



# ***Florida Department of Corrections***

## **Office of Inspector General**

***Annual Report***

**Fiscal Year 2015-16**

## OFFICE OF THE INSPECTOR GENERAL EARNS ACCREDITATION

In October 2015, the Office of Inspector General earned accreditation through the Commission for Florida Law Enforcement Accreditation. This is the first time in the history of the Florida Department of Corrections that the Office of Inspector General has earned accreditation. The Office of Inspector General was recommended for accreditation following a series of onsite assessments conducted by a team of Commission for Florida Law Enforcement Accreditation assessors. Following the assessment, the team concluded that the Office of Inspector General was in compliance with 100 percent of the applicable standards for accreditation.



The compliance assessment report submitted to the Commission for Florida Law Enforcement Accreditation stated, "The Florida Department of Corrections', Office of the Inspector General is a professional, well trained, well managed and enthusiastic unit and has embraced the culture of the accreditation process."

### *The Commission for Florida Law Enforcement Accreditation, Inc.*

Be it hereby known that the

### **Department of Corrections Office of Inspector General**

has voluntarily complied with the required standards as set forth by  
The Commission for Florida Law Enforcement Accreditation, Inc.,

and is hereby awarded this

### **Certificate of Accreditation**

effective on this

**7th day of October 2015**

and hereby shall be recognized as an accredited agency for a term of three years.

  
Chairman of the Commission



  
Executive Director

## TABLE OF CONTENTS

Department Background.....	1
Purpose of this Annual Report.....	1
Vision.....	1
Mission.....	2
General Goals.....	2
Specific Areas of Responsibility.....	2
Office of Inspector General Organizational Chart.....	4
Bureau of Internal Audit .....	5
Mission.....	5
Goals .....	5
Bureau Organization and Responsibilities .....	5
Internal Audit Section .....	6
Audit Engagements.....	7
Performance Measure Assessments.....	10
Follow-up to Internal and External Audits.....	10
Contract Management Review Section .....	11
Contract Management Review Reports.....	11
Environmental Health, Safety, & Risk Management .....	16
Bureau of Investigations .....	18
Florida Department of Law Enforcement Criminal Justice Standards and Training Commission .....	21
Examples of Investigation Case Summaries.....	21
Use of Force Unit .....	25
Florida Fusion Center .....	28
Records Unit.....	28
Fugitive Unit.....	28
Prison TIPS .....	29
Whistle-blower Unit.....	29



Wakulla Correctional Institution

## **DEPARTMENT BACKGROUND**

As the nation's third-largest prison system, the Florida Department of Corrections (FDC) fulfills a primary role in enhancing the safety of Florida residents. Through a network of state prisons (49 state and 7 private), road prisons, work camps and community-based facilities, the Department manages incarceration and care for approximately 99,000 inmates. It also supervises approximately 137,000 offenders through 141 probation offices statewide. The Department employs approximately 22,000 employees, 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, and for state agencies under the jurisdiction of the Governor, the Chief Inspector General no later than September 30 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 Office of Inspector General's activities as related to its mission.

## **VISION**

A safe and efficient Florida correctional system.

## MISSION

To serve as an independent and objective inspection, audit, and investigative body to promote effectiveness, efficiency, and economy in the Department of Corrections programs and operations, and to prevent and detect crime, fraud, abuse, misconduct, mismanagement, and waste.

## GENERAL GOALS

To add value to the Department by:

1. continuously identifying Department needs & priorities;
2. identifying risk 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

Primary services provided by the Office of Inspector General include the following:

1. **Auditors** 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. Auditors:
  - 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;
  - provide technical assistance with criminal and administrative 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, Office of Program Policy Analysis and Government Accountability (OPPAGA), and the Department of Financial Services.

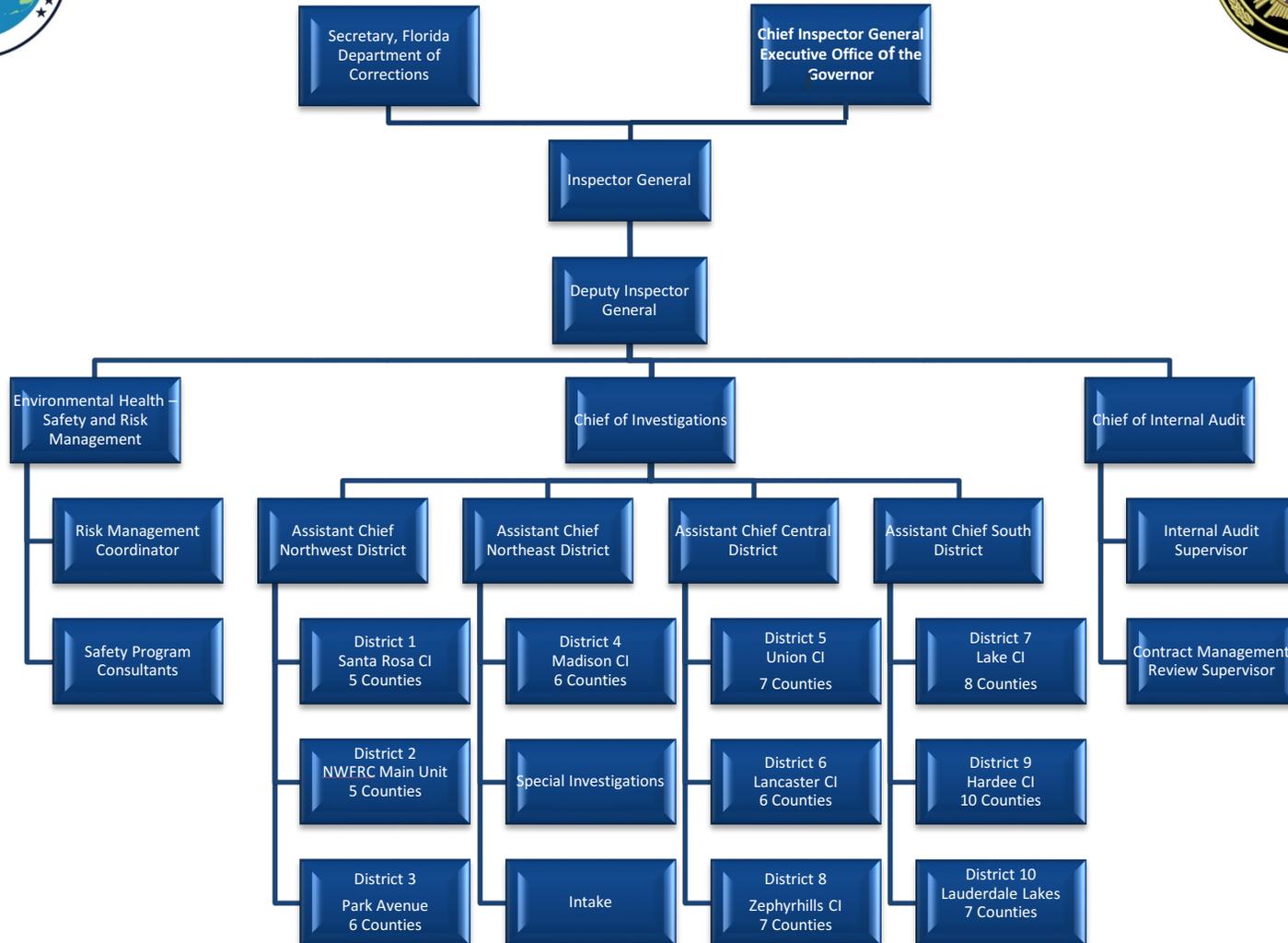
2. **Environmental Health and Safety Officers** provide for the environmental health and safety of inmates as well as Department employees, volunteers, and visitors. Areas of responsibility include:
  - accompanying state fire protection specialists of the Division of State Fire Marshal during annual fire safety surveys;
  - conducting annual fire, environmental health and Occupational Safety and Health Administration (OSHA)-related safety inspections of new, renovated and current institutions, and followed by the on-site verification of corrected violations;
  - conducting the environmental health, safety and risk management portion of the operational review process that is performed every two years at all major correctional facilities;
  - conducting training sessions for Loss Control Management to include accident investigation, general safety awareness, damaged or lost property coverage, and a review of workers' compensation issues; and
  - receiving and processing all Risk Management claims to include property damage, general liability, auto, boiler and machinery, and missing or damaged inmate property.
3. **Certified law enforcement and correctional inspectors** safeguard the integrity of the state's correctional system. The Office of Inspector General has 103 sworn law enforcement officers and 26 certified correctional officer inspectors. Inspectors:
  - conduct criminal and administrative investigations involving Department operations, contracts, staff, inmates, visitors, and volunteers;
  - coordinate investigative efforts with Florida Department of Law Enforcement and other law enforcement agencies;
  - work closely with prosecutorial entities to facilitate the prosecution of criminal cases; and coordinate Department activities as required by the **Florida Whistleblower's Act**.
4. An **automated management information network** 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.

# OFFICE OF INSPECTOR GENERAL ORGANIZATIONAL CHART

The Office of Inspector General consists of two bureaus: Investigations and Internal Audit, and one unit: Environmental Health, Safety, & Risk Management.



## OFFICE OF THE INSPECTOR GENERAL



## **BUREAU OF INTERNAL AUDIT**

### **Mission**

The mission of the Bureau of Internal Audit is to support 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, reviews, and investigations;
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 comprises two sections: (1) Internal Audit and (2) 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 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 including information technology auditing experience. Staff members are required to maintain professional proficiency through continuing education and training. Staff are active in the following professional organizations, Institute of Internal Auditors, Information Systems Audit and Control Association, and Association of Inspectors General.

## Internal Audit Section

This section employs an audit supervisor and four auditors who perform compliance and performance audits and reviews and one auditor who performs information technology audits. Staff certifications include two Certified Internal Auditors, two Certified Public Accountants, two Certified Government Auditing Professionals and one Certified Inspector General Auditor. During Fiscal Year 2015-16, the Internal Audit section completed eleven audits, two follow-up audits, and three reviews as listed in the following table by report date.

<b><i>Fiscal Year 2015-16 Audit Reports and Reviews</i></b>		
<b><i>Report Number</i></b>	<b><i>Project Title</i></b>	<b><i>Report Date</i></b>
<i>A15032F</i>	<i>Follow-up of Auditor General Report # 2015-087</i>	<i>07/22/15</i>
<i>A15037</i>	<i>Audit of Employee Benefit Trust Fund – Jefferson CI</i>	<i>09/03/15</i>
<i>A15036F</i>	<i>Follow-up Audit of Greyhound Bus Contracts C2764 and C2618</i>	<i>09/16/15</i>
<i>R15034</i>	<i>Review of Dormitory Capacity</i>	<i>09/30/15</i>
<i>R15030</i>	<i>Review of Internal Controls over Chemical Agents</i>	<i>10/09/15</i>
<i>A15040</i>	<i>Audit of Employee Benefit Trust Fund – Franklin CI</i>	<i>11/24/15</i>
<i>A16003</i>	<i>Audit of Evidence Rooms</i>	<i>12/07/15</i>
<i>A15038</i>	<i>Audit of Employee Benefit Trust Fund – Liberty CI</i>	<i>12/08/15</i>
<i>A15031</i>	<i>Audit of Basic Recruit Training</i>	<i>01/14/16</i>
<i>A15039</i>	<i>Audit of Employee Benefit Trust Fund – Madison CI</i>	<i>01/15/16</i>
<i>A15028</i>	<i>Audit of Purchasing Card Program Vehicle Expense</i>	<i>02/03/16</i>
<i>A16011</i>	<i>Audit of Employee Benefit Trust Fund – Holmes CI</i>	<i>03/10/16</i>
<i>A16002</i>	<i>Audit of Release Management</i>	<i>05/02/16</i>
<i>R16017</i>	<i>Review of Overtime</i>	<i>05/02/16</i>
<i>A16009</i>	<i>Audit of Performance Measures - Percentage of Inmates Completed Drug Treatment Without Subsequent Recommitment to Community Supervision or Prison within 24 Months After Release</i>	<i>05/24/16</i>
<i>A16005</i>	<i>Audit of Pharmacy Drug Inventory – Controlled Substances</i>	<i>06/14/16</i>

Source: Bureau of Internal Audit

## **Audit Engagements**

Audit Engagement Reports (with the exception of those deemed confidential) issued in Fiscal Year 2015-16 included:

### Employee Benefit Trust Fund at Jefferson Correctional Institution

Audit staff found the cash on hand was accounted for and intact. In addition, for the audit scope period, cash proceeds were collected every other day and deposited weekly as required by procedure, and bank reconciliations were performed. Audit staff determined that internal controls over cash receipts were adequate to prevent, deter, and detect fraud. The audit did not identify any deficiencies; therefore, no findings and recommendations were presented in the audit report.

### Employee Benefit Trust Fund at Franklin Correctional Institution

Audit staff found the cash on hand was accounted for and intact. In general, internal controls have been established for the employee benefit trust fund and are adequate to prevent, deter, and detect fraud; however, audit staff identified weaknesses that warrant management attention.

***Finding:*** Canteen proceeds were not collected in a timely manner.

***Recommendation:*** The Warden ensure all Employee Benefit Trust Fund canteen proceeds are collected at a minimum of every other day as required by procedure.

***Finding:*** Staff canteen receipts were not always deposited at least weekly as required by procedure.

***Recommendation:*** The Warden ensure that all cash receipts are deposited intact at least weekly as required by the procedure.

### Employee Benefit Trust Fund Audit at Liberty Correctional Institution

Audit staff found that the cash on hand was accounted for and intact. In general, internal controls have been established for the Employee Benefit Trust Fund and are adequate to prevent, deter, and detect fraud; however, audit staff identified weaknesses that warrant management attention:

***Finding:*** Canteen proceeds were not collected in a timely manner.

***Recommendation:*** The Warden ensure all Employee Benefit Trust Fund canteen proceeds are collected at a minimum of every other day as required by procedure.

***Finding:*** Staff canteen receipts were not always deposited at least weekly as required by procedure.

***Recommendation:*** The Warden ensure that all cash receipts are deposited intact at least weekly as required by the procedure.

**Finding:** The reviewer did not initial the validated deposit slips, daily sales reports, and the monthly sales journals as required by the procedure.

**Recommendation:** The Warden ensure the reviewer initial the validated deposit slips, daily sales reports and monthly sales journals as required by procedure.

### Basic Recruit Training

Audit staff found the Basic Recruit Training Program is provided in accordance with the Criminal Justice Standards and Training Commission requirements as outlined in Rule 11B-35, Florida Administrative Code. In addition, the Basic Recruit Training Program curriculum is approved by the Florida Department of Law Enforcement. Furthermore, audit personnel found internal controls exist to prevent, deter, and detect fraud.

Department Procedure 208.017, Reimbursement for Basic Recruit Training and Related Expenses, states that Correctional Officers and Correctional Probation Officers who attend an approved basic recruit training program at the expense of the Department must remain in the employment of the Department for an obligation period that begins the first (1st) day of the academy training and ends two (2) years from the date of graduation from the academy. It also states if the officer terminates employment on her/his own initiative (this does not include those permitted to resign in lieu of termination) prior to the end of the obligation period, s/he will reimburse the Department for the cost of her/his tuition and other course expenses paid by the Department. Audit staff identified one weakness relating to the reimbursements that warrants management attention:

**Finding:** The Office of Human Resources does not always obtain reimbursement for Basic Recruit Training expenses that are due to the Department.

**Recommendation:** Office of Human Resources management take steps to ensure that collection efforts are initiated and pursued in accordance with FDC Procedure, 208.017, Reimbursement For Basic Recruit Training and Related Expenses, for all former employees (officers) who meet the criteria for reimbursement of Basic Recruit Training tuition and related expenses.

### Employee Benefit Trust Fund at Madison Correctional Institution

Audit staff found the cash on hand was accounted for and intact. In addition, for the audit scope period, cash proceeds were collected every other day and deposited weekly as required by procedure, and bank reconciliations were performed. Audit staff determined that internal controls over cash receipts were adequate to prevent, deter, and detect fraud. The audit did not identify any deficiencies; therefore, no findings and recommendations were presented in the audit report.

### Purchasing Card Program Vehicle Expense

Audit staff found that vehicle expense purchases for the samples selected were for approved FDC vehicles based on MyFloridaMarketPlace requisitions and the automotive parts purchased were compatible for related FDC vehicles. Also, in general, internal controls exist to adequately prevent, deter, and detect fraud. However, one issue was identified that warrants management's attention:

**Finding:** Purchasing card purchases for FDC vehicles are not consistently recorded in the FLEET system.

**Recommendation:** Office of Administration take steps to ensure that all required information is accurately recorded on the vehicle records and input into FLEET.

#### Employee Benefit Trust Fund at Holmes Correctional Institution

Audit staff found that cash on hand was accounted for and intact. In addition, cash proceeds were generally collected and deposited as required by the procedure and bank reconciliations were performed. Furthermore, audit staff determined that internal controls exist to adequately prevent, deter, and detect fraud. Therefore, no findings and recommendations are presented in this audit report.

#### Inmate Release Management

Audit staff found that the current release management practices were consistent with FDC Procedure 601.503, Transition Planning and Release. The audit disclosed that the Bureau of Admission and Release has implemented controls to prevent and detect inmate release errors. Therefore, no findings and recommendations are presented in this audit report.

#### Pharmacy Drug Inventory – Controlled Substances

Audit staff also determined that the pharmacy inventories for the items sampled at the four cluster pharmacies were accurate with no controlled substances identified as missing. Audit staff also determined internal controls exist to prevent, deter, and detect fraud. However, issues were identified that warrant management's attention. Based on the provisions of Section 282.318, Florida Statutes, Security of Data and Information Technology, one of the findings in this audit was deemed confidential. The remaining two findings are listed below:

**Finding:** Two of the regional pharmacies do not reconcile the narcotic monthly sales report from Cardinal Health to Correctional Institutional Pharmacy Software and perpetual inventory records.

**Recommendation:** The reconciliation of the narcotic sales report be performed consistently for all pharmacies to ensure stock is not diverted.

**Finding:** One regional pharmacy removed expired controlled substances from inventory which were pending destruction and should have remained on inventory.

**Recommendation:** The Office of Health Services ensure expired controlled substances remain in the CIPS inventory system and perpetual inventory log through destruction.

## Performance Measure Assessments

Assessments conducted to evaluate the reliability and validity of the information provided by the Department on performance measures included the following:

### Performance Measure Percentage of Inmates that Completed Drug Treatment without Subsequent Recommitment to Community Supervision or Prison within 24 months after Release

Audit staff found that management and internal controls are adequate to ensure the integrity of the results reported and that the data collecting and reporting mechanisms in place are sufficient to ensure the validity of the reported metrics. This audit did not identify any deficiencies; therefore, no findings and recommendations are presented in this audit report.

## Follow-up to Internal and External Audits

### Greyhound Bus Contracts C2764 and C2618, Report Number A14016

The Bureau of Internal Audit conducted a follow-up to its Audit of Greyhound Bus Contracts C2764 and C2618, Report Number A14016 and determined that corrective action has been taken on all findings identified in the original report.

### Auditor General's Report Number 2015-087

The Bureau of Internal Audit performed a follow-up audit to the Auditor General's Canteen Operations and Prior Audit Follow-Up Operational Audit, Report Number 2015-087 and determined that corrective action has not been completed on two of the six findings identified in the original report as listed below:

**Finding:** The Department had not established written procedures requiring employees to periodically back up Department data stored on workstations and laptops and other mobile computing devices.

**Recommendation:** Department management implement procedures to require that data stored on Department workstations and laptops and other mobile computing devices be timely and appropriately backed up.

**Finding:** The Department did not always document that changes to payee account information were approved by management in accordance with Department policies and procedures. A similar finding was noted in our report No. 2013-074.

**Recommendation:** Department management ensure that only those changes supported by a properly completed and approved change order form are made to payee account information in Court-Ordered Payments. Also, Department management ensure that change order forms are appropriately maintained.

## Contract Management Review Section

The Contract Management Review Section employs a supervisor and four auditors. Staff certifications include one Certified Inspector General Auditor. In Fiscal Year 2015-16, the Contract Management Review Section completed ten contract management reviews listed in the following table by report date.

<b>Fiscal Year 2015-16 Contract Management Review Reports</b>		
<b>Report Number</b>	<b>Project Title</b>	<b>Report Date</b>
CMR15007	<i>Drug Abuse Comprehensive Coordinating Office</i>	07/16/15
CMR15011	<i>Transition House Managed Inmate Trust Funds</i>	07/21/15
CMR15008	<i>House of Hope</i>	08/11/15
CMR16003	<i>Securus Technology</i>	11/25/15
CMR15013	<i>First Step Sarasota</i>	12/10/15
CMR15019	<i>Bridges of America –The Turning Point Bridge Managed Inmate Trust Funds</i>	01/20/16
CMR16001	<i>JPay</i>	03/28/16
CMR16005	<i>Contract Language</i>	05/10/16
CMR16006	<i>Bridges of America – Santa Fe</i>	05/17/16
CMR16010	<i>Bridges of America – Orlando</i>	06/28/16

Source: Bureau of Internal Audit

## Contract Management Review Reports

The Contract Management Review unit was established in the Office of Inspector General to mitigate risk of loss to the agency by evaluating critical aspects of the Department's contract management systems, methods and practices, and making executive management aware of those risks in a timely manner. To accomplish its purpose, the objectives of the reviews conducted by the Contract Management Review Section consisted of determining the effectiveness of monitoring of contracts by Department staff, the delivery of services by the contractors, and the accuracy of financial payments. During the last two fiscal years, the contract management review section added reviews that focused on contractor managed inmate trust funds. During Fiscal Year 2015-16, the Contract Management Review Section added a review pertaining to contract language. The objective of this review was to determine if FDC contract language is in compliance with applicable guidelines including, but not limited to, Florida Statutes, Florida Administrative Code, and FDC Procedures. Contract Management Review Reports issued by the Bureau of Internal Audit in Fiscal Year 2015-16 included:

### Drug Abuse Comprehensive Coordinating Office, Inc., Contract C2412

Contract Management Review staff determined service was rendered as required by the contract; the delivery of contracted services was effectively verified and properly monitored; and contract payments were in accordance with contract terms. The contract management review did not identify any deficiencies; therefore, no findings and recommendations were presented in the report.

The Transition House, Inc. Managed Inmate Trust Funds, Contract C2798

Areas of noncompliance relating to the management of the inmate trust accounts were identified and warrant management's attention.

**Finding:** The Department has not ordered family dependent deductions.

**Recommendation:** The Department's Offices of Institutions and Re-Entry provide the necessary documentation to Transition House to ensure the Family Dependent Deduction is ordered, if applicable.

**Finding:** Transition House has not ensured that all inmate funds were deposited into its trust account.

**Recommendation:** The Department's Offices of Institutions and Re-Entry enforce the requirement that Transition House ensure all funds received by inmates are deposited in the Contractor's Trust Account as required by Florida Administrative Code and the contract.

**Finding:** Transition House did not ensure that all inmates had required savings.

**Recommendation:** The Department's Offices of Institutions and Re-Entry ensure that Transition House is enforcing the requirement that no less than 10% of an inmate's net income is placed in savings for disbursement upon release.

**Finding:** Transition House sometimes overcharged inmates for subsistence.

**Recommendation:** The Department's Offices of Institutions and Re-Entry ensure that Transition House computes the subsistence charges in accordance with the contract.

**Finding: Transition** House did not always document inmates receiving their checks for savings.

**Recommendation:** The Department's Offices of Institutions and Re-Entry ensure that Transition House enforce the requirement to have inmates sign and date when checks for savings are received.

**Finding:** Transition House undercharged some inmates for Court-Ordered Payments.

**Recommendation:** The Department's Offices of Institutions and Re-Entry ensure that Transition House deducts court ordered obligations from the inmates' trust fund accounts in accordance with the contract requirements.

**Finding:** Transition House has not made Court-Ordered Payment remittances to the Department timely.

**Recommendation:** The Department's Offices of Institutions and Re-Entry ensure that Transition House makes remittances to the Department on or before the 10th day of the month, as required by the Contract.

**Finding:** Transition House undercharged inmates for service fees on weekly cash draws.

**Recommendation:** The Department's Offices of Institutions and Re-Entry ensure that Transition House charges the correct weekly cash draw fees.

**Finding:** Transition House did not provide the inmate trust fund account report timely. Furthermore, the report did not contain all required information.

**Recommendation:** The Department's Offices of Institutions and Re-Entry ensure that Transition House submits the inmate trust fund account report containing all required information to the Department in the timeframe specified in the contract.

#### House of Hope, Inc., Contract C2653

Contract Management Review staff determined service was rendered as required by the contract; the delivery of contracted services was effectively verified and properly monitored; and contract payments were in accordance with contract terms. The contract management review did not identify any deficiencies; therefore, no findings and recommendations were presented in the report.

#### Securus Technology, Inc., Contract C2372

Contract Management Review staff determined service was rendered as required by the contract; the delivery of contracted services was effectively verified and properly monitored; and contract commission payments were in accordance with contract terms. The contract management review did not identify any deficiencies; therefore, no findings and recommendations were presented in the report.



#### First Step of Sarasota, Inc. Contract C2566

Contract Management Review staff determined that First Step generally provided services as required by the contract and contract payments were in accordance with contract terms. However, deficiencies were found concerning First Step's submission of incident reports and completion or maintenance of required documentation.

**Finding:** First Step did not always submit incident reports to the Department within twenty-four hours as required.

**Recommendation:** The Bureau of Transition and Substance Abuse Treatment Services ensure First Step submits all incident reports to the Contract Manager or designee within the twenty-four hours as required by the contract.

**Finding:** Incident reports did not always contain the date and time when First Step became aware of the incident.

**Recommendation:** The Bureau of Transition and Substance Abuse Treatment Services ensure that First Step documents the date and time their staff are notified of events requiring incident reports.

**Finding:** The Department did not identify late incident report submissions when performing Comprehensive Program Evaluations.

**Recommendation:** The Bureau of Transition and Substance Abuse Treatment Services ensure that future Comprehensive Program Evaluations accurately identify any instances that First Step does not submit incident reports timely.

**Finding:** First Step did not always complete or maintain required documentation.

**Recommendation:** The Bureau of Transition and Substance Abuse Treatment Services ensure First Step completes and maintains all required documentation.

Bridges of America, Inc., Turning Point Bridge Managed Inmate Trust Funds, Contract C2205

Areas of noncompliance relating to the management of the inmate trust accounts were identified and warrant management's attention.

**Finding:** Bridges of America did not ensure that all inmates had required savings.

**Recommendation:** The Office of Institutions and Division of Development: Improvement and Readiness enforce the requirement that BOA place no less than 10% of inmates' net income in savings for disbursement upon their release.

**Finding:** Bridges of America did not always disburse savings to inmates at the time of release.

**Recommendation:** The Office of Institutions and Division of Development: Improvement and Readiness ensure that Bridges of America disburses all inmates' savings upon release as required by the Florida Administrative Code.

**Finding:** Bridges of America undercharged some inmates for Court-Ordered Payments.

**Recommendation:** The Office of Institutions and Division of Development: Improvement and Readiness ensure that Bridges of America calculates Court-Ordered Payment obligations in accordance with the contract and the correct amount is deducted from the inmates' trust fund account.

**Finding:** Bridges of America did not always remit Court-Ordered Payment obligation deductions to the Department as required by the contract.

**Recommendation:** The Office of Institutions and Division of Development: Improvement and Readiness ensure that Bridges of America remits all Court-Ordered Payment obligations withheld from inmates to the Department within timeframe as required by the contract.

**Finding:** Bridges of America was unable to provide all documentation requested by Contract Management Review staff.

**Recommendation:** The Office of Institutions and Division of Development: Improvement and Readiness ensure that Bridges of America retains and provides documentation as required.

#### JPay, Inc., Contract C2763

Contract Management Review staff determined that service was rendered as required by the contract; delivery of contracted services was effectively verified and properly monitored; and compensation terms were in accordance with contract terms and were properly documented. The contract management review did not identify any deficiencies; therefore, no findings and recommendations were presented in the report.

#### Contract Language Review

The review determined that the FDC's contract language generally included language required by Florida Statutes, Florida Administrative Code, and FDC'S Procedures. However, deficiencies were noted that warrant management's attention.

**Finding:** Prison Rape Elimination Act language was not incorporated in all applicable contracts.

**Recommendation:** Office of Administration in consultation with the Division of Development: Improvement and Readiness amend the contracts to include Prison Rape Elimination Act language.

**Finding:** Health Insurance Portability and Accountability Act language was not incorporated in Contract C2816 with Trinity Services Group, Inc.

**Recommendation:** The Office of Administration amend the contract to include Health Insurance Portability and Accountability Act language.

**Finding:** Contract Management Review staff did not find language in contract C2850 outlining computer equipment ownership rights upon contract termination.

**Recommendation:** The Office of Administration in consultation with the Division of Development: Improvement and Readiness amend the contract to identify the ownership of computer equipment prior to the contract termination.

Bridges of America - The Santa Fe Bridge, Inc., Contract C2806

Contract Management Review staff determined service was rendered as required by the contract; the delivery of contracted services was effectively verified and properly monitored; and contract payments were in accordance with contract terms. However, a deficiency was found concerning Bridges of America providing Monthly Program Reports to the Department within the required time period specified in the contract.

**Finding:** Bridges of America did not always provide monthly program reports to the Department within the required time period.

**Recommendation:** The Office of Institutions and Division of Development: Improvement and Readiness ensure that Bridges of America files Monthly Program Reports with the Department within the time period specified in the contract.

Bridges of America, The Orlando Bridge, Inc. Managed Inmate Trust Funds, Contract C2242 and C2842

Contract Management Review staff determined that Bridges of America was substantially compliant with requirements for inmates' paycheck deposits, support for family dependents, court ordered payments, and savings. Contract Management Review staff also determined that an independent certified public accounting firm had performed audits of the trust accounts as required by the contract. However, a deficiency was found concerning subsistence calculations which warrant management's attention.

**Finding:** Bridges of America did not always charge the correct subsistence.

**Recommendation:** The Office of Institutions and Division of Development: Improvement and Readiness ensure that Bridges of America computes the subsistence charges in accordance with the contract.

## **ENVIRONMENTAL HEALTH, SAFETY, & RISK MANAGEMENT**

Due to its unique mission, the Florida Department of Corrections 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. The Department has a formal risk management program on file with the Department of Financial Services, Division of Risk Management. The program is directed by the Department's Environmental Health and Safety Manual. The goal of the Environmental Health and Safety Program is to reduce the frequency and severity of accidents through training administrative guidelines and aggressive promotion of safe work practices.

To continually monitor program progress, Department heads or their designee perform weekly inspections, facility Environmental Health and Safety Officers (EHSO) perform monthly inspections using 116 standards, and Regional Safety Consultants perform quarterly and annual inspections using the same 116 standards. For Fiscal Year 2015-16, EHSO's had 28,454 findings based on 68,208 (42%) total standards tested during monthly inspections. These findings were addressed by the facilities and were corrected or repaired as needed. The Regional Safety Consultants had 286 findings based on 7,772

(3.7%) total standards tested during annual inspections. This is indicative of the effectiveness of the program as EHSO's continually monitor safety and sanitation of the facilities while initiating corrections throughout the year as this helps to reduce the findings identified during the annual inspections.

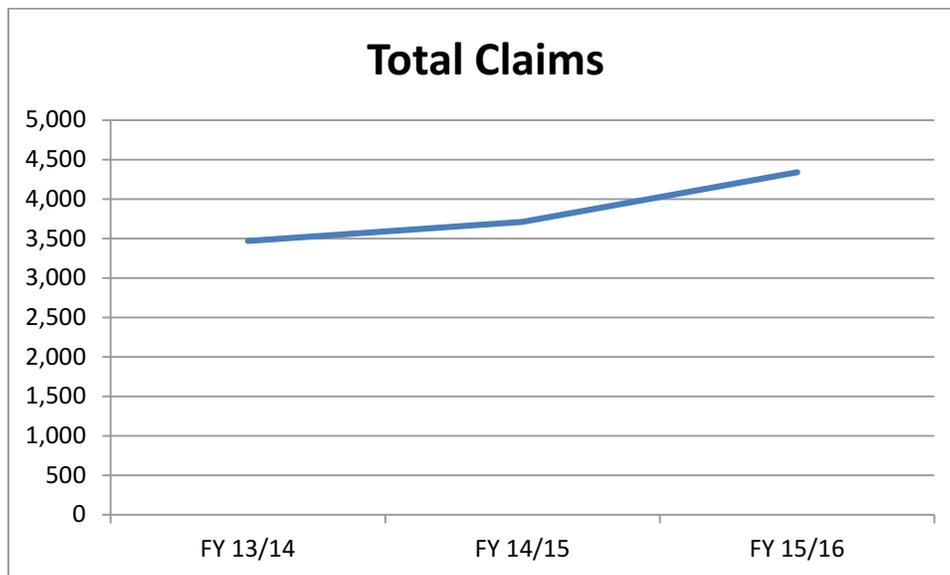
The Risk Management Program consists of coverages as provided in Florida Statutes. Section 284.30, Florida Statutes, *State Risk Management Trust Fund; coverages to be provided* states that:

*A state self-insurance fund, designated as the "State Risk Management Trust Fund," is created to be set up by the Department of Financial Services and administered with a program of risk management, which fund is to provide insurance, as authorized by s. 284.33, for workers' compensation, general liability, fleet automotive liability, federal civil rights actions.*

Section 284.01(1), Florida Statutes, *State Risk Management Trust Fund; coverages to be provided* states that the:

*State Risk Management Trust Fund shall insure those properties designated in subsection (2)<sup>1</sup> which are owned by the state or its agencies, boards, or bureaus against loss from fire, lightning, sinkholes, and hazards customarily insured by extended coverage and loss from the removal of personal property from such properties when endangered by covered perils.*

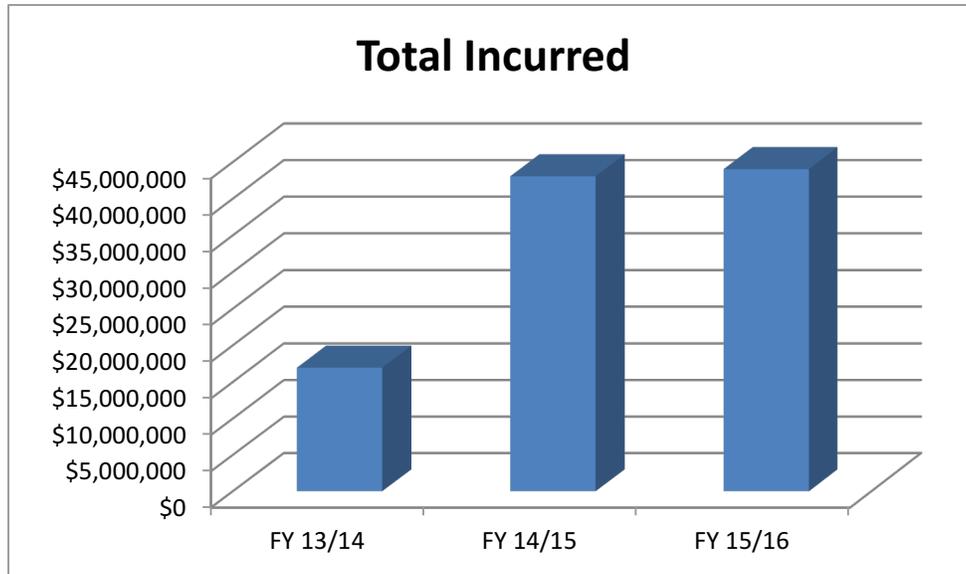
The following table displays risk management claims which consists of all statutorily required coverage reported for coverage types of claims paid during the fiscal years listed (FY 2013-14, FY 2014-15 and FY 2015-16). In FY 2015-16, the Department total claims reported increased by 16.90% compared to the previous fiscal year.



Source: Office of Environmental Health, Safety, & Risk Management

<sup>1</sup> All buildings, whether financed in whole or in part by revenue bonds or certificates, and the contents thereof or of any other buildings leased or rented by the state.

The total paid costs (includes Worker's Compensation costs, General Liability costs, Federal Civil Rights costs, Automobile Liability costs, and Malpractice costs) by Fiscal Year for the last three fiscal years is displayed below and discloses an increase in total costs from the previous fiscal year by 2%:



Source: Office of Environmental Health, Safety, & Risk Management

## BUREAU OF INVESTIGATIONS

The Florida Department of Corrections - Office of Inspector General is committed to conducting independent and objective investigations through its Bureau of State Investigations. The Bureau of Investigations is responsible for conducting criminal and administrative investigations and providing oversight of all use of force incidents. Our top priorities include investigations into: deaths, public corruption and criminal efforts to compromise the safety and security of our prisons through violence or the introduction of contraband. When completed, criminal investigations for which probable cause exists that a crime has occurred are referred to the appropriate prosecutorial entity for consideration for prosecution. When administrative investigations are completed, they are referred to management for appropriate action.

During the Fiscal Year 2015-16, the Office of Inspector General received approximately 71,031 incidents/complaints of which resulted in the opening of approximately 28,133 inquiries and investigations. The remaining incidents/complaints were referred back to the department's management team or other external entities for action deemed appropriate. The Table below represents by case type those matters assigned for review or investigation and the numbers of case assignments:

<b><i>Type of Case</i></b>	<b><i>Total Number Assigned</i></b>
<i>Administrative Cases</i>	1,049
<i>Criminal Cases</i>	1,340
<i>Death Investigations and Assists</i>	377 <sup>2</sup>
<i>Investigative Assists (Non-Death)</i>	195
<i>Inquiries</i>	15,873
<i>Intelligence</i>	6
<i>Management Reviews</i>	3
<i>Use of Forces</i>	7,347
<i>Whistle Blower Determinations</i>	107
<i>Contraband Interdiction Unit - Reports</i>	1,836
<b><i>TOTAL</i></b>	<b>28,133</b>

Source: IGIS for 07/01/2015 to 06/30/2016.

<sup>2</sup> Investigations initiated by the OIG for FY 2015-16 may differ from data reported by other entities as other data is reported by calendar year.

The table below represents the investigative outcome of the cases the Office of Inspector General investigated:

<b>Case Disposition</b>	<b>Administrative</b>	<b>Criminal</b>	<b>Total</b>
<i>Exonerated</i>	18		18
<i>Not Sustained</i>	414		414
<i>Partially Sustained</i>	24		24
<i>Policy Deficiency</i>	6		6
<i>Sustained</i>	383		383
<i>Unfounded</i>	121		121
<i>Closed by Arrest</i>		181	181
<i>Exceptionally Cleared</i>		705	705
<i>Unfounded</i>		308	308
<b>TOTAL</b>	<b>966</b>	<b>1194</b>	<b>2160</b>

Source: IGIS for 07/01/2015 to 06/30/2016.

**Exonerated**, refers to a finding in an administrative 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.

**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.

**Not Sustained** refers to a finding in an administrative 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 administrative investigation, of which the allegation itself is composed of at least two (2) distinct allegations, and of at least one (1) which was sustained.

**Policy Deficiency** refers to a finding in an administrative case for which a preponderance of evidence suggests the subject's behavior or action did occur 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.

**Sustained** refers to a finding in an administrative 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.

**Unfounded** refers to, in an administrative context, a finding in an administrative case for which a preponderance of evidence exists to suggest the subject's behavior or action did not occur and, in a criminal context, a disposition of a criminal case for which a preponderance of the evidence exists to suggest the suspect's alleged behavior or action did not occur.

### **Florida Department of Law Enforcement Criminal Justice Standards and Training Commission**

The Florida Department of Corrections, Office of Inspector General maintains a strong professional working relationship with the Florida Department of Law Enforcement, Criminal Justice Standards and Training Commission (CJSTC). Specifically, within the Florida Department of Law Enforcement is the Criminal Justice Professionalism Division, in which the Office of Inspector General is responsive and accountable to, in providing CJSTC-78 Internal Investigation Report referrals, reporting the disposition of an investigation in which the subject was a sworn law enforcement officer, correctional officer or correctional probation officer as defined in Section 943.10, Florida Statutes. This accountability and reporting by the Office of Inspector General provides the means for the licensing authority of the State of Florida for Sworn Officers, the ability to review and administer appropriate administrative sanctions against the officer's certification, in instances when an officer is found in violation of Florida State Statutes and/or Commission standards.

### **Examples of Investigation Case Summaries**

#### Taylor Correctional Institution – Inmate Altercation, Case Number 15-28115

Office of Inspector General staff responded to and investigated an attack and uprising at one of the dorms. Interdiction officers were conducting a search in a dorm, and during the search, an inspector became involved in an altercation with an inmate. The inmate was armed with a homemade weapon, and when the inspector attempted to restrain the inmate, he grabbed the inspector in a choke hold. Four staff members assisted in breaking the choke hold. During this same time, other inmates in the dorm began uprising resulting in two other staff members being battered by another inmate arming himself with a broken broom handle until other inmates ushered him into his cell. After staff regained control of the situation, while escorting offending inmates to confinement, a third inmate kicked an officer while he was being placed in a shower cell. All three inmates were charged and found guilty as follows:

- One inmate pled guilty to Aggravated Battery on a Law Enforcement Officer with a Deadly weapon, Resisting Officer with Violence, and Possession of Contraband in Prison. He was sentenced to 60 months on each count to be served consecutively with his current sentence. He also received several fines.
- One inmate pled guilty to two counts of Battery on a Law Enforcement Officer and received a total of 13 months to run consecutive to his current sentence
- One inmate pled guilty to Resisting an Officer with Violence and Battery on a Law Enforcement Officer (2 Counts). He was sentenced to 33 months on each count to be served concurrently; however, consecutive to any sentence currently being served. He also received numerous fines.

#### Taylor Correctional Institution - Inmate Stabbing, Case Number 14-16414

An inmate was stabbed multiple times. An inspector was assigned to investigate. Upon completion of the investigation, an inmate was charged and found guilty of Aggravated Battery and sentenced to Life in prison. The inmate has been in prison for thirty years and was due to get out of prison in 5 years. He has a very violent background, both in and out of prison.



#### Reception and Medical Center West Unit - Lewd and Lascivious Exhibition by an Inmate, Case Number 15-8812

A staff member assigned as a housing officer at the Reception and Medical Center West Unit observed an inmate standing in the dorm and exposing himself in the direction of a correctional officer while engaged in a sex act. The inmate was charged, convicted, and sentenced to 13 months in the Florida Department of Corrections and assessed a fine of \$698.75.

#### Baker Correctional Institution - Possession of Contraband, Case Number 15-2846

An inmate housed at Baker Correctional Institution was observed acting suspicious. The inmate was approached by security staff and ordered him to submit to a clothed pat search. The inmate reached into the front of his pants and pulled out a cell phone. The inmate turned and walked to the bathroom. He threw the cell phone in a toilet, in an attempt to flush the evidence. Security staff was able to retrieve the cell phone from the toilet. The inmate was charged, convicted, and sentenced to 36 months in the Florida Department of Corrections with fines set at \$688, \$30, and \$25.

#### Lancaster Correctional Institution - Extortion and Battery, Case Number 14-11223

A correctional officer responded to the institutional medical department in reference to an inmate with obvious, visible injuries claiming that he was attacked. The inmate claimed that five inmates attacked and beat him. The inmate further alleged that in addition to beating him in the head and face area, the perpetrators held him down and attempted to assault him sexually with a mop or broom handle. Afterward, one of the suspects brandished an ice pick type weapon and threatened to stab the inmate if he refused to

surrender canteen items. The incident was reported to the Office of the Inspector General and assigned as a criminal case to an inspector. The five suspects were charged and found guilty of Extortion and Battery on a Detainee.

- One inmate was sentenced to 364 Days County Jail, \$917.00 Fines, and \$100.00 Cost of Prosecution.
- One inmate was sentenced to 357 Days County Jail, \$18,767 Fines, and \$100.00 Cost of Prosecution.
- One inmate was sentenced to 45 Days County Jail, \$100.00 Cost of Prosecution, \$1,382.00 Fines, and \$1,350.00 Fines for Cost of Incarceration.
- One inmate was sentenced to \$926.00 Fine and \$100.00 Cost of Prosecution
- One inmate was sentenced to 23 Days County Jail, \$917.00 Fines, \$100.00 Cost of Prosecution.

#### Columbia Correctional Institution - Battery of an Inmate, Case Number 16-08241

While exiting the dining hall at Columbia Correctional Institution, an inmate took another inmate's cane and used it to batter a Sergeant standing outside the dining hall. Several staff members went to the dorm where the inmate was housed to place the inmate in confinement. The officers failed to notice that four inmates were housed in that dorm with the same last name of the inmate that they came to put in confinement. When the officers arrived, they entered the dorm and one of them yelled the inmate's last name, "step out." One of the inmate's with that last name came out of his cell, not knowing what was happening. A correctional officer handcuffed the inmate and escorted him to medical. Once in medical, the correctional officer began physically abusing the inmate by punching and kicking the inmate in the upper torso while the inmate was handcuffed. Another correctional officer was walking into the medical waiting room and observed the inmate being abused. This correctional officer did not report the incident but later testified to the inspector as to what he observed. The inmate was examined by medical and had injuries consistent with the reported abuse.

After conferring with the Office of the State Attorney of the Third Judicial Circuit, the correctional officer was charged with Battery of an Inmate and Failure to Report Use of Force. The Office of the State Attorney issued a capias for the arrest of the correctional officer, and it was executed by Office of Inspector General inspectors. The correctional officer was transported to the Columbia County Jail. The correctional officer pled guilty as part of a Pre-Trial Intervention agreement, ordered to pay court cost, and relinquish any and all law enforcement or corrections certificates to the Florida Department of Law Enforcement, Criminal Justice Standards and Training Commission.

### Suwannee Correctional Institution - Introduction of Contraband, Case Number 16-07928

Several cell phones were found during searches of the inmate housing areas, and when questioned, the inmates in possession of the cellphones implicated a correctional officer. Upon further questioning, it was determined that inmates would request contraband from the correctional officer, and once the cash was paid to him, he would provide them with the requested contraband. Inmates would have visitors bring cash into the institution during visitation and give it to the inmates to render payment to the correctional officer.



A joint effort was established with the Florida Department of Law Enforcement and the Office of Inspector General to utilize a cooperating individual to purchase contraband from the correctional officer. The cooperating individual approached the correctional officer and a deal was made to purchase a specific amount of contraband for \$400. A payment was made to the correctional officer with marked currency of \$100. Later that day, as the correctional officer was exiting the institution at the end of his shift, the inspector and the Florida Department of Law Enforcement agent confronted the correctional officer. At that point, the correctional officer confessed to the introduction of contraband and was found to be in possession of the marked currency. The correctional officer was placed under arrest and booked into the county jail. He later pled guilty to the charges in a Pre-Trial Intervention agreement where he was forced to relinquish his Correctional Officer Certification and repay investigative costs along with restitution to the two agencies.

### Okaloosa Correctional Institution - Contraband, Case Number 15-13246

The Office of the Inspector General District 1 Field Office initiated a criminal investigation based upon actionable intelligence garnered by an inspector indicating that a correctional officer was actively involved in the introduction of illicit contraband into Okaloosa Correctional Institution. The case was assigned to the inspector and culminated in the arrest and successful prosecution of the correctional officer based upon witness testimony, physical evidence, and the suspect's post-Miranda confession obtained during the course of the comprehensive investigation. The officer was adjudicated guilty for a criminal violation of Florida Statute 838.016(1), Unlawful compensation by a Public Employee, and subsequently sentenced to three years in prison for distributing illegal cell phones, narcotics, and tobacco products to Florida inmates for profit.

### Lancaster Correctional Institution - Weapons, Case Number 14-866

A correctional officer reported that while assigned as a housing officer, he observed several inmates engaged in a physical altercation that involved a lock inside a sock and a broken razor blade. Due to the inmates refusing verbal commands to stop fighting and drop their weapons, security staff were required to use force to subdue the inmates and stop them from further attacking each other.

Subsequent to the use of force, all involved inmates were placed in hand restraints and escorted to the infirmary due to sustained injuries they received during the incident. One inmate was referred to Shands Hospital for further medical treatment. All involved inmates were placed in administrative confinement pending an investigation into the incident. The weapons were confiscated and placed into evidence. The information was reported to the Office of the Inspector General and was assigned to an inspector for criminal investigation. Inmates were charged and found guilty as follows:

- One inmate charged and found guilty of Aggravated Battery, Possession of Weapon and Affray. He was sentenced to 24 Months in the Florida Department of Corrections, 60 days County Jail, Fines Converted to Civil Lien, and \$100 Cost of Prosecution.
- One inmate was charged and found guilty of Aggravated Battery, Possession of Weapon and Affray. He was sentenced to 36 Months in the Florida Department of Corrections, \$917 Fines Converted to Civil Lien, and \$100 Cost of Prosecution.
- One inmate was charged and found guilty of Battery by Detainee upon another Detainee and Affray. He was sentenced to 364 days County Jail, \$917 Fine, and \$100 Cost of Prosecution
- One inmate was charged and found guilty of Battery by Detainee upon another Detainee and Affray. He was sentenced to \$857 Fine, and \$100 cost of prosecution

### **Use of Force Unit**

Established in 1999, the Use of Force Unit is responsible for reviewing all incidents involving the use of force at state and private correctional facilities, and those involving probation officers. These reviews ensure compliance with established rules, procedures, and statutes.

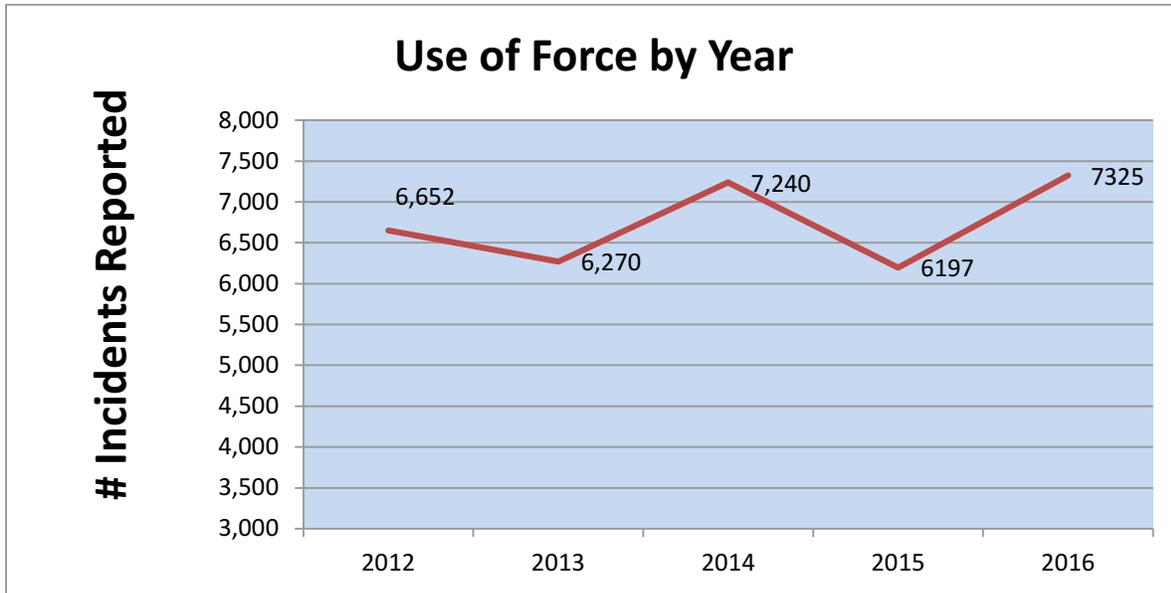
To accomplish this mission, the Use of Force Unit independently reviews and evaluates all use of force incident reports, associated documents, and videotapes as required from each correctional facility or office. Evidence indicating possible procedural violations, inmate abuse, excessive/improper/unauthorized force, or battery by staff is referred to Investigations.

Uses of force are classified as major incidents whenever weapons, the chemical agent Ortho-Chlorobenzalmalononitrile “CS”, or electronic restraint devices are used, when force is used in a cell extraction, or when outside medical treatment is required for employees or inmates as a result of the use of force. Other physical contact with inmates, including use of the chemical agent Oleoresin Capsicum “OC”, is classified as minor. The following chart reflects use of force incidents reported to the unit in Fiscal Year 2015-16.

<b><i>Classification</i></b>	<b><i>Reason Force Was Used</i></b>	<b><i>Number</i></b>
<b><i>27A</i></b>	<i>Self Defense</i>	<i>756</i>
<b><i>27B</i></b>	<i>Escape/Recapture</i>	<i>0</i>
<b><i>27C</i></b>	<i>Prevent Escape During Transport</i>	<i>2</i>
<b><i>27D</i></b>	<i>Prevent Property Damage</i>	<i>55</i>
<b><i>27E</i></b>	<i>Quell a Disturbance</i>	<i>874</i>
<b><i>27F</i></b>	<i>Physical Resistance to a Lawful Command</i>	<i>4,275</i>
<b><i>27G</i></b>	<i>Prevent Suicide</i>	<i>639</i>
<b><i>27H</i></b>	<i>Restrain Inmate for Medical Treatment</i>	<i>131</i>
<b><i>27I</i></b>	<i>Cell Extraction</i>	<i>543</i>
<b><i>27J</i></b>	<i>Mental Health Restraint</i>	<i>13</i>
<b><i>27K</i></b>	<i>Probation &amp; Parole Handcuffing</i>	<i>0</i>
<b><i>27O</i></b>	<i>Other</i>	<i>37</i>
<b>TOTAL</b>		<b>7,325</b>

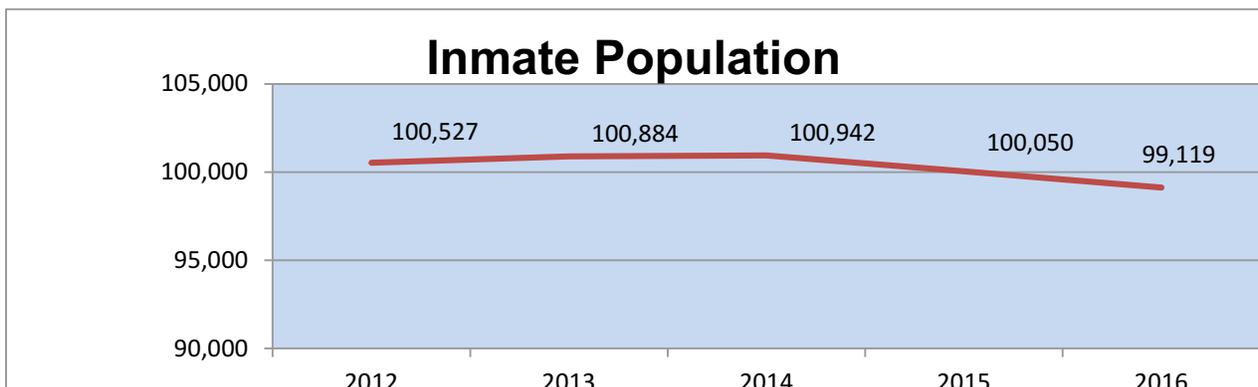
Source: IGIS for 07/01/2015 to 06/30/2016

The number of use of force incidents decreased by 5.7% in Fiscal Year 2012-13. The reduction in the use of force incidents was a result of change in Florida Administrative Code (F.A.C.). Effective December 16, 2012, Chapter 33-602-210, F.A.C. no longer required four/five point medical restraints without force to be reported as a use of force incident.



Source: MINS and IGIS

As illustrated by the two charts, the number of use of force incidents for the Department has fluctuated over the past four years. In Fiscal Years 2012-13 and 2014-15, the number of uses of force has decreased by 5.7% and 14.4%, respectively. In Fiscal Years 2013-14 and 2015-16, the number of uses of force increased by 15.5% and 18.2%, respectively. The inmate population increased during Fiscal Years 2012-13 and 2013-14 and decreased in the Fiscal Years 2014-15 and 2015-16. All four fiscal years the rate of change in population was at a rate of less than 1%.



Source: Research and Data Analysis.

## **Florida Fusion Center**

The Florida Fusion Center, located in Tallahassee, Florida, serves as Florida's primary fusion center responsible for the gathering, processing, analyzing, and disseminating terrorism, law enforcement, and homeland security information.

Intelligence Liaison Officers (ILOs) are vetted to participate in the fusion process and hold the appropriate security clearance with the Department of Homeland Security. The Office of Inspector General has a liaison officer within the Florida Fusion Center which serves as a primary point of contact for the Corrections Intelligence Initiative.

## **Records Unit**

The Records Unit is a newly created unit within the Office of Inspector General formulated to address the increase in records processing and requests of the Office of Inspector General and the Department. The Office of Inspector General receives and processes over 1,500 public record requests each year. This upward trend is expected to continue as government becomes more transparent and requests for information contained in public records increase.

## **Fugitive Unit**

The Fugitive Unit, created in January 2007, is tasked to protect Florida's citizens by investigating escapes from state and private facilities. The unit tracks and locates the fugitive in question and coordinates with law enforcement to return the fugitive to custody. The Fugitive Unit provides criminal investigative assistance to other law enforcement agencies who may be seeking fugitives who have ties to Florida.



In June 2012, the department joined with the Florida Association of Crime Stoppers, the Office of the Attorney General, and the FDLE to make it easier for inmates, probationers, and members of the public to anonymously provide crime tip information to law enforcement. Prominent posters displaying the toll-free number to the Florida Association of Crime Stoppers are located in each correctional facility and probation office. The department also created a new public-access web page to highlight Florida's "Ten Most Wanted" felons and has posted the images and names of the worst of Florida's fugitives and absconders. The Florida Association of Crime Stoppers displays these same felons on public billboards and in other types of print and electronic media throughout Florida.

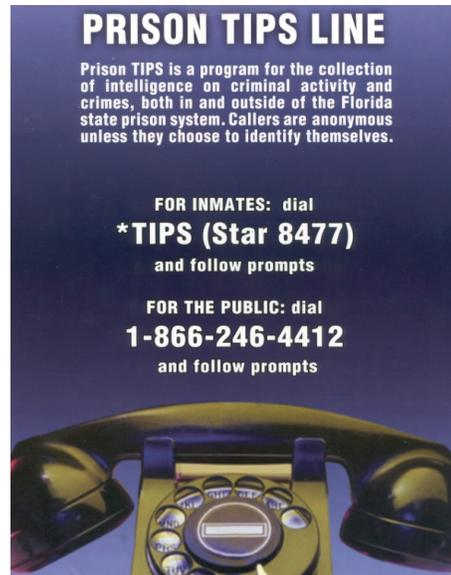
In the Fall of 2013, the Office of Inspector General dedicated a full-time inspector position to the United States Marshal Service. As a Special Deputy US Marshal, the inspector has become an integral part of the Florida Caribbean Regional Fugitive Task Force, training with them and working side-by-side to return violent felons and sex offenders to custody.

In February of 2015, the Florida Department of Financial Services Division of Public Assistance Fraud Operations began working with the Fugitive Unit. The Division leverages technology and uses its data systems to assist in locating state fugitives. This newest partnership provides intelligence information that may lead to the arrest of

Florida's fugitives. The Fugitive Unit tracked and documented a total of 55 fugitive recaptures in FY 2015-2016. Since 2007, the Fugitive Unit has tracked and documented the recapture of approximately 1,400 fugitives nationwide.

### **Prison TIPS**

The "Prison TIPS Line" was accessed over 13,000 times during Fiscal Year 2015-16, with the callers leaving 5,876 messages. Of those messages, 4,819 were left by offenders housed within FDC facilities. The remaining 1,057 messages were left by members of the public and by offenders housed in private facilities. Messages left on the "Prison TIPS Line" are reviewed, and the information provided is used as criminal intelligence in ongoing or unsolved criminal investigations, both inside and outside the Department. In addition, the "Prison TIPS Line" serves as the portal for calls related to the Prison Rape Elimination Act (PREA). Callers are also encouraged to report, fraud, waste, and abuse of public funds. Inmates, probationers, or any other person that may have knowledge of these types of activities can use the "Prison TIPS Line" as a method for providing information anonymously. Approximately 1,200 cases and inquiries were initiated by the Office of Inspector General as a direct result of messages left on the "Prison TIPS line."



The "Prison TIPS Line" can be accessed from inmate phones within all Department facilities or by calling a toll-free number (1-866-246-4412) from phones outside the facilities. Information provided by callers is reviewed and forwarded to the appropriate Department staff or to the law enforcement agency having jurisdiction over the reported activity. Callers have the option of establishing a voice mailbox accessed by a unique pass code, which is provided upon the callers' request. The voice mailbox provides a mechanism by which the caller may exchange messages and information with the Office of Inspector General. The voice mailbox may also be used anonymously.

### **Whistle-blower Unit**

The Whistle-blower Unit is the designated liaison between the Chief Inspector General's Office and Office of Inspector General. The Whistle-blower Unit coordinates and conducts Whistle-blower investigations pursuant to Florida law. During Fiscal Year 2015-16, the Whistle-blower Unit processed 107 Whistle-blower cases.



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