

OFFICE OF INSPECTOR GENERAL Annual Report



Fiscal Year
2023-2024



Florida Department of Corrections



Introduction

The Florida Department of Corrections (FDC), Office of Inspector General (OIG) is the largest State Office of the Inspector General employing over 200 staff members and derives its authority from Section 944.31, Florida Statutes, to conduct both criminal and internal affairs investigations, inspections, audits, and contract reviews that promote accountability, integrity, and efficiency in state government. The OIG has two unique missions, compared to most State Offices of Inspectors General, with its Criminal Investigations Bureau (CIB) and Environmental Health and Safety (EH&S) Unit. The CIB employs certified law enforcement officers responsible for investigating criminal violations relating to the FDC, such as introduction or possession of contraband and batteries committed on both correctional officers and state prisoners. These officers have the authority to arrest persons for investigated criminal violations classified as felony offenses that occur within the jurisdiction of the FDC or seek arrest warrants for criminal violations classified as misdemeanors offenses. The OIG's Environmental Health and Safety Unit inspects each correctional institution or any place in which state prisoners are housed or work with reference to its physical conditions, cleanliness, and safety.

The OIG's Bureau of Internal Affairs bears the responsibility of investigating administrative rule or procedure violations within the Department and employs certified officers in all three Criminal Justice Standards and Training Commission (CJSTC) disciplines. The OIG also works in tandem with the Florida Department of Law Enforcement regarding mutually agreed-upon predicated events defined in a Memorandum of Understanding between the two Departments. This report year, the OIG completed 704 criminal investigations that resulted in 354 arrests and 461 internal affairs investigations, of which 258 had a sustained finding disposition. Seven audits were completed resulting in sixteen findings, and five contract reviews resulting in 10 findings.

The governing principle of the OIG is the Principles and Standards for Offices of Inspector General as published and revised by the Association of Inspectors General, commonly known as the "Green Book." The principles and standards of confidentiality, quality assurance, and objectivity are just some of the principles and standards adhered to by the OIG. The OIG is accredited by the Commission for Florida Law Enforcement Accreditation and has maintained its accreditation status since 2015.



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DEPARTMENT BACKGROUND

As the nation's third-largest prison system, the FDC fulfills a primary role in enhancing the safety of Florida residents. Through a network of state correctional institutions (49 state and 7 private), road prisons, work camps, and community-based facilities, the Department manages incarceration and care for approximately 87,000 state prisoners. The Department also supervises approximately 145,000 offenders through 141 probation offices statewide. The Department employs 23,686 employees (as of June 30, 2024, 2,123 of these positions are currently vacant), the majority of whom are Correctional Officers or Correctional Probation Officers who carry out this public safety mandate 24 hours a day, 7 days a week, 365 days a year.

PURPOSE OF THIS ANNUAL REPORT

Section 20.055, Florida Statutes, requires the Inspector General submit to the agency head - for state agencies under the jurisdiction of the Governor, the Chief Inspector General no later than September 30th of each year - an annual report summarizing the activities during the preceding fiscal year. This report provides Departmental staff and other interested parties with an overview of the OIG's activities as related to its mission.

VISION

A safe and efficient Florida correctional system.

MISSION

Promote leadership to ensure accountability, integrity, and efficiency within the FDC.

GENERAL GOALS

To add value to the Department by:

1. Continuously identifying Department needs & priorities;
2. Identifying risks and threats that impact public safety;
3. Promoting innovative solutions to address the Department's needs; and
4. Providing timely, accurate, and pertinent information to decision makers.

SPECIFIC AREAS OF RESPONSIBILITY

The OIG is comprised of three bureaus: Criminal Investigations, Internal Affairs, and Internal Audit, along with the Environmental Health and Safety Unit and Headquarters:

1. The **Bureau of Criminal Investigations** employs 108 certified law enforcement officer detectives and supervisors that perform the following activities:
 - conduct criminal investigations involving Department operations, contracts, staff, inmates, visitors, and volunteers.
 - coordinate investigative efforts with Florida Department of Law Enforcement and other law enforcement agencies; and
 - work closely with prosecutorial entities to facilitate the prosecution of criminal cases.
2. The **Bureau of Internal Affairs** employs 65 inspectors that are certified in all CJSTC disciplines that perform the following activities:
 - respond to complaints from multiple internal and external sources, including the Management Information Notification System, electronic complaint form (web-based),

correspondence, e-mail, and telephone, which results in the opening of complaint reviews, investigations, or management referrals.

- review all incidents involving the use of force at state and private correctional institutions, and those involving probation officers to ensure compliance with established rules, procedures, and statutes; and
- investigate alleged violations of Administrative Rules, Code of Conduct, Title VII of the Civil Rights Act, Chapter 60L-36.004, Florida Administrative Code, and Chapter 110, Florida Statutes.

3. The **Bureau of Internal Audit** employs professional auditors that assess the efficiency and effectiveness of Department programs and associated controls, measure compliance with laws and procedures, and serve to deter waste, fraud, and abuse of Department resources in the following manner:

- conduct compliance, performance, and information technology audits in accordance with professional auditing standards and conduct reviews relating to Department operations, contracts, staff, inmates, visitors, and volunteers.
- identify instances of fraud, abuse, and other deficiencies relating to Department programs and operations, inform the Secretary of those conditions, recommend corrective action, and report on progress made in correcting deficiencies.
- aid with criminal and internal affairs investigations involving waste, fraud, or misappropriation of funds.
- conduct contract management reviews to enhance accountability and oversight of the Department's contracts for goods and services.
- assess the validity and reliability of the information provided by the Department on performance measures and standards and make recommendations for improvement, if necessary; and
- serve as the Department's liaison in coordinating audits and facilitating cooperation with external agencies, including the Auditor General, the Office of Program Policy Analysis and Government Accountability, and the Department of Financial Services.

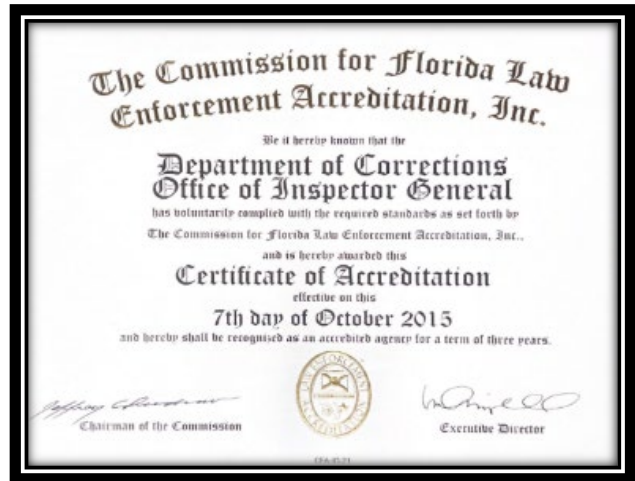
4. The **Environmental Health and Safety Unit** employs **Regional Safety Consultants** that inspect each correctional institution or any place in which state prisoners are housed, worked, or kept within the state, with reference to its physical conditions, cleanliness, sanitation, safety, and comfort. Areas of responsibility include:

- conduct semi-annual inspections at all the state's correctional institutions, including the seven state-contracted correctional facilities, and community work release centers.
- accompany state fire protection specialists of the Division of State Fire Marshal during annual fire safety surveys.
- conduct annual fire, environmental health, and Occupational Safety and Health Administration related safety inspections of new, renovated, and current institutions, followed by the on-site verification of corrected violations; and
- conduct training sessions for Loss Control Management to include accident investigation, general safety awareness, and environmental safety compliance.

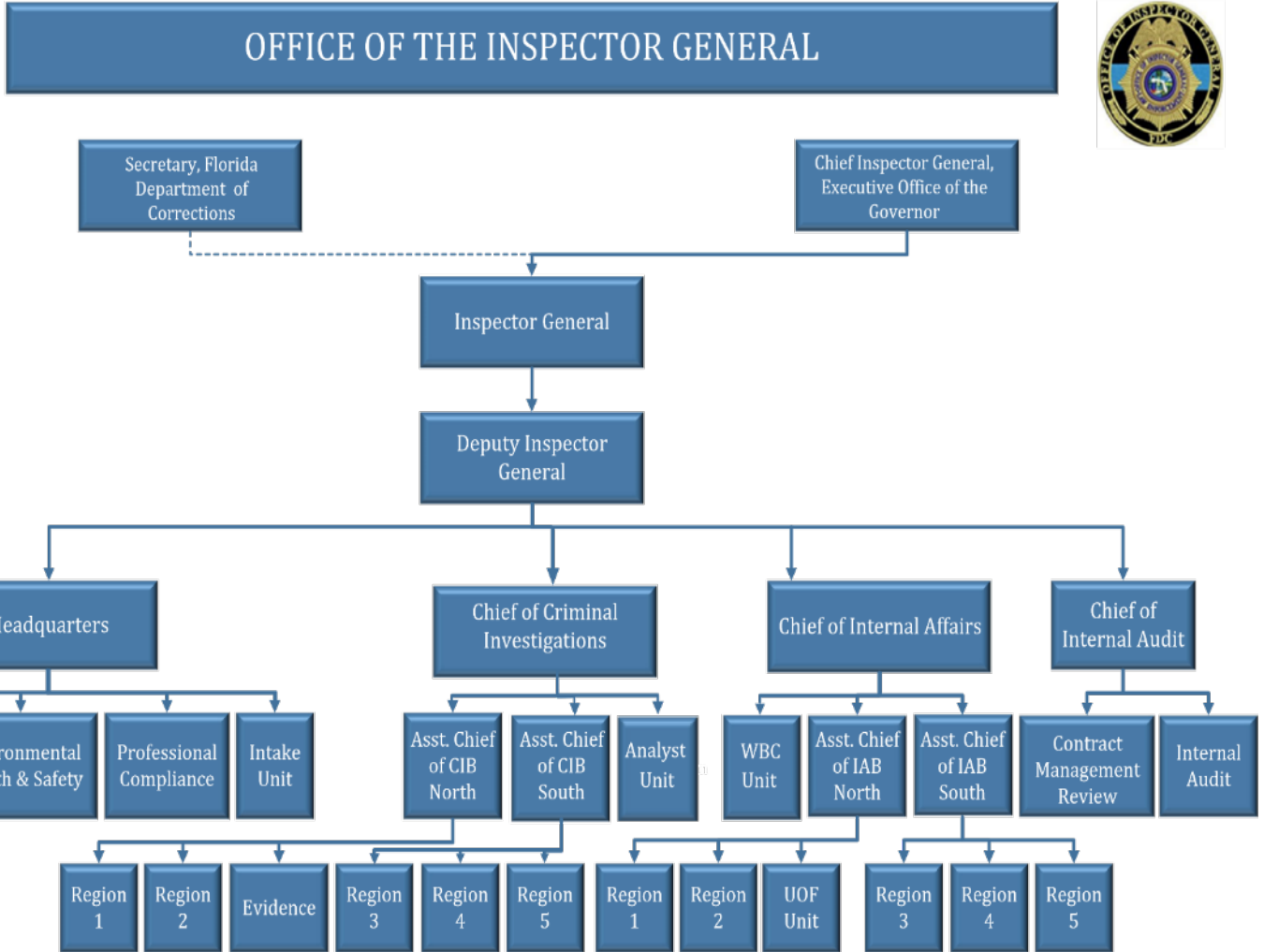
5. **Headquarters** is comprised of the Office's **Central Intake Unit**, **Central Records Unit**, **Professional Compliance Unit**, and the **Administrative Support Unit**.

OFFICE OF INSPECTOR GENERAL ACCREDITATION

The OIG continues to maintain its accreditation status through the Commission for Florida Law Enforcement Accreditation, with its most recent reaccreditation occurring in the fall of 2021. The OIG has complied with standards that are “best practices” in the Office of Inspector General community based on the nationally recognized “Green Book.” In their 2021 report to the Commission, the assessment team wrote, “[m]embers of the FDC-Office of Inspector General are professional, well trained, and enthusiastic. The procedures of the FDC-Office of Inspector General are sound, allow for efficient workflow and are compliant with Florida Statutes, Department policy, accreditation standards and established principles and standards for the investigative functions of an Office of the Inspector General.” Being accredited has long been recognized as a means of maintaining the highest standards of professionalism. K-12 Schools, universities, and hospitals are some of the most well-known organizations who also seek an accreditation status. The OIG was first accredited by the Commission for Florida Law Enforcement Accreditation in 2015.



OFFICE OF INSPECTOR GENERAL ORGANIZATIONAL CHART



INVESTIGATIONS

The OIG is committed to conducting independent and objective investigations through its two Bureaus of Investigations: Internal Affairs and Criminal Investigations. Each are separately responsible for conducting investigations that compromise the safety and well-being of those individuals incarcerated or supervised by FDC, employed, volunteer their time or visit FDC institutions, and the overall security of the institutions or other violations. Completed criminal investigations for which probable cause exists that a crime has occurred result in either an affected arrest or referral to the appropriate prosecutorial entity for prosecution. Internal Affairs investigations concluding that the preponderance of the evidence support a violation of a Rule or Procedure occurred are provided to the management discipline authority for appropriate action. Many of the staff assigned to the bureaus have certifications from the Association of Inspectors General.



EXAMPLES OF CRIMINAL INVESTIGATION CASE SUMMARIES

Reception and Medical Center - Lewd and Lascivious Exhibition in the Presence of an Employee. OIG Case Number 23-11221

A correctional officer at Reception and Medical Center was inside the officer's station of B-Dormitory and witnessed an inmate sitting on the bench in the Side 1 Day Room committing a lewd act while staring directly at the officer. The officer gave him a verbal command to cease his actions; however, he continued to stare directly at her and continue his actions. The inmate entered a plea of guilty and was sentenced to 36 months in prison consecutive to his current sentence.



Lancaster Correctional Institution – Staff Sexual Misconduct. OIG Case Number 23-21586

An academic teacher was found to have been involved in a sexual relationship with an inmate after an FDC-OIG Inspector found numerous JPay messages under a fictitious name that ultimately was linked back to the academic teacher. During a post-Miranda interview, the academic teacher claimed ownership of the fictitious JPay account and admitted they engaged in sexual conduct while inside the prison. The academic teacher was subsequently arrested by OIG Detectives. The academic teacher pled guilty and was sentenced to 50 hours of community service and ordered to surrender any certificates extended by FDC or other law enforcement agency.

Reception and Medical Center – Battery of a Correctional Officer. OIG Case Number 24-02631

A Correctional Officer was attempting to secure an inmate into a holding cell within the Transfer and Receiving Area of the Reception and Medical Center Main Unit. Upon nearing the holding cell, the inmate became physically combative and attempted to place the officer into a headlock before striking him several times in the torso and facial area. The inmate entered a plea agreement and was sentenced to 18 months in prison consecutive to his current sentence and court fines.

Martin Correctional Institution - Drug Trafficking and Introduction of Contraband. OIG Case Number 23-21414

During a joint OIG and FDC’s Canine Interdiction Unit contraband interdiction operation, a visitor was found to be in possession of 64.4 grams of phenethylamines. The visitor was intercepted due to a canine alert before being allowed access to the visitation area. The visitor pled guilty to drug trafficking in phenethylamines and introduction of intoxicating substance. The visitor was sentenced to 3 years in prison.

Martin Correctional Institution- Battery of a Medical Care Provider. OIG Case Number 23-14703

An emergency care provider was held against her will and attacked by an inmate. The suspect inmate was immediately arrested for battery of a medical care provider. Based on the details of the attack and in consultation with the State Attorney’s Office, the inmate was subsequently charged with attempted first-degree murder, false imprisonment, and assault or battery on an emergency care provider. The inmate is pending prosecution.

South Bay Correctional Facility – Possession of Contraband (cell phone). OIG Case Number 23-18153

While incarcerated, an inmate was reported to be electronically communicating with his victim whom he previously victimized and had a court order not to communicate with. A subsequent search yielded the recovery of an illegal cell phone in the inmate’s possession. An arrest warrant was issued for the inmate’s possession of contraband (cell phone) and was to be executed upon his release from prison. The inmate was released and is now pending prosecution for possession of contraband within Palm Beach County. The inmate is also pending prosecution for stalking his victim in Miami-Dade County, which the OIG assisted the Miami-Dade Police Department in their investigation of this matter.



Central Florida Reception Center – Introduction of Contraband. OIG Case Number 24-01698

An FDC contractor attempted to introduce the controlled substances of marijuana and Fentanyl through the rear gate of the facility’s main unit. The contractor in possession of marijuana and Fentanyl was arrested on site, charged with the introduction of contraband (controlled substances) and possession of fentanyl, later pled guilty to both charges, and received 18 months’ probation.

Polk Correctional Institution – Introduction of Contraband. OIG Case Number 23-08035

A Correctional Officer Sergeant attempted to conceal 77 grams of cannabis in their person and enter Polk Correctional Institution. The sergeant was arrested and charged with the introduction of contraband (controlled substance) into a state correctional institution and possession of cannabis over 20 grams.

Lake Correctional Institution- Physical Abuse. OIG Case Numbers 23- 07456 and 23-14183

A Correctional Officer Lieutenant was accused of the unprovoked striking of two different inmates at the Lake Correctional Institution. Staff witnessed and reported both incidents. The investigation resulted in the lieutenant’s arrest for two counts of malicious battery.

Baker Correctional Institution Re-Entry Center - Lewd and Lascivious Exhibition in the Presence of an Employee. OIG Case Number 23-06751

A correctional officer at the Baker Correctional Institution Re-Entry Center reported she was inside the officer’s station of B-Dormitory and witnessed an inmate standing in the dayroom, directly in front of the officer’s station, committing a lewd act while staring directly at the officer. The officer gave him a verbal command to cease his actions and the inmate complied. The inmate entered a plea of guilty and was sentenced to 30 months in prison concurrent to his current sentence.

Reception and Medical Center – Trafficking in Substituted Cathinones. OIG Case Number 23-01153

While housed at the Reception and Medical Center, an inmate was found possessing contraband, which they subsequently turned over to security staff. The contraband was found to be a trafficking amount of Substituted Cathinones. The inmate was adjudicated guilty and received four (4) years in state prison and \$52,500.00 in fines.

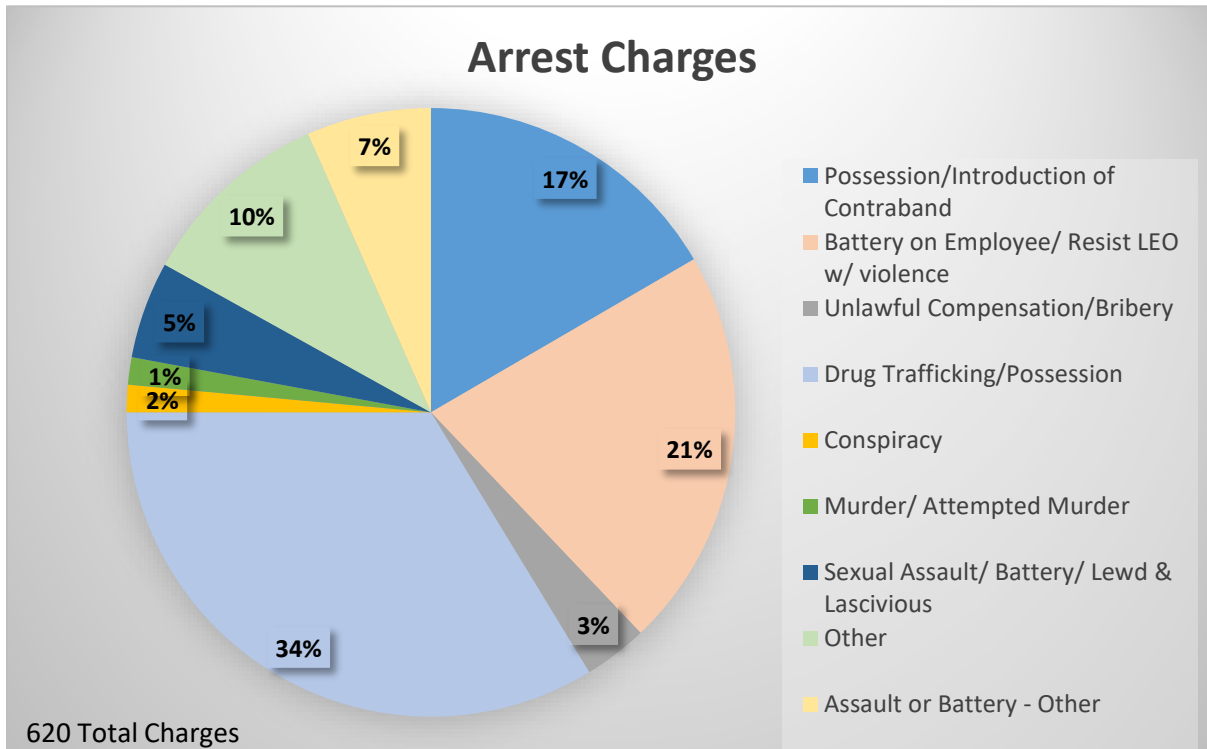


Florida State Prison - False Sexual Battery Accusation of a Correctional Officer and the Battery of a Law Enforcement Officer. OIG Case Number 23-03551 and 23-03463

An inmate housed at the Florida State Prison battered a correctional officer during a Use of Force, resulting in the officer receiving outside medical treatment for his injuries. Additionally, during the Use of Force, the inmate alleged two correctional officers unlawfully battered him. After an

extensive criminal investigation, the inmate was criminally charged with Making a False Report, Accusations against a Law Enforcement Officer, and the Battery of a Law Enforcement Officer.

The inmate entered a plea of nolo contendere to Making False Report Accusations. The inmate was adjudicated guilty and was sentenced to 55 months to be run consecutive to his original sentence.



Source: Inspector General Investigative and Intelligence System

Liberty Correctional Institution - Homicide. OIG Case Number 23-20131

The victim inmate was attacked with a weapon which led to their death. A Probable Cause Affidavit was filed with the State Attorney’s Office for Second Degree Murder against the suspect inmate. This case’s verdict is still ongoing in court.

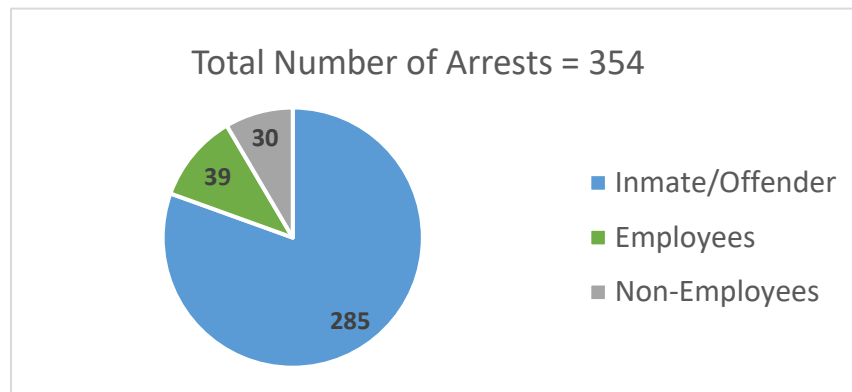
Columbia Correctional Institution - Annex – Trafficking in Substituted Cathinones & Introduction of Contraband. OIG Case Number 23-16523

A correctional officer, upon entering the facility and during the entrance search procedures, was found to be in possession of a bundle wrapped in black electrical tape concealed within their waistband. The substance was found to be approximately 21.8 grams of MDPV with 13.5 grams of tobacco. The correctional officer admitted to the possession and contents of the bundle and was subsequently arrested by OIG Detectives. The correctional officer was adjudicated guilty and

sentenced to 36 months (minimum mandatory) in state prison and is currently incarcerated at an FDC facility.

Okaloosa Correctional Institution – Introduction of Contraband. OIG Case Number 24-07406

The OIG Crime Analysis Unit developed actionable intelligence indicating a female was conspiring with an inmate to introduce contraband on his behalf. OIG Detectives utilized the intelligence to execute a targeted enforcement operation which resulted in the arrest of the female for Introduction of Contraband, Possession of Controlled Substances, and Unlawful Possession of a Fictitious Driver License when she arrived to visit the inmate. The State Attorney’s Office initiated prosecution of the arrested visitor and the case is currently pending trial.



Source: Inspector General Investigative and Intelligence System

Century Correctional Institution – Introduction of Contraband. OIG Case Number 24-10081

The OIG Crime Analysis Unit developed actionable intelligence indicating a female was conspiring with an inmate to introduce contraband on his behalf. OIG Detectives utilized the intelligence to execute a targeted enforcement operation with the assistance of CIU K-9 staff, resulting in the arrest of the female for Conspiracy to Introduce Contraband and Unlawful Possession of a Fictitious Driver’s License after she arrived to visit the inmate. A search of her vehicle yielded (52) grams of marijuana, (2) cellular phones, (15) sim cards, and (2,432) grams of tobacco prepackaged for introduction. The State Attorney’s Office initiated prosecution of the arrested visitor and the case is currently pending trial.

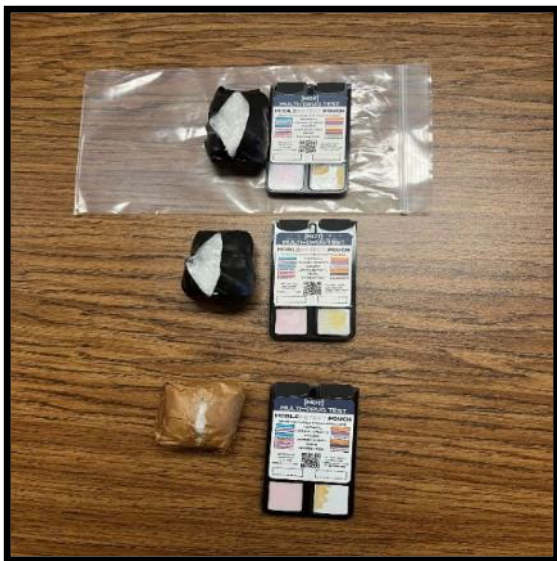
CONTRABAND ENFORCEMENT TEAM

During the fiscal year, the OIG initiated a proactive approach to disrupting the flow of contraband drugs and cell phones into the FDC institutions. Three CIB Detectives in three (3) separate geographical areas were assigned to work closely with FDC Canine Contraband Interdiction Unit (CIU), conducting parking lot details, staff and barrier screenings, and interdiction check points on FDC property, as well as following up on analysis information provided by the OIG Crime Analyst Unit. These detectives respond to attempts by individuals to smuggle unauthorized items into any secure facility. This program is to expand as current detective vacancies are filled.



OIG Case Number 24-13502

On June 29, 2024, an OIG Interdiction Detective conducted a joint interdiction operation with FDC CIU at Suwannee Correctional Institution. During the operation, the detective located 59 pills that field tested positive for amphetamines with a packaged weight of 31.5 grams. The operation resulted in the arrest of an FDC visitor for Trafficking in Amphetamines, which is currently being prosecuted.



OIG Case Number 24-12947

On June 23, 2024, OIG Interdiction Detectives conducted a joint interdiction operation with FDC CIU at Holmes Correctional Institution. During the operation, one detective located a total of 94.6 grams of Amphetamines that an FDC female visitor had attempted to smuggle into the institution in her body cavity. The drugs were retrieved along with various paraphernalia used for packaging items to smuggle illegal substances into the secure perimeter of the institution. The operation resulted in the arrest of an FDC visitor for Possession of Controlled substance with intent to Distribute and Introduction of Contraband into a State Correctional Institution. The case is currently being prosecuted.

CRIME INTELLIGENCE ANALYST UNIT

The Analyst Unit was created in 2020 to support investigations and security operations by analyzing intelligence derived from various databases and extracted from contraband cellular phones. The analysis performed by this unit provides a greater opportunity for the early detection and disruption of criminal activity within the Department.

The Analyst Unit actively reviews contraband cellular device extractions, FDC databases, approved departmental inmate communication platforms, incidents, and complaints to identify possible criminal activity, administrative violations, and security threat information. Information indicative of violation of Florida Statute or FDC policy



is referred to the respective Bureau of Investigations, while identified security threat information and intelligence is provided to the Office of Institutions and Office of Intelligence for review and proactive handling. They provide analytic support for detectives and inspectors during their various investigations and as they participate in contraband interdiction operations. The Analyst Unit is comprised of 9 full-time staff consisting of Crime Intelligence Analysts, certified Correctional and Correctional Probation Inspectors, and



Law Enforcement Detectives. The Unit acts as the bridge between the Florida Fusion Center and the OIG for real-time trends and information sharing. During the fiscal year, the Analyst Unit reviewed 2,772 device extraction reports, disseminated 495 intelligence reports to the Office of Institutions, initiated 132 Complaint Review reports to the OIG field offices for review and further investigation, and provided 56 additional information reports to field offices related to current investigations.

EXAMPLES OF CRIME INTELLIGENCE ANALYSIS RESULTING IN INVESTIGATIONS

Liberty Correctional Institution – Introduction of Contraband. OIG Case Number 23-09370

A review was conducted of an extraction of a contraband cell phone recovered from an inmate's possession. Information identified in the extraction revealed communication with a former correctional officer indicative of conspiracy to introduce contraband into the facility. The investigation resulted in the arrest of both the former correctional officer and the inmate who now face multiple charges related to contraband introduction.

Okaloosa Correctional Institution – Introduction of Contraband. OIG Case Number 24-07406

Through a review of inmate telephone calls, the Analyst Unit identified communication between an inmate and a civilian about plans to introduce contraband through visitation using a fraudulent driver's license. Information was provided to the OIG Detectives and an operation plan was created. The visitor was approached at visitation and provided false identification. Upon questioning by an OIG Detective, the visitor admitted to having contraband on their person and relinquished the bundled items. The bundled packages consisted of 25 suboxone strips, 16 grams of synthetic cathinones, and 32 grams of K2. The visitor was arrested and faces charges related to introduction of contraband and possession of false identification.



Century Correctional Institution – Introduction of Contraband. OIG Case Number 24-10081

The Analyst Unit identified communication between an inmate and a civilian indicative of planning to introduce contraband through visitation using a fraudulent driver's license. Information was provided to the OIG Detectives who coordinated with the Contraband Interdiction Unit to create a joint operations plan. At visitation, the visitor was approached and provided the fraudulent driver's license to the detective, along with information about the vehicle she arrived in. The Contraband Interdiction Unit deployed a canine to conduct a free-air sniff of a vehicle matching the description and resulted in a positive alert. An additional civilian was present in the vehicle at the time of alert and did not have proof of identification. The visitor and civilian were asked for consent to search the vehicle and provided consent to search only their luggage, resulting in negative findings. The visitor was placed under arrest for charges related to the possession of false identification, and the civilian was ordered to vacate the premises for lack of driver's license or identification. The Warden requested the vehicle be towed off property and a subsequent vehicle inventory search was conducted by the detectives. The search resulted in 2,432 grams of tobacco, 52 grams of marijuana, 2 cell phones, 15 sim cards, and packaging items. The visitor faces additional charges related to conspiracy to introduce contraband into the facility.



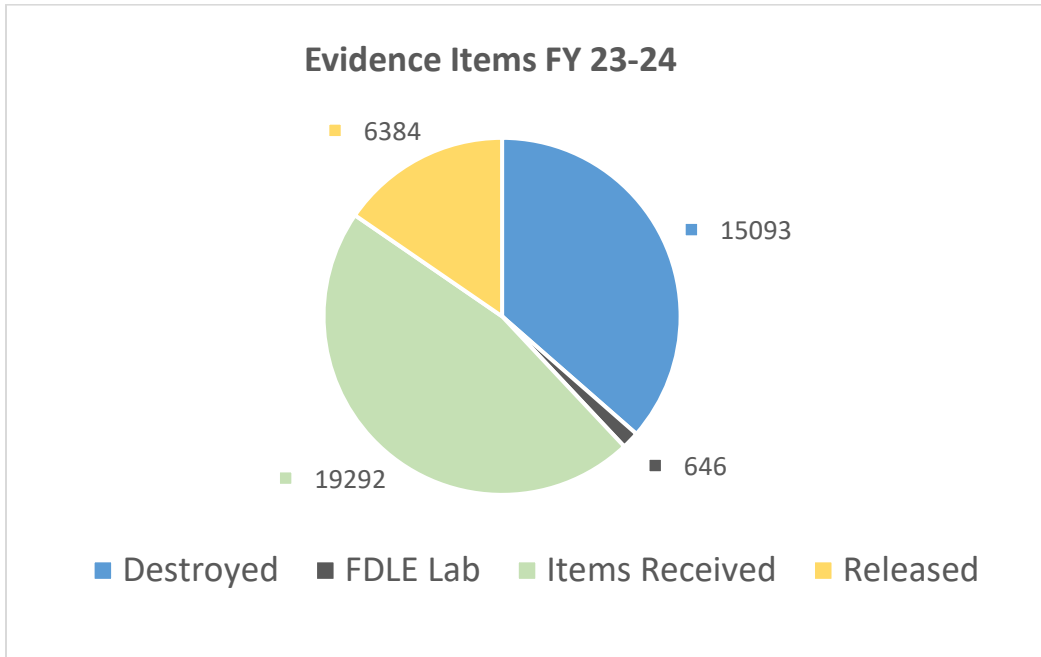
Martin Correctional Institution – Staff / Offender Relationship. OIG Case Number 23-08971

Text messages with a correctional officer were identified during the review of an extraction of a contraband cell phone recovered from an inmate. The communication indicated a possible romantic and business relationship with the inmate. The inmate sent multiple messages to the staff member to send money to various people on his behalf. The correctional officer resigned under investigation and was sustained for violations related to failure to maintain a professional relationship and conduct unbecoming of a public employee.

EVIDENCE UNIT

The Evidence Unit was staffed in 2014 to help manage the criminal evidence and contraband items collected across the state in FDC institutions. The Evidence Unit consists of ten Regional Evidence Control Areas (RECA), one Cellular Device RECA, and one long-term storage RECA. The Evidence Unit is responsible for the transportation and safekeeping of criminal evidence, as well as the destruction of evidence and contraband after an investigative closure. Staff assigned to the Unit also assist with training in the proper packaging and handling of evidence. The Evidence Unit has 11 evidence inspectors and 1 supervisor.





Source: Inspector General Investigative and Intelligence System

EXAMPLES OF INTERNAL AFFAIRS INVESTIGATION CASE SUMMARIES

Hardee Correctional Institution - Falsification. OIG Case Number 23-22477

An investigation was initiated to address a victim inmate’s accusation that another inmate threatened him with a homemade knife. The alleged inmate perpetrator was placed in confinement for having a weapon; however, no weapon or documentation about the incident was found. During the investigation, an Incident Report “appeared” from a captain describing his finding of the weapon several months prior. The report included a photograph of a weapon he found as well as comments by the major that a Disciplinary Report had been given to the subject inmate. Through a thorough investigation involving testimony and research, the inspector was unable to locate a weapon, resulting in several sustained violations between the captain and major.



Jefferson Correctional Institution - Staff Sexual Misconduct with Inmate. OIG Case Number 24-06874

Information was received indicating a staff member was involved in sexual misconduct with an inmate. A review of Department records and inmate telephone call information from Viapath Technologies confirmed there was an unprofessional relationship between the staff member and the inmate. A review of the staff member's employment application confirmed the staff member's maiden name matched the name associated with the telephone number contained in Viapath. The Viapath telephone calls revealed evidence of the sexual abuse of the inmate and sexual misconduct by the staff member. The staff member resigned prior to completion of the investigation. The investigation was referred to the Bureau of Criminal Investigations for further disposition.

Tallahassee Community Release Center (TCRC) - Staff/Offender Relationship. OIG Case Number 24-05131

Information was received indicating a correctional officer was having a romantic relationship with an inmate assigned to TCRC while the inmate was at his Work Release place of employment. The correctional officer was assigned to TCRC during this incident. The manager of the inmate's



work assignment contacted the OIG reporting the correctional officer would visit the inmate at his place of employment on the officer's scheduled days off. The manager also indicated the officer and inmate would go into the store's restroom while the inmate was working and the inmate and officer would spend several minutes in the restroom together. A suspected sexual relationship was alleged. The manager provided a photograph of the correctional officer and the inmate in very close proximity to one another, with the inmate kissing the correctional officer on their forehead.

This photo was taken outside the inmate's work assignment with the inmate wearing his issued logoed work attire and the correctional officer wearing street clothing. A review of social media accounts confirmed the woman in that photo was the correctional officer in question. At the conclusion of the investigation, a preponderance of the evidence was established to sustain findings of Failure to Maintain a Professional Relationship and Conduct Unbecoming a Public Employee. This investigation could not substantiate a sexual relationship had occurred.

Columbia Correctional Institution – Physical Abuse/Failure to Report. OIG Case Number 23-17657

Information was received indicating a Correctional Officer Lieutenant had physically abused an inmate by slapping the inmate multiple times in the facial area while the inmate was in handcuffs.

After a criminal review where the Office of the State Attorney declined prosecution, an internal affairs investigation was initiated. A review of the video was conducted, where it was discovered the Lieutenant in question appeared to strike the inmate twice, causing the inmate to stagger backwards, and then proceeded to push and shove the inmate. During questioning, the Lieutenant admitted she should have written a Report of Force Used for the push and shove but denied striking the inmate despite the motion depicted on video. In the end, a preponderance of the evidence was established to sustain multiple conduct violations.

Lancaster Correctional Institution – Staff/Offender Relationship. OIG Case Number 23-14392

This investigation was initiated after an incident report was submitted by a staff member who discovered apparent “love letters” in an inmate’s property. After multiple hours of reviewing telephone calls and JPay messages, several personal photos of the staff member were revealed, which were verified and proved the alias belonged to the staff member. The staff member had been involved romantically with the inmate over several months. JPay messages revealed acts of sexual misconduct resulting in the case being turned over to the Criminal Investigations Bureau. The staff member was interviewed and admitted to engaging in sexual activity with the inmate. The investigation resulted in an arrest of the staff member as well as several sustained conduct violations.

Reception and Medical Center (RMC) – Excessive Force. OIG Case Number 22-17321

After a Use of Force review, excessive force allegations were investigated for two certified staff members deploying Dart Fired Electronic Immobilization Devices (DFEID’s) and one staff member deploying chemical agents, striking an inmate whose behavior did not rise to the level of active physical resistance, nor was there an imminent use of unlawful force upon staff, inmates, or others by the inmate. The inmate’s behavior at the time of the first DFEID deployment consisted of standing in his cell, yelling at staff, flailing his arms, and refusing all orders to submit to hand restraints. The staff member who first deployed the DFEID (twice) had a sustained allegation of Failure to Comply with the Rules and Regulations of Department; the allegation of Excessive Force was not sustained. Another staff member, who arrived moments later and deployed a DFEID, striking the inmate, was not aware of the circumstances surrounding the initial use of force and only knew other attempts to gain control of the inmate were not successful. No violations were sustained on the second staff member. The excessive force allegations were not sustained against a third staff member for their deployment of chemical agents on the inmate due to the inmate’s continued passive physical resistance after two DFEID deployments.

Bushnell Probation Office – Failure to Comply with All Rules and Regulations (DAVID Misuse). OIG Case Number 23-23459

An investigation was initiated after receiving a report from a campaign manager of a candidate running for Sheriff that a probation supervisor misused the Driver and Vehicle Information Database (DAVID) by accessing information of the candidate’s wife. Through extensive field work, the inspector determined the probation supervisor was attempting to find a victim with a similar name for restitution (lawful use), but unknown to the probation supervisor, information of the candidate’s wife was also populated. There was no connection between any of the parties. The

inspector was able to conclude that the populating information of the candidate's wife was not intentional and determined to be a system anomaly of unknown reason, and the case concluded with an unfounded finding regarding the supervisor's action.

Everglades Correctional Institution - Improper Conduct, Failure to Maintain a Professional Relationship, and Negligence. OIG Case Number 23-14169

The investigation involved two different correctional officers shown on video footage in Food Service going into an area partially obstructed by pallets of breadbaskets with two different inmates on two separate occasions for several minutes on the same day. The investigation required analyzing the video footage in slow motion several times to pinpoint where each correctional officer and each inmate was located during their interaction. A review was conducted of a high volume of calls from the GTL phone system to a prepaid phone which was linked to one of the correctional officers. One correctional officer left her post without being relieved to go into Food Service to meet the inmate. Violations of Improper Conduct, Failure to Maintain a Professional Relationship, and Negligence were sustained.



Everglades Re-entry - Improper Conduct, Fighting, and Negligence. OIG Case Number 23-17848

The investigation involved a correctional officer and a sergeant fighting while on-duty inside of their assigned dormitory. Several staff that responded to the incident provided varying accounts of what occurred. The investigation revealed the sergeant left the correctional officer alone in the dormitory throughout the shift and refused to return during security checks. During count, a verbal argument ensued that escalated to a fight. Violations of Improper Conduct, Fighting While On Duty, and Negligence were sustained.

Santa Rosa Correctional Institution – Annex (SARCI – ANX) - Failure to Maintain a Professional Relationship and Conduct Unbecoming a Public Employee. OIG Case Number 23-17876



An in-depth investigation was conducted into allegations of a correctional officer's voice having been recognized on the GTL system talking to an inmate at SARCI – ANX. The investigation required reviews of multiple incident reports, numerous GTL calls and JPay messages, and utilized investigative resources to determine that the correctional officer was found to be in an unprofessional relationship with an inmate. The results of this extensive investigation were sustained findings for the violations of Failure to Maintain a Professional Relationship and Conduct Unbecoming a Public Employee.

Apalachee East Unit (ACI) - Conduct Which Violates State Statute, Rule, Directive, or Procedure; Conduct Unbecoming a Public Employee; Unlawfully obtaining from/presenting to Inmate or Person Under Supervision any Compensation/Gift; Failure to Maintain a Professional Relationship. OIG Case Number 23-19294

This investigation involved allegations against the Food Service Director at ACI. This investigation required numerous hours of reviewing Cash App records and obtaining additional records from a completed criminal investigation, resulting in sustained findings for violations of Conduct Which Violates State Statute, Rule, Directive, or Procedure; Conduct Unbecoming a Public Employee; Unlawfully obtaining from/presenting to Inmate or Person Under Supervision any Compensation/Gift; and Failure to Maintain a Professional Relationship.

Apalachee East Unit (ACI) - Improper Conduct and Failure to Report the Allegation of Sexual Harassment. OIG Case Number 24-03126

The investigation involved numerous allegations of sexual harassment by a Correctional Officer Sergeant at ACI. This resulted in sustained findings against the Sergeant for violations of Improper Conduct, as well as sustained findings against a Correctional Officer Captain for violations of Failure to Report an allegation of sexual harassment. This investigation involved the interviews of numerous witnesses, victims, and subjects, as well as the review of numerous incident reports and social media information, making the investigation quite extensive.

Internal Affairs & Criminal Case Disposition Fiscal Year 2023-24

Case Disposition	Internal Affairs	Criminal
<i>Not Sustained</i>	114	
<i>Partially Sustained</i>	74	
<i>Sustained</i>	258	
<i>Unfounded</i>	15	136
<i>Closed by Arrest</i>		334
<i>Exceptionally Cleared</i>		234
TOTAL	461	704

Source: Inspector General Investigative and Intelligence System

Exonerated refers to a finding in an internal affairs case for which a preponderance of evidence exists to suggest the subject’s behavior or action did occur and was consistent with Department procedure, rule, or other authority.

Not Sustained refers to a finding in an internal affairs case for which a preponderance of evidence does not reasonably establish the subject’s behavior or action either complied with or violated or was contrary to Department procedure, rule, or other authority.

Partially Sustained refers to a disposition of an allegation that is the subject of an internal affairs investigation, of which the allegation itself is composed of at least two (2) distinct allegations, and of at least one (1) which was sustained.

Sustained refers to a finding in an internal affairs case for which a preponderance of evidence exists to suggest the subject’s behavior or action did occur and was contrary to Department procedure, rule, or other authority.

Policy Deficiency refers to a finding in an internal affairs case for which a preponderance of evidence suggests the subject’s behavior or action did occur and is not addressed by Department procedure, rule, or other authority or an action Department management does not condone but is not a violation of a Department procedure, rule, or other authority.

Unfounded refers to a disposition of an investigation for which the available evidence suggests the suspect’s/subject’s alleged behavior or action did not occur.

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

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

HEADQUARTERS

The FDC-OIG has additional responsibilities beyond conducting audits and investigations. The responsibilities of the OIG, to include performing reviews relating to use of force incidents, responding to requests for records, and processing complaints, represent a substantial workload for this office.

USE OF FORCE UNIT

The Use of Force Unit was established in 1999 and is currently comprised of six Law Enforcement Officer Detectives and three Correctional Officer Inspectors responsible for reviewing all reported uses of force occurring at state and state-contracted correctional institutions, as well as uses of force involving state probation officers. These reviews ensure compliance with governing rules, procedures, and statutes and the requirement outlined in Section 944.35, Florida Statutes, that the OIG conduct a review of the force used to determine compliance with applicable laws and rules. To accomplish this mission, Use of Force Unit staff independently review and evaluate all use of



force incident reports, associated documents, and video recordings as required from each correctional institution or state probation office. Evidence indicating possible procedural violations, inmate abuse, excessive/improper/unauthorized force, or battery by staff is referred for investigation or disciplinary authority review. During this fiscal year, (48) reported use of force incidents were reviewed and found not in compliance for unwarranted or excessive force for the fiscal year 2023-24.

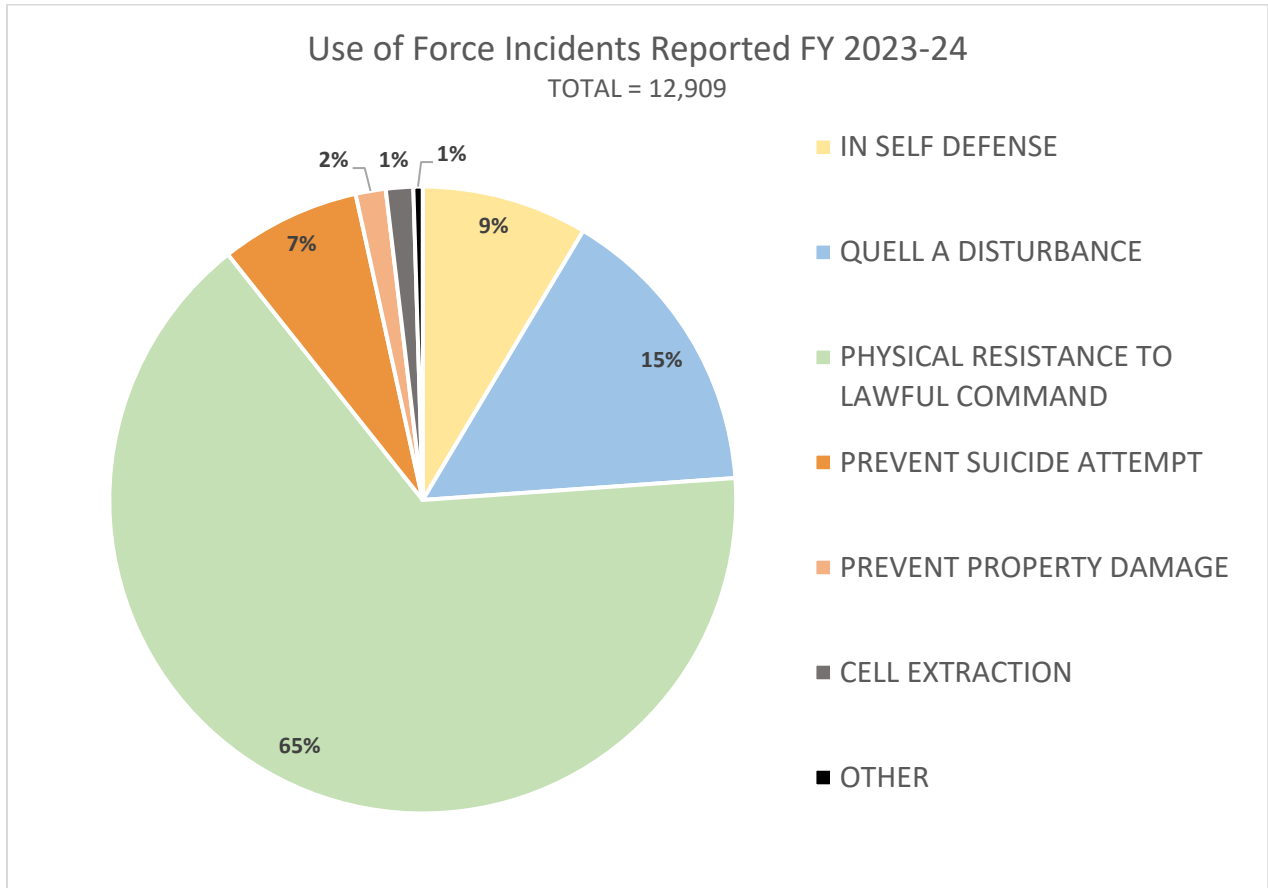
Union Correctional Institution - Excessive Force/Substandard Quality of Work. OIG Case Number 23-17796

This investigation was initiated by the OIG Use of Force Unit after a compliance review noted possible misconduct by correctional staff. During the investigation, it was determined that a Correctional Officer Captain ordered a Correctional Officer Lieutenant to administer chemical agent upon an inmate during an organized use of force incident that did not appear reasonable and the minimum amount necessary, finding that the inmate was compliant with orders prior to the application of the chemical agent.

Gulf Correctional Institution - Excessive Force/Failure to Report a Use of Force. OIG Case Number 23-10376

This investigation was initiated by the OIG Use of Force Unit after a compliance review noted possible misconduct by correctional staff. During the investigation, it was determined that a Correctional Officer used physical force upon an inmate during an organized forced cell extraction of the inmate that did not appear reasonable and the minimum amount necessary to quell the

disturbance, finding that the officer jumped and/or fell forward with their body weight on top of the inmate and then delivered strikes with their foot toward the inmate. In addition, two (2) Correctional Officer Sergeants failed to report their use of physical force upon the inmate.



Source: Management Information Notes System

CENTRAL INTAKE UNIT

The Central Intake Unit is staffed by Law Enforcement Detectives and Correctional Officer Inspectors who work together to ensure all reportable incidents, complaints, correspondence, and Prison TIPS Line calls involving Department staff, inmates, probationers, visitors, volunteers, or contractors, or Department owned or leased or state-contracted facilities are reviewed and dispositioned in accordance with procedures and directives. The Unit also receives and reviews referrals from the Office of the Chief Inspector General, Florida Department of Law Enforcement, other law enforcement agencies, or governmental entities for appropriate handling.



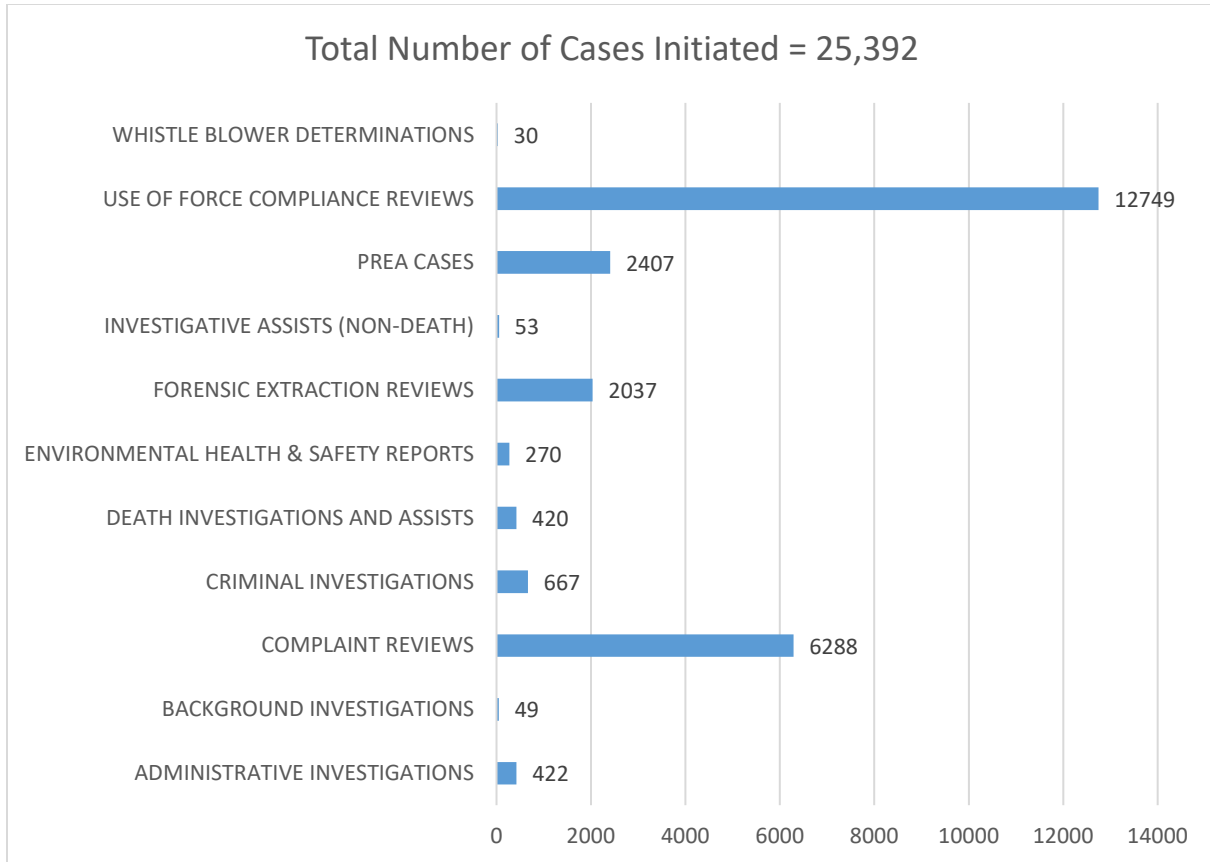
Disposition of how complaints are to be handled are documented into the Inspector General's Investigative and Intelligence System (IGIIS). Any case assignments are initiated in IGIIS and assigned to one of the OIG's field offices or specialized units. For those reported incidents or complaints received and not dispositioned for further OIG review or investigation, notifications are made to the proper management authority for review and action deemed appropriate.

During the fiscal year, the Unit reviewed 50,394 reported Management Information Notes System (MINS) reports and reviewed and processed 4,532 pieces of correspondence submitted via letter, electronic complaint, e-mail, phone call, walk-in, inter-agency, and external agency referrals. The Unit assigned 10,689 cases during this period.

MINS is used to keep designated personnel informed of events that occur on Department property or concerning Department staff, inmates, offenders, and other activity throughout the state. This information network:

- provides an incident/event reporting system for all areas of the Department, enabling early identification of problems and timely allocation of investigative and corrective resources.
- collects statewide data for use by key personnel in developing strategies to address areas of concern.
- provides timely flow of information to management and, through the Public Information Office, to the public; and
- leads Department efforts to maintain cooperative working relationships with Florida Department of Law Enforcement and other law enforcement agencies.

**THE OFFICE OF INSPECTOR GENERAL ELECTRONIC COMPLAINT FORM CAN BE
ACCESSED AT [HTTP://WWW.DC.STATE.FL.US/APPS/IGCOMPLAINT.ASP](http://www.dc.state.fl.us/apps/igcomplaint.asp).**



Source: Inspector General Investigative and Intelligence System

PROFESSIONAL COMPLIANCE UNIT

The Professional Compliance Unit was established to address the training needs of the OIG's goals and objectives, staff professional development, and other training requirements established in Florida Statutes and Florida Administrative Code. This unit is responsible for the planning, course development, coordination, and implementation of training delivered to OIG staff throughout the fiscal year. This Unit is also responsible for maintaining the Office's centralized training records for CJSTC certified general and high liability instructors and certified officers, as well as entries into the Florida Department of Law Enforcement's Automated Training Management System (ATMS) that documents certified officers' training and discipline certifications. The Unit also conducts all pre-employment backgrounds of selected applicants for the OIG. Further, the Unit manages the OIG's equipment inventory that includes the management of the OIG's vehicle fleet.



BUREAU OF INTERNAL AUDIT

MISSION

The mission of the Bureau of Internal Audit is to support the Chief Inspector General, the Secretary, and the Department by ensuring:

1. established objectives and goals are met;
2. resources are used consistent with laws, regulations, and policies;
3. resources are safeguarded against waste, loss, and misuse; and
4. reliable data is obtained, maintained, and fully disclosed.

GOALS

The Bureau of Internal Audit's primary purpose is to proactively assist management in successfully meeting the Department's mission and established objectives. To meet its purpose, the Bureau of Internal Audit has four key goals:

1. perform quality audits and reviews;
2. report results to management in a timely manner;
3. ensure Department resources are used efficiently; and
4. provide adequate audit/review coverage to mitigate risks.

BUREAU ORGANIZATION AND RESPONSIBILITIES

The Bureau of Internal Audit is comprised of two sections: Internal Audit and Contract Management Review. These sections report to the Bureau Chief, a Certified Internal Auditor, who functions as the Director of Auditing. The Bureau of Internal Audit conducts compliance,

performance, and information technology audits and contract management reviews pursuant to Section 20.055, Florida Statutes. To accomplish the mission and to achieve the goals of the Bureau of Internal Audit, staff perform audits and contract management reviews designed to identify systemic issues that impact the economy and efficiency of the Department's operations and programs and/or to identify internal control deficiencies in the prevention, deterrence, and detection of fraud.

The Bureau views its audit and contract management review mandate as an opportunity to not only identify deficiencies and problems with statewide impact, but also to identify areas that are well designed and are meeting management's goals. All audits are conducted in accordance with the current *International Standards for the Professional Practice of Internal Auditing* published by the Institute of Internal Auditors.

The internal audit staff possesses accounting and auditing experience. Staff are required to maintain professional proficiency through continuing education and training. Staff are active in the following professional organizations: Institute of Internal Auditors, Association of Certified Fraud Examiners, Association of Inspectors General, and Information Systems Audit and Control Association.

INTERNAL AUDIT SECTION

This section employs an audit supervisor and five auditors who perform compliance, performance, and information technology audits. Staff certifications include three Certified Public Accountants, one Certified Internal Auditor, two Certified Inspector General Auditors, one Florida Certified Contract Manager, and one Certified Information Systems Auditor.



During Fiscal Year 2023-24, the Internal Audit Section completed seven audits with 16 findings and four follow up audits as listed in the following table by report date.

Fiscal Year 2023-24 Audit Reports and Reviews		
Report Number	Project Title	Report Date
<i>R23010</i>	<i>Quality Assurance Review</i>	<i>9/27/2023</i>
<i>A22008</i>	<i>Audit of Certified Officer Background Investigations</i>	<i>11/1/2023</i>
<i>A23019</i>	<i>Audit of Employee Benefit Trust Fund – Baker Re-Entry Center</i>	<i>11/2/2023</i>
<i>A23017</i>	<i>Audit of Employee Benefit Trust Fund – Gulf Correctional Institution</i>	<i>12/6/2023</i>
<i>A23015F</i>	<i>Follow-up to Audit of Community Release Center – Inmate Assignment</i>	<i>12/12/2023</i>
<i>A23016F</i>	<i>Follow-up to Audit of Employee Discipline</i>	<i>12/14/2023</i>
<i>A23022F</i>	<i>Follow-up Audit of Cybersecurity Continuous Monitoring</i>	<i>1/04/2024</i>
<i>A23021F</i>	<i>Follow-up Audit of Staff Housing</i>	<i>1/11/2024</i>
<i>A24004</i>	<i>Audit of Incident Response, Reporting, and Recovery</i>	<i>6/11/2024</i>
<i>A23020</i>	<i>Audit of Inmate Transfers</i>	<i>6/25/2024</i>
<i>A24007</i>	<i>Audit of Pharmacy Internal Controls at Correctional Institutions</i>	<i>6/27/2024</i>
<i>A24006</i>	<i>Audit of Mental Health</i>	<i>6/28/2024</i>

Source: Bureau of Internal Audit

AUDIT ENGAGEMENTS

Audit Engagement Reports issued in Fiscal Year 2023-24 included:

Audit of Certified Officer Background Investigations

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

Audit of Employee Benefit Trust Fund – Baker Re-Entry Center

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

Audit of Employee Benefit Trust Fund – Gulf Correctional Institution

Audit staff found canteen proceeds were sometimes deposited late. Audit staff also found daily sales reports and deposit tickets did not always contain the reviewer's initials. There were two findings that warrant management's attention:

Finding 1: Canteen proceeds were not always deposited timely.

Recommendation: The Warden ensure all EBTF proceeds are deposited at a minimum of at least once per week as required by procedure.

Finding 2: The reviewer did not initial the Daily Sales Reports, DC2-319, and did not consistently initial the validated deposit slips as required by the procedure.

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

Audit of Incident Response, Reporting, and Recovery

Based on the provisions of Section 282.318, Florida Statutes, Cybersecurity, the results of this audit are confidential and exempt from the provisions of Section 119.07, Florida Statutes.

Audit of Inmate Transfers

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

Audit of Pharmacy Internal Controls at Correctional Institutions

Audit staff identified an issue regarding separation of duties in the ordering, receiving, and approval process. However, audit staff found that the Office of Health Services, Pharmacy Services Section was aware of the issue and had requested that Centurion provide training to staff to address the issue. As management has taken steps to correct the issue identified by audit staff, there are no findings and recommendations in this audit report.

Audit of Mental Health

Audit staff found not all documentation was available for review in the Electronic Medical Records to confirm whether services were performed. In some instances, review of the available documentation indicated some services were not provided timely. The following issues warrant management's attention:

Finding 1: Intake documentation was not always available for review in the Electronic Medical Records, and services were not always completed timely.

Recommendation: The Office of Health Services take steps to ensure that intake documentation is available for review in the Electronic Medical Records, and services are completed timely.

Finding 2: Documentation of mental health services was not always available for review in the Electronic Medical Records, and services were not always completed timely.

Recommendation: The Office of Health Services take steps to ensure that documentation of mental health services is available for review in the Electronic Medical Record System, and services are completed timely.

Finding 3: Individualized Service Plans (ISP) did not always contain all the required information and were not always available for review.

Recommendation: The Office of Health Services take steps to ensure that Individualized Service Plans (ISP) contain all the required information and are available for review.

Finding 4: Individualized Service Plans (ISP) were not always reviewed timely.

Recommendation: The Office of Health Services take steps to ensure that Individualized Service Plans are reviewed timely.

FOLLOW-UP TO AUDIT ENGAGEMENTS

Audit Follow-up to Audit of Community Release Center – Inmate Assignment

Based on the provisions of Section 119.071(2)(d), Florida Statutes, the results of this audit are confidential and exempt from the provisions of Section 119.07, Florida Statutes.

Audit Follow-up to Audit of Employee Discipline

Based on the provisions of Section 282.318, Florida Statutes, Cybersecurity, the results of this audit are confidential and exempt from the provisions of Section 119.07, Florida Statutes.

Audit Follow-up to Audit of Cybersecurity Continuous Monitoring

Based on the provisions of Section 282.318, Florida Statutes, Cybersecurity, the results of this audit are confidential and exempt from the provisions of Section 119.07, Florida Statutes.

Audit Follow-up to Audit of Staff Housing

Audit staff evaluated the follow-up responses and documentation provided. The audit report had one finding. The Office of Institutions has taken steps to address the finding identified in the report.

CONTRACT MANAGEMENT REVIEW SECTION

The Contract Management Review Section employs a supervisor and four auditors. Staff certifications include one Certified Inspector General Auditor and three Florida Certified Contract Managers.



In Fiscal Year 2023-24, the Contract Management Review Section completed five contract management reviews with ten findings and one follow-up contract management review as listed in the following table by report date.

Fiscal Year 2023-24 Contract Management Review Reports		
Report Number	Project Title	Report Date
CMR23010	WestCare GulfCoast – Florida, Inc., Contracts B9C702 & C3024	10/3/2023
CMR21006	The Transition House, Inc., Contracts C2798 & C2998	10/17/2023
CMR24003	South Florida Therapeutic Solutions, P.A., Contracts C2977 & C3054	1/23/2024
CMR24002	Cove Behavioral Health, Inc., Contract C2908	2/8/2024
CMR24005	Bridges of America – The Orlando Bridge, Inc. Contract C2905	5/28/2024
CMR24004F	Follow-Up of Report CMR21002 – ACE Technologies LLC Contract ATC-18-004	5/29/2024

Source: Bureau of Internal Audit

CONTRACT MANAGEMENT REVIEW REPORTS

Contract Management Review Reports issued in Fiscal Year 2023-24 included:

WestCare GulfCoast – Florida, Inc., Contracts B9C702 & C3024

Contract Management Review staff found a deficiency in regard to services being rendered as required by the contract. Details of the finding and recommendation are presented below.

Finding 1: WestCare did not always document offenders’ weekly required counseling and therapeutic activity hours.

Recommendation: Contract management ensure that WestCare provides and documents the required counseling and therapeutic activity hours to offenders.

The Transition House, Inc., Contracts C2798 and C2998

Contract Management Review staff identified issues relating to Transition House’s management of the inmate trust accounts, inmate file documentation, inmate substance use programming, employee file documentation, and staffing levels. Details of the findings and recommendations are presented below.

Finding 1: Transition House did not enter all inmate earnings in the inmate trust accounts, or no determination could be made whether all inmate earnings had been entered into the inmate trust accounts.

Recommendation: Contract management ensures that all inmate paychecks are entered in the inmate trust fund and that sufficient documentation is retained in Transition House's files to enable a determination whether all inmate earnings have been entered.

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

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

Finding 3: Not all inmates paid family dependent deduction as required.

Recommendation: Contract management ensure the family dependent deduction obligation is ordered, if applicable. Contract management ensure that Transition House deducts the proper amounts from each inmate's account for the family dependent deduction and maintain documentation adequate to determine the obligation was met.

Finding 4: Transition House did not always forward the balance of a terminated inmate's trust account to the Department timely.

Recommendation: Contract management ensures that Transition House forwards terminated/transferred inmates' funds to the Department within the required timeframe.

Finding 5: No determination can be made whether inmates received the required hours of substance use programming or whether that programming was delivered by a credentialed counselor.

Recommendation: Contract management ensures that documentation of sessions conducted is adequate to determine that those sessions were conducted by credentialed counselors and provided the required hours of programming.

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

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

Finding 7: Transition House did not provide all required documentation for inmate files and did not always develop substance abuse treatment plans within the required 30 days after placement.

Recommendation: Contract management ensures that inmate file documentation is complete and is prepared within the required timeframe.

Finding 8: Transition House did not provide Re-Entry/Transition Plans for all inmates enrolled in substance use disorder programming.

Recommendation: Contract management ensures that Re-Entry/Transition Plans are developed for all inmates enrolled in substance abuse programming.

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

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

South Florida Therapeutic Solutions, P.A., Contracts C2977 & C3054

This contract management review did not identify any deficiencies; therefore, no findings and recommendations are presented in this report.

Cove Behavioral Health, Inc., Contract C2908

Contract Management Review staff discussed a preliminary tentative finding with contract management regarding a deficiency with services being rendered as required by the contract. However, with Cove’s decision to not renew this contract after January 31, 2024, no findings and recommendations are presented in this report.

Bridges of America – The Orlando Bridge, Inc., Contract C2905

Contract Management Review staff did not find any deficiencies that were not previously reported by the Bureau of Contract of Management and Monitoring. The deficiencies resulted in a required corrective action plan by Bridges of America. Therefore, there are no findings presented in this report.

FOLLOW-UP TO CONTRACT MANAGEMENT REVIEWS

Follow-up of Report CMR21002 – ACE Technologies LLC., Contract ATC-18-004

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

For the findings and recommendations that were presented in the Fiscal Year 2022-23 Annual Report, the Bureau has started a follow-up to A23009 - Audit of Identity Management and Access Control and has allocated 400 hours for follow-up audits and 600 hours for follow-up contract management reviews for Fiscal Year 2024-2025.

ENVIRONMENTAL HEALTH AND SAFETY UNIT



Due to its unique mission, the FDC must provide for the environmental health and safety of incarcerated felons, as well as its own employees, volunteers, and visitors. Adherence to established health and safety guidelines is one of the most important responsibilities of every employee and inmate. Section 944.31, Florida Statutes, requires the OIG to inspect each correctional institution or any place in which inmates are housed, work, or kept within the state, with reference to its physical conditions, cleanliness, sanitation, safety, and comfort.

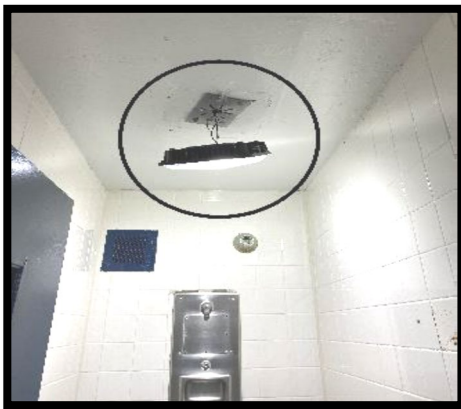
The Environmental Health and Safety Unit employs a safety inspection program manager, four regional safety inspection consultants, and one lead safety program inspections consultant that serves as the safety inspections program manager in their absence and conducts reviews of reported job-related injuries involving inmates and environmental health complaints involving state correctional institutions or contracted facilities.

Regional Safety Inspectors are Florida Certified Fire Safety Inspector I, National Pro-Board-Certified Fire Safety Inspector I and Plans Examiner, Certified Fire Extinguisher Technicians, OSHA recognized trainer for General Industry and Construction, Certified Mold Identification and Remediation, Certified HAZWOPER¹, and Certified ServSafe Managers.

In an effort to manage the Department's risk and provide an overall safe and healthy environment, the Unit has designed an inspection program of both scheduled and unscheduled semi-annual inspections that prioritizes safety and ensures continual process improvements through persistent monitoring and analysis of all areas encountered by inmates, staff, contractors, volunteers, and visitors. The Unit also makes recommendations to procedures and policies that promotes safety as needed to keep current.

Safety Inspectors conduct semi-annual inspections at all the Department's correctional institutions and the seven state-contracted correctional facilities and community work release centers. The semi-annual inspections are performed utilizing a set of 125 standards that were developed utilizing the guidelines set forth by the National Fire Protection Association (NFPA) 101, the Uniform Fire Code, Department of Health Standards and other federal, state, and local codes and standards.

In addition to inspections, Safety Inspectors conduct environmental health and safety complaint reviews or follow ups when a complaint or correspondence is received from the public, staff or inmate population via telephone, email, or traditional mail. All complaints are thoroughly reviewed and a follow up is conducted. Safety Inspectors also conduct emergency incident reviews of all incidents within the realm of environmental health, occupational health, and fire safety situations. The Environmental Health and Safety Unit's goal is to prevent any further incidents.

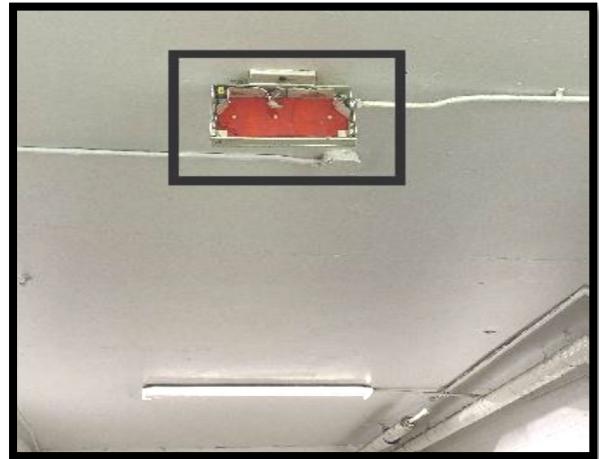


A light fixture hanging by wires in shower that had the potential for electrical hazards in wet environment. This represents a safety violation.

Source: Environmental Health and Safety Unit

¹ Hazardous Waste Operations and Emergency Response

An emergency light was inoperable, and the cover was missing. In the event of an emergency, the egress direction would not be visible. This represents a safety violation.



Source: Environmental Health and Safety Unit



Source: Environmental Health and Safety Unit

Table saw was missing the proper safety guards that had the potential to cause bodily harm. This represents a safety violation.

The means of egress was blocked. This has the potential to block the escape route in case of fire or emergency. This represents a safety violation.



Source: Environmental Health and Safety Unit

In 2023, the Environmental Health and Safety Unit added cross-inspections throughout the different regions and continues to implement tools that proactively assist the Department of Corrections in the areas of regulatory compliance for occupational safety, environmental safety, fire and life safety, and responding to emergencies.

The expertise and well-trained staff in the area of Environmental Health and Safety is essential to the development of our compliance program.

The following tables represent all findings during the semi-annual inspections, Critical Incident Reviews, and Annual Complaint Reviews:

1st Inspection period (July 2023-December 2023)

	Findings	Violations
Reg 1	93	243
Reg 2	121	257
Reg 3	140	310
Reg 4	79	126
	Total Findings: 433	Total Violations: 936

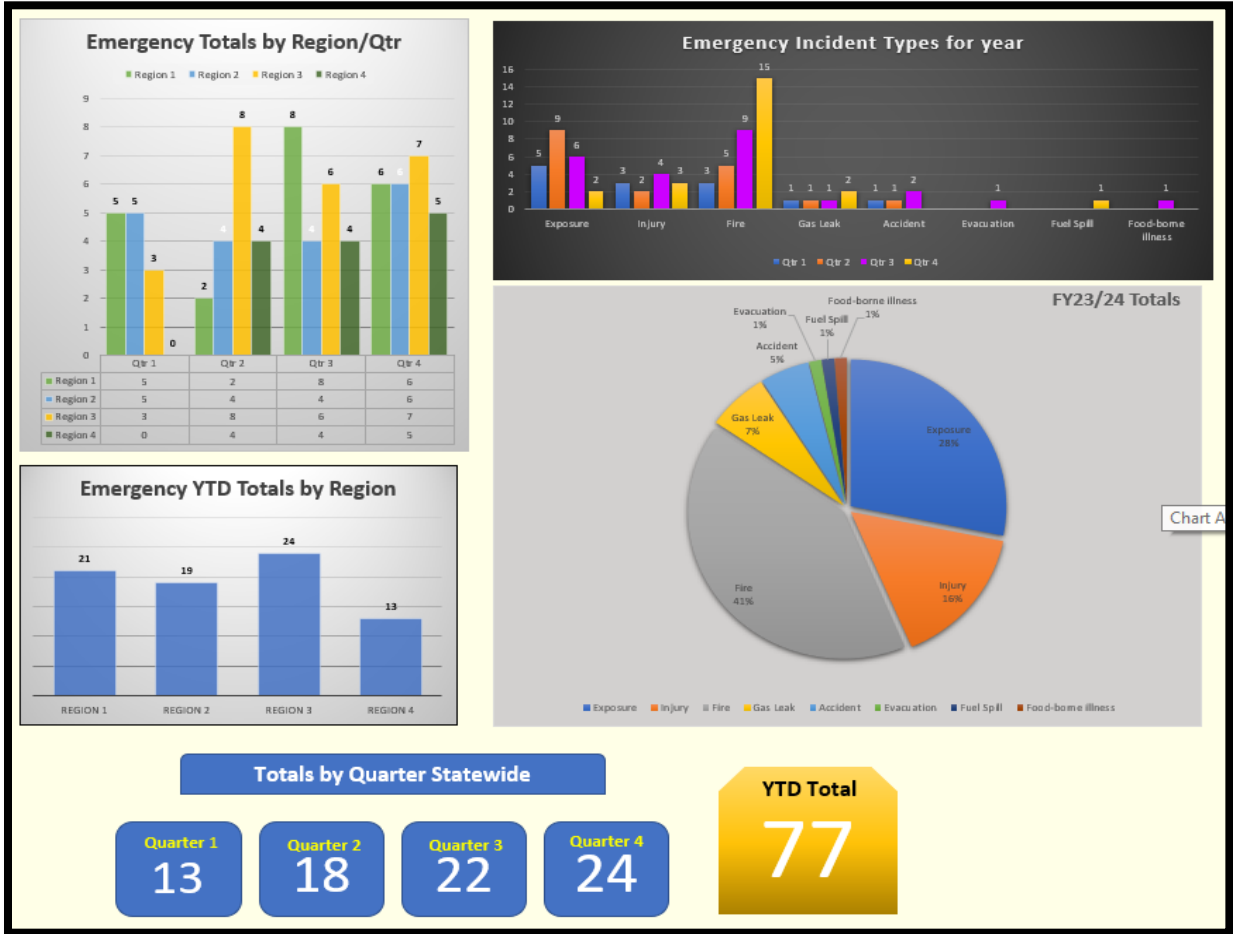
Source: Environmental Health and Safety Unit

2nd Inspection period (January 2024-June 2024)

	Findings	Violations
Reg 1	90	224
Reg 2	84	184
Reg 3	136	295
Reg 4	87	162
	Total Findings: 397	Total Violations: 865

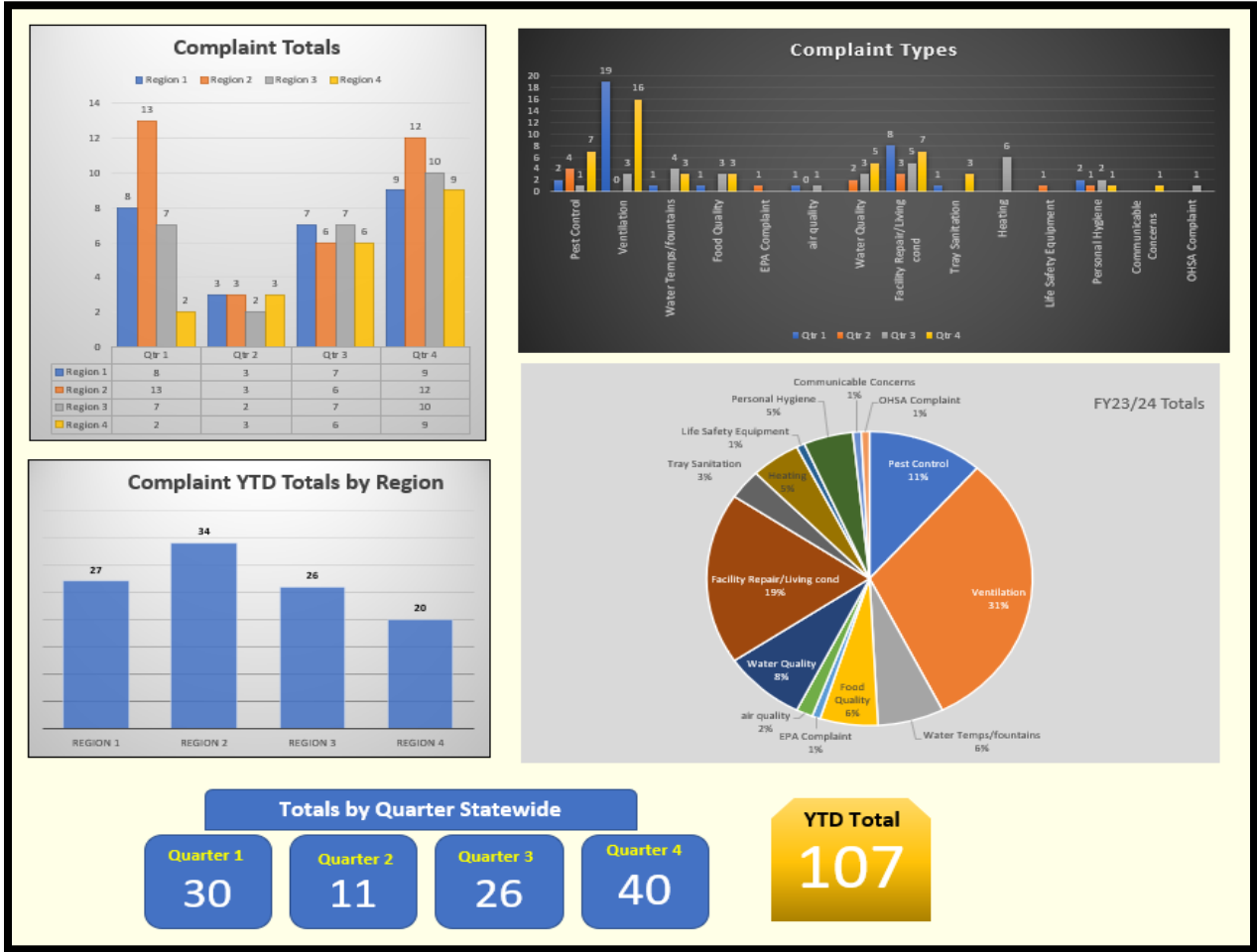
Source: Environmental Health and Safety Unit

Emergency Incidents (2023-2024)



Source: Environmental Health and Safety Unit

Complaints (2023-2024)



Source: Environmental Health and Safety Unit

RECORDS UNIT

The OIG Records Unit was established in 2016. Processing requests for records, case dissemination, the retention of records, and administration of the case management system are a few high-level duties of the Records Unit. The Records Unit is also responsible for generating monthly and quarterly reports that illustrate data for each OIG program area.

The Inspector General Investigative & Intelligence System, otherwise known as IGIS, is the records management system serving as an important function to almost 300 users. This system is constantly evolving. During this fiscal year, many queries were updated, created, and modified which assists management with oversight activities such as ensuring deadlines are met.

A voluminous amount of information and records are requested and disseminated by the Records Unit each year. Approximately 350 sustained administrative investigations were internally circulated to respective disciplinary authorities for review and appropriate action. Furthermore, over 2,100 Prison Rape Elimination Act (PREA) cases were disseminated electronically to facility Wardens of incident locations. Approximately 10% of the Department's public records requests were processed by the OIG Records Unit. Additionally, at the end of October, a new process began where the Office of Human Resources routes background inquiries to the OIG. Since then, over 1,400 background inquiries have been received and responded to by the OIG Records Unit.



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Inspector General

Debra Arrant
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