searches were conducted in the Inspector General Incident Tracking system
- \* Approximately **90,853** pages of documents were scanned into the BSU archival database
- \* Approximately **5,040** customer calls/faxes and e-mail inquiries were serviced

## **Staff Directory**

**Robert Munson**  
Wanda Glover

**Inspector General**  
Administrative Assistant III

### **Internal Audit**

**Michael Yu**  
Roosevelt Brooks  
Karen Miller  
Kelly Neel

**Audit Director**  
Operations Review Specialist  
Management Review Specialist  
Management Review Specialist

### **Investigations**

**Brian Donaldson**  
Richard Bodnar  
Gary Bussell  
Darvin Graham  
Shewanda Hall  
Lisa Herring  
Jeffrey McGuiness  
Reginald McNeill  
Mark Meadows  
Regina Perry  
Sonja Robinson  
Tracey Shearer  
Gerard Ward

**Chief of Investigations**  
Inspector Specialist  
Senior Management Analyst Supervisor  
Inspector Specialist  
Inspector Specialist  
Staff Assistant  
Inspector Specialist  
Inspector Specialist  
Inspector Specialist  
Secretary Specialist  
Senior Management Analyst I  
Inspector Specialist  
Senior Management Analyst Supervisor

### **Incident Operations Center**

**Holly Queen**  
Rachel Pate  
Melissa Wright

**Senior Management Analyst Supervisor**  
Operations Review Specialist  
Operations Review Specialist

### **Central Communications Center**

**David Gilmore**  
Chad Bennett  
Dierdre Harris  
Christopher Henderson  
Adrian Nealy  
Melaney Rosier  
Safa Shariat

**Operations Management Consultant III, Supervisor**  
Government Operations Consultant I  
OPS – Government Operations Consultant I  
OPS – Government Operations Consultant I  
Government Operations Consultant I  
Government Operations Consultant II  
Government Operations Consultant I

### **Management Review Team**

**Melinda Gouldsbury**  
**Harry Motley**  
Dicye Byrd  
Therman Gullette  
Lori Hardyman  
Michael Lindsey  
Janie McGeorge  
Cordell Nelson  
Scott Pedersen  
Timothy Pemberton  
Gregory Shahood  
Maxine Williams-Linton

**Senior Management Analyst Supervisor**  
**Senior Management Analyst Supervisor**  
Government Operations Consultant II  
Government Operations Consultant I  
Government Operations Consultant II  
Government Operations Consultant II  
Operations & Management Consultant I  
Government Operations Consultant II  
Government Operations Consultant II  
Government Operations Consultant II  
Government Operations Consultant II  
Government Operations Consultant II  
Government Operations Consultant II

### **Background Screening Unit**

**Myra Burks**  
Lisa Alexander  
Johnalyn Bryant  
Jeffrey Janvier  
Casandra Neal  
Thomas Pena  
Erika Ross  
Sharon Washington

**Senior Management Analyst Supervisor**  
Government Operations Consultant I  
Government Operations Consultant I  
Government Operations Consultant I  
Senior Management Analyst I  
OPS – Data Entry Operator  
Government Operations Consultant I  
Government Operations Consultant I





Office of the Inspector General  
Florida Department of Juvenile Justice  
2737 Centerview Drive  
Tallahassee, Florida 32399-3100

[www.djj.state.fl.us/services/support/OIG](http://www.djj.state.fl.us/services/support/OIG)

Telephone: (850) 921-6344