



Florida Department of Corrections

Office of the Inspector General

Annual Report

Fiscal Year 2011-12

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Department Background

As the nation's third-largest prison system, the Florida Department of Corrections fulfills a primary role in enhancing the safety of more than 19 million Florida residents. Through a network of 55 state prisons (including seven private prisons), road prisons, work camps and community-based facilities, the Department manages incarceration and care for approximately 100,000 inmates. It also supervises approximately 179,000 offenders through 158 probation offices statewide. The Department employs approximately 23,000 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, 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 the Inspector General's activities as related to its mission.

Vision

To enhance public safety and trust within the State of Florida.

Mission

To protect and promote public integrity and accountability within the Department through investigations of criminal and administrative violations and audits to detect fraud, waste and abuse.

Goals

To add value to the Department by:

1. Surveying management and key staff to determine expectations and needs.
2. Identifying statewide risks and threats.
3. Developing innovative solutions to mitigate those risks and threats.
4. Providing timely and pertinent information to decision makers.
5. Assessing internal controls and facilitating improvements to support the successful implementation of management's expectations and needs.
6. Conducting timely investigations and audits that accurately represent conditions and events occurring within the Department.

Recent Accomplishments

During the last fiscal year, the Office of the Inspector General (OIG) launched multiple operational improvements designed to increase efficiency and effectiveness, and enhance public safety and accountability:

- Selected a full time attorney from the Department's Office of General Counsel to serve as statewide legal advisor for the Investigations and Internal Audit Bureaus.
- Identified an accreditation manager and began the process of seeking accreditation for the Office.
- Purchased its first electronic case management system (IGIIS-Inspector General's Investigative & Intelligence System) that is scheduled for full deployment by October 1, 2012.
- Developed an improved disciplinary routing procedure within the Department to improve efficiency and timely action by the Department's management team.
- Initiated development of a web based citizen's complaint form for the Department to internally route complaints received against staff and facilities in hopes of improving customer service while enhancing public safety.
- Launched new protocols aimed at improving the case flow of criminal and administrative investigations from the field to the leadership team.
- In conjunction with the Department's security operations team, completed a revision of the Department's Use of Force rule. The new rule is estimated to save several thousand man hours a year in processing and reflect a cost savings for the Department.
- Instituted a new internal program designed to streamline the movement of OIG records pursuant to established retention schedules to enhance the OIG's response to public records requests.
- Inspectors assigned to the OIG Contraband Interdiction Unit received national honors at the Southern Coast K-9 Annual Seminar and Re-Certification by placing first and second.
- Mandated a robust training program for its sworn inspectors that added to the curriculum already required by the Department and the State. The additional training included thirty-two hours of training in basic investigations, eight hours of professional writing training, and twenty-four hours of formal interview and



interrogation and forensic statement analysis training.

- Michelle Jordan, Security Threat Intelligence Unit, was named the Florida Gang Investigators Association (FGIA) Correctional Gang Investigator of the Year.
- Implemented a staff arrest report process to identify and document arrest of Department personnel by outside law enforcement agencies.

The OIG, through the Investigations and Internal Audit Bureaus, perform the following functions:

1. Conduct criminal and administrative investigations, audits, and reviews relating to Department operations, contracts, staff, inmates, visitors and volunteers.
2. 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.
3. Track and direct recapture of fugitives from justice.
4. Operate contraband interdiction and inmate drug testing programs.
5. Coordinate Department activities required by the Florida Whistle-blower's Act.
6. Coordinate audit and investigative efforts, and facilitate cooperation with external agencies including the Auditor General, Office of Program Policy Analysis and Government Accountability (OPPAGA), and the Florida Department of Law Enforcement (FDLE).
7. Provide critical intelligence and gang information to law enforcement agencies across the state and nation.
8. Work closely with other law enforcement agencies and prosecutorial entities facilitate the prosecution of criminal cases.

The Florida Department of Corrections comprises the largest inspector general investigative staff in the State of Florida. The Secretary and the command staff of the OIG (the Inspector General, the Deputy Inspector General, and the Chief of Investigations) are sworn law enforcement officers.

Specific Areas of Responsibility

Primary services provided by the OIG include the following:

1. OIG facilitates an **automated management information network** to keep designated personnel informed of events that occur on Department property or concerning Department, staff, inmates, offenders, or 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.
 - Leads department efforts to maintain cooperative working relationships with FDLE and other law enforcement agencies.
2. **OIG certified law enforcement and correctional inspectors** conduct criminal and administrative investigations relating to inmates, offenders, visitors, Department and contract staff, and vendors. Inspectors:
 - Take an active role in locating and coordinating the arrest of fugitives by working closely with the staff in the Fugitive Unit.
 - Investigate crimes occurring on Department property and coordinate with other law enforcement agencies and prosecutorial entities.
 - Conduct administrative investigations into allegations of misconduct by staff, inmates, and offenders.
3. The **OIG Intelligence Unit** collects and analyzes data to identify trends, contraband introduction methods, officer safety issues, and gang and criminal activities in Department facilities.
 - This information and intelligence is used by senior management, other state and local law enforcement offices and agencies, the Federal Bureau of Investigation, and the Department of Homeland Security.
4. The **Contraband Interdiction Unit** assists the Office of Institutions in providing a safe environment for employees, inmates, and visitors by deterring the introduction of weapons, cell phones, narcotics and other contraband into correctional facilities. Interdiction teams:
 - Conduct unannounced interdiction operations, including searches for weapons and narcotics, in both state and private correctional facilities.

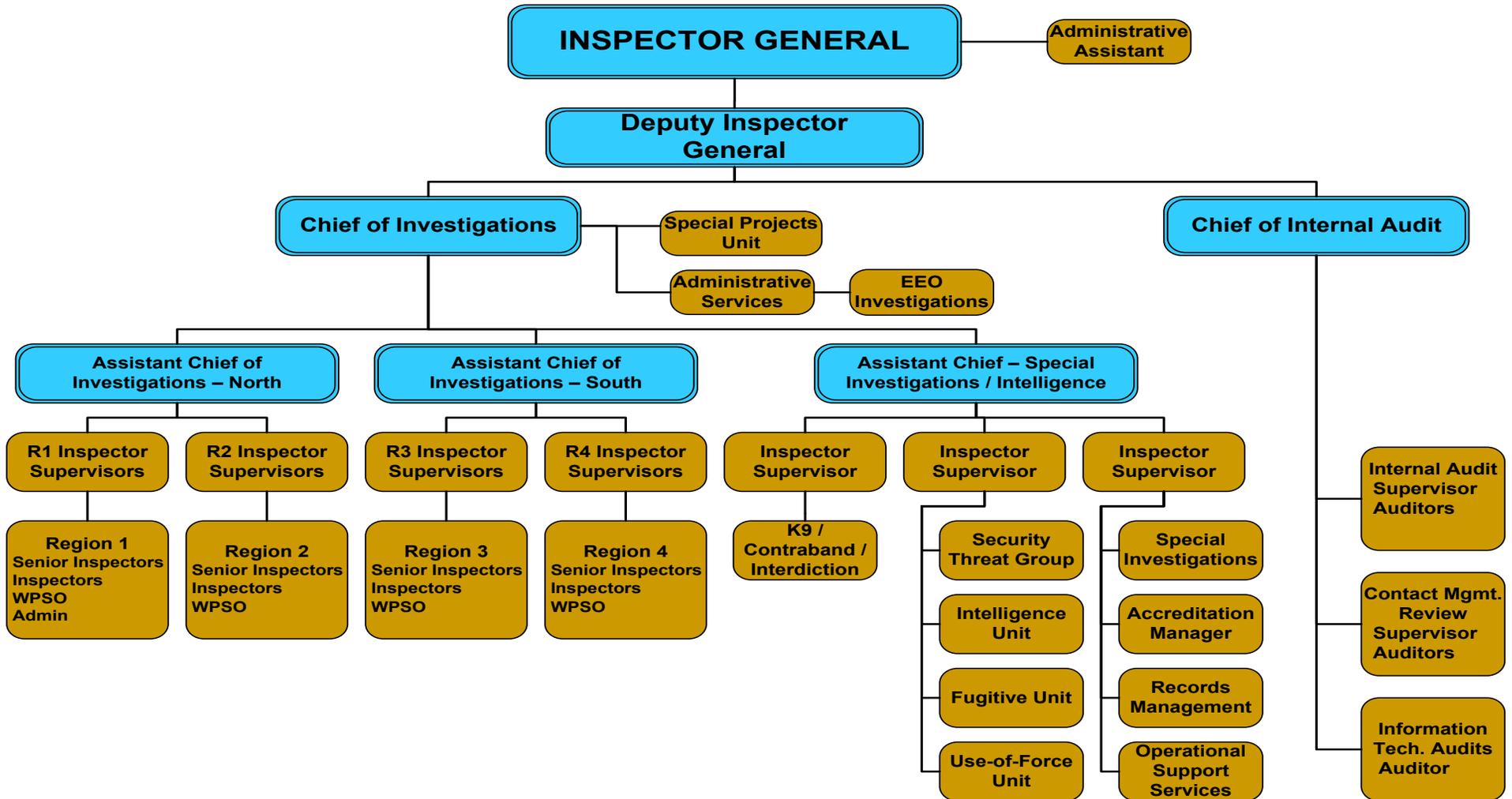


- Review contraband control processes at state correctional facilities for compliance with Department policy and procedure.
5. **OIG inspectors** safeguard the integrity of the state's correctional system. The Department has 92 sworn law enforcement officers on the OIG investigative staff, two certified law enforcement analysts, and 62 certified correctional officer inspectors. Inspectors:
- Conduct investigations into criminal, administrative and internal affairs matters.
 - Ensure compliance with Department rules and procedures.
6. **OIG 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 and performance audits in accordance with professional auditing standards.
 - Provide technical assistance with investigations involving waste, fraud, or misappropriation of funds.
 - Serve as the Department's liaison with the Office of the Auditor General and OPPAGA on audits and reviews completed by those offices.
 - Conduct contract management reviews to enhance accountability and oversight of the Department's contracts for goods and services.

Organizational Chart

The Office of the Inspector General (OIG) consists of two bureaus: Investigations and Internal Audit.

OFFICE OF THE INSPECTOR GENERAL



Bureau of Investigations

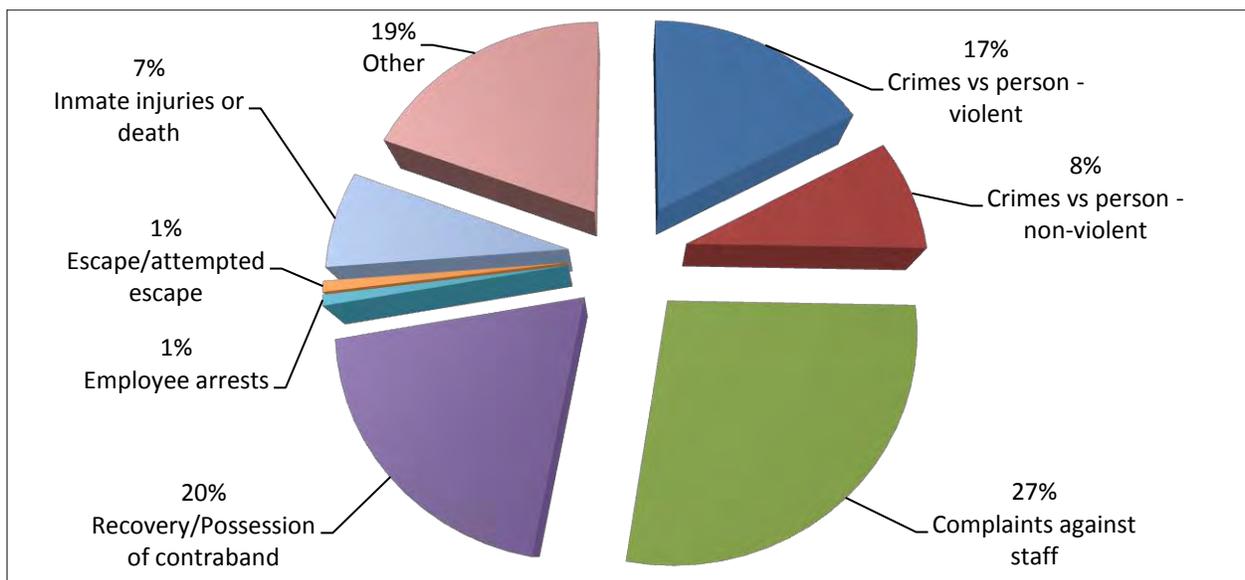
Investigations

The Bureau of Investigations is responsible for conducting criminal and administrative investigations and provides oversight of all use of force incidents.

When completed, criminal investigations for which probable cause a crime has occurred exists, are referred to the appropriate prosecutorial entity for consideration for prosecution. Administrative investigations are referred to management for appropriate follow-up action.

More than 37,400 incidents were reported to the OIG during Fiscal Year 2011-12.

Classification of Incidents Reported (FY 2011-12)



Source: IGLOGS Cases Assigned by Category annual summary for 07/01/2012 to 06/30/2012, report dated 8/10/2012.

As illustrated by the "Classification of Incidents" chart above, the majority of reported incidents involved:

- Complaints against staff, including improper conduct, alleged excessive force, and staff/offender relationships (27%), a decrease of 3% from last fiscal year.
- Crimes vs. persons (violent), including battery on a law enforcement officer, battery on another inmate, sexual battery, and possession of a weapon (17%), an increase of 1% from last fiscal year.
- Possession or recovery of contraband (20%), an increase of 5% from last fiscal year.

- Inmate injuries or deaths, including suicide, suicide attempts, homicides, natural deaths, accidental deaths and injuries (7%), a decrease of 2% from last fiscal year.

Classification of Incident	Number
Complaints Against Staff	10,357
Recovery / Possession of Contraband	7,374
Employee Arrests	291
Escape / Attempted Escape	292
Inmate Injuries or Death	2,667
Crimes vs. Persons - Property (Non-Violent)	3,098
Crimes vs. Persons (Violent)	6,468
Other	7,270
TOTAL	37,817

Source: IGLOGS Cases Assigned by Category annual summary for 07/01/2012 to 06/30/2012, report dated 8/10/2012.

Of the above reported incidents, 3,359 were assigned to inspectors for official investigation as indicated in the chart below. One of every 4.5 cases referred, approximately 703, were classified as criminal. The remaining cases were assigned for administrative investigation.

Field Office	Senior Inspectors	Institutional Inspectors	Total
Region I	260	456	716
Region II	437	737	1,174
Region III	286	390	676
Region IV	399	394	793
TOTAL	1,382	1,977	3,359

Source: IGLOGS Cases Assigned by Field Office annual summary for 07/01/2012 to 06/30/2012, report dated 8/10/2012.

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, to ensure compliance with established rules, procedures and statutes.

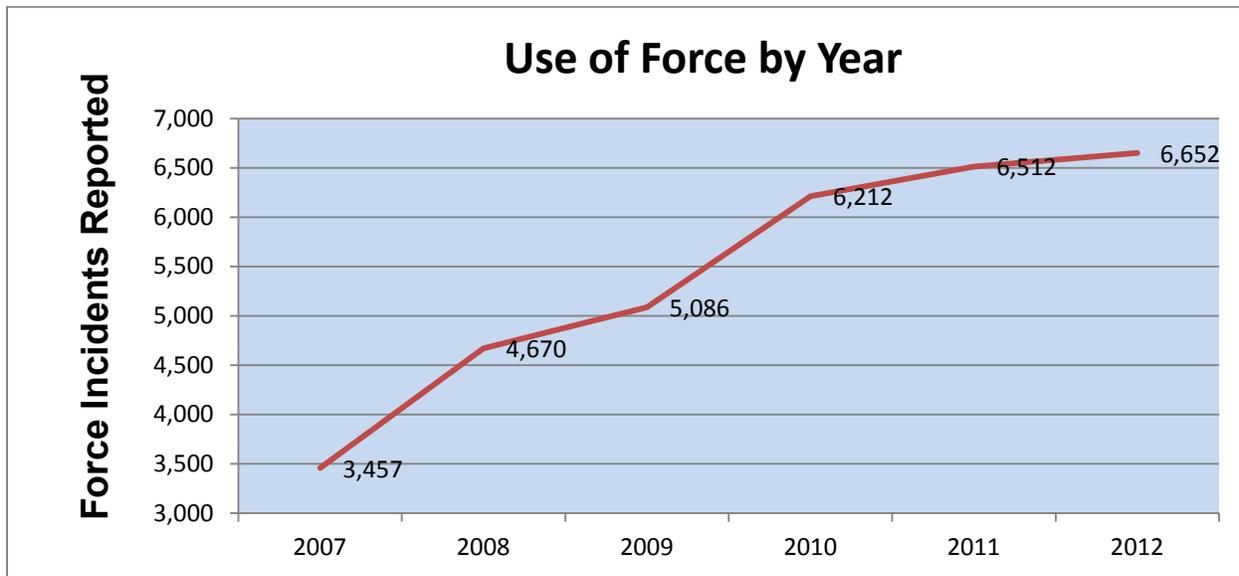
To accomplish this mission, the Use of Force Unit independently reviews and evaluates all use of force incident reports, associated documents and videotapes as required from each correctional facility or office. Evidence indicating possible procedural violations, inmate abuse, excessive/improper/unauthorized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

The use of force database was enhanced to notify management of employee involvement in multiple use of force incidents. Uses of force are classified as major incidents whenever weapons, the chemical agent "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 use of force. Other physical contact with inmates, including use of the chemical agent "OC", is classified as minor. The following chart reflects force incidents reported to the Unit in Fiscal Year 2011-12.

Classification	Reason Force Was Used	Number
27A	Self Defense	770
27B	Escape/Recapture	1
27C	Prevent Escape During Transport	3
27D	Prevent Property Damage	65
27E	Quell a Disturbance	2,279
27F	Physical Resistance to a Lawful Command	2,274
27G	Prevent Suicide	826
27H	Restrain Inmate for Medical Treatment	30
27I	Cell Extraction	224
27J	Mental Health Restraint	150
27K	Probation & Parole Handcuffing	1
27O	Other	29
TOTAL		6,652

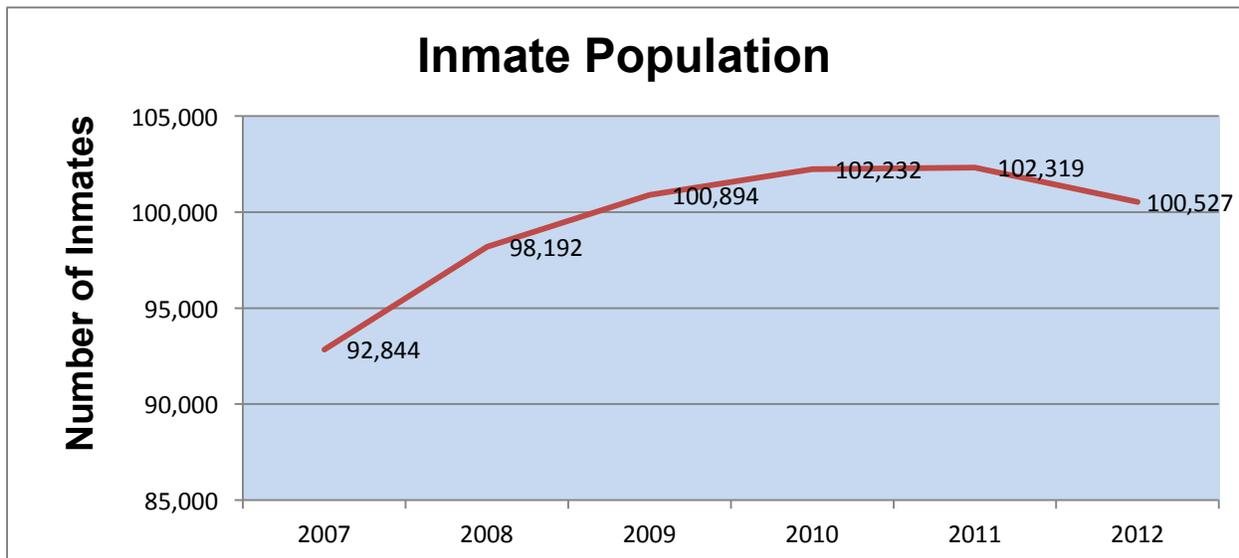
Source: IGLOGS

The number of use of force incidents reported has increased since 2007, rising more than 90% in five years, along with the increase in inmate population, which has increased more than 8% in the same period.



Source: <http://www.dc.state.fl.us/pub/annual/index.html>, annual reports for Fiscal Year 2006-2007 through 2010-2011, and Use of Force Unit.

As illustrated by these two charts, use of force incidents were up approximately 2% in the same period last fiscal year, while the inmate population decreased approximately 2% in the same period.



Source: <http://www.dc.state.fl.us/pub/index.html>, inmate population on June 30 for Fiscal Year 2006-2007 through 2010-2011, and Research and Data Analysis.

Intelligence Unit

The Intelligence Unit collects, analyzes, and utilizes data and information from multiple internal agency and external sources to provide information to support investigative operations and to identify trends, contraband introduction methods, officer safety issues, gang activities, and criminal activity on Department property. Programmatic and investigative statistical information, as requested, is also provided to senior management. The Intelligence Unit provides information to outside law enforcement on request and, via the Florida Fusion Center, serves as liaison with the Federal Bureau of Investigation (FBI) and the Department of Homeland Security. Two Intelligence Unit members are FDLE certified crime analysts.

The Intelligence Unit is responsible for preparation of information and intelligence products on varied topics, including drug seizure data analysis, emergence of synthetic cannabinoids as drug of concern, cellular telephone seizures, investigative caseload analysis, and the publishing of a monthly Intelligence Bulletin.

The Corrections Intelligence Initiative (CII) is a program sponsored by the FBI designed to assist correctional facilities in their efforts to detect, deter, and disrupt efforts by terrorist or extremist groups to radicalize or recruit among inmate populations. The CII facilitates the flow of domestic and homeland security information to the FBI. The Intelligence Unit has been responsible for creation of intelligence products shared nationally via the Department of Homeland Security and for reporting in eGuardian, the FBI national intelligence sharing system. Two Intelligence Unit members are ad hoc members of the North Florida Joint Terrorism Task Force and the North Florida Regional Domestic Security Task Force.

Florida Fusion Center

The Florida Fusion Center, located in Tallahassee, Florida, serves as Florida's primary fusion center for the gathering, processing, analysis and dissemination of 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 OIG has three liaison officers with the Florida Fusion Center - two from the Intelligence Unit and one from the Security Threat Group/Gang Unit.

The Intelligence Unit represents the Department at the Florida Fusion Center and serves as primary point of contact for the Corrections Intelligence Initiative.

Fugitive Unit

The Fugitive Unit was created in January 2007 to help protect citizens by locating and coordinating the arrest of fugitives from the Department.



The Fugitive Unit locates fugitives from justice by using multiple sources and methods to develop a link to the individual being sought. The Fugitive Unit then works with local, state, national, and international law enforcement to identify, search out, and return fugitives to custody.

The Fugitive Unit provides investigative assistance to other law enforcement agencies as requested to locate fugitives from other jurisdictions who may be residing within or have family ties to Florida. In July 2008, the Department joined with FDLE as part of an on-going initiative to track down the most violent of Florida's fugitives. This partnership with FDLE resulted in the arrest of several of the Department's violent cold-case fugitives.

The Department continues in its efforts to build working relationships with other law enforcement agencies with the intent to locate and capture our fugitives in order to return them to custody. In 2007, the Department's partnership with FDLE blossomed into an end-of-year holiday campaign designated the "12 Days of Fugitives." That partnership resulted in the clearing of several cold-case fugitive investigations.

In June 2012, the Department, in conjunction with the Florida Association of Crime Stoppers, the Office of the Attorney General, and FDLE partnered together to make it easier for inmates, probationers, and other concerned individuals to anonymously provide important information to law enforcement to help solve crimes. The images and names of Florida's five most wanted fugitives and five most wanted absconders are now advertised on billboards and in other media. The effort has already produced positive results for the Department.

During Fiscal Year 2011-12, three cold cases were closed by recapture, and, during this same period, six cold cases were investigated and closed by obtaining death certificate. During this same reporting period, the Fugitive Unit assisted in the return of 165 fugitives to the custody of the State. Since 2007, the Fugitive Unit has facilitated 932 recaptures. There were six attempted and foiled escapes from Florida correctional institutions during Fiscal Year 2011-12. There were no escapes in Fiscal Year 2011-12 that constituted a breach of a secure perimeter.

Contraband Interdiction/Narcotic Canine Unit



The Contraband Interdiction Unit promotes a safer environment for employees, inmates and visitors at state correctional institutions by detecting and discouraging the introduction of contraband such as weapons, cellular telephones and narcotics. Interdiction inspectors conduct unannounced contraband searches with assistance from certified narcotic canine teams. During the interdictions, employees, visitors, volunteers, inmates, vehicles, and facility grounds are searched for contraband. Individuals also are subject to inspection using a chemical detection device which employs advanced Ion Mobility Spectrometry technology to detect traces of illegal drugs. Random interdiction operations and canine sweeps are conducted at all state and private prisons.

The OIG operates 20 full-time canine teams comprised of 26 inspectors strategically located throughout the state. The teams participate in interdiction and search operations at prisons and other facilities statewide. The canine teams also work closely with institutional inspectors and provide investigative support.



The following chart summarizes arrests and seizures generated by the OIG's canine teams and interdiction operations during Fiscal Year 2011-12.

K9/ Drug Interdiction Team Operations	FY 2011-12
Arrests:	
Employees	8
Visitors	29
Inmates	33
Contraband Seized:	
Alcohol (gallons)	
Commercial	37
Homemade	188
Drugs (grams)	
Marijuana	2,774
Tobacco (reporting started 01/2012)	29,357
Synthetic Cannabinoid	4,127
Cocaine	34
Other	2(meth)
Prescription drugs (each)	623
Weapons, Cell Phones, Money	
Firearms (in vehicles on state property)	20
Ammunition (rounds, in vehicles)	2,635
Knives/sharps (entering or inside institution)	335
Cell phones or parts/accessories	343
Cash (excessive or contraband)	\$6,019
Ion Scans (drug screening tests):	
Employees	140
Visitors	0
Inmates	342
Total Scans Conducted	482

Source: K9/ Drug Interdiction

Inmate Drug Testing Program

The OIG manages selection, testing procedures, and results analysis for inmate drug testing statewide. This responsibility also encompasses projecting and ordering testing supplies, certifying staff to perform the tests, contract monitoring, and ensuring program compliance.

The chart below summarizes drug test results for Fiscal Year 2011-12.

Inmate Drug Tests Conducted During FY 2011-12						
Reason for Test	Total Selected	Not Tested	Valid Tests	Negative Tests	Positive Tests	Percent Positive
Random	72,558	1,934	70,624	70,010	614	0.87%
For Cause	3,207	96	3,111	2,677	434	13.95%
Drug Treatment Program (SAP)	61,517	1,554	59,963	59,925	38	0.06%
TOTAL	137,282	3,584	133,698	132,612	1,086	0.81%

Source: Intelligence

The number of positive tests reported decreased compared to the same period last fiscal year.

Prison TIPS



The Intelligence Unit oversees the prison “TIPS” line which was accessed over **15,000** times this fiscal year. The “TIPS” line was accessed 2.5 times more this fiscal year compared to last fiscal year. This increase is partially attributed to the PREA (Prison Rape Elimination Act) and Fraud Waste and Abuse Hotline being made a part of the “TIPS” line.

Inmates, probationers, and other callers who may have knowledge of these activities can use the “TIPS” line as an anonymous method to provide information. The “TIPS” line can be accessed from inmate telephones within all Department facilities or by a toll-free number (**1-866-246-4412**) from telephones outside the facilities. Callers have the option of establishing a voice mailbox, accessed by a unique pass code, which is provided upon the caller’s request. This provides a mechanism to exchange messages and information from the caller and the OIG on the status of the provided information.

Phone calls made to the “TIPS” line are reviewed each week day and the information provided is used to collect criminal intelligence on unsolved or ongoing criminal activity, both inside and outside of the Department. 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.

The “TIPS” tracking process has matured and, for the first time since its inception, the number of calls forwarded has been formally tracked. Information from approximately **2,500** “TIPS” calls were forwarded this past fiscal year to Regional Offices for further review and appropriate action.

Security Threat Intelligence Unit



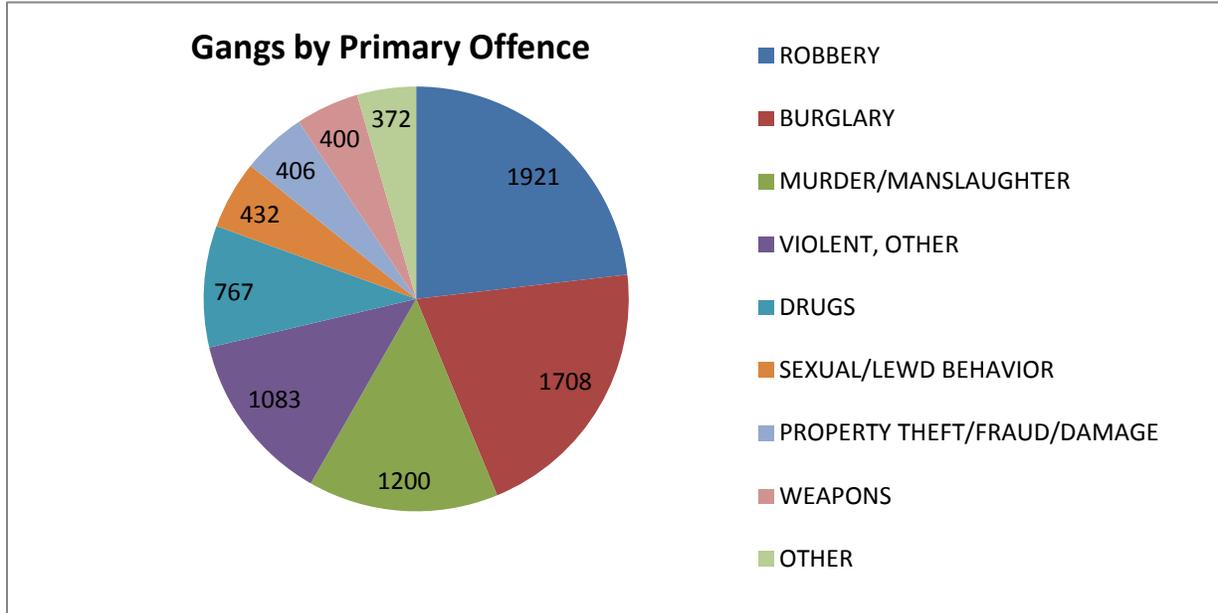
The Inspector General's Security Threat Intelligence Unit (STIU) collects, analyzes and distributes intelligence related to criminal gang activity both within and outside the state correctional system.

The STIU assists institutional staff by reviewing gang-related incidents as they occur in prison settings, and making recommendations for relocating or restricting inmates based on their role in the incident.

The STIU utilizes the Security Threat Operational Review Management System (STORMS) as the primary method of recording and communicating disruptive behavior of security threat group members, and any other activities which they may be involved. An intelligence gathering tool, STORMS stores data on suspected and confirmed members of security threat groups who are currently incarcerated, confirmed members of security threat groups, and those who are released from Department custody. STORMS is designed to give the Department and other law enforcement agencies a blueprint of gang activities in Florida by permitting Department staff to conduct gang, trend and tattoo analysis in order to evaluate any information deemed critical to the orderly operation of the Department and the safety of the citizens of the State.

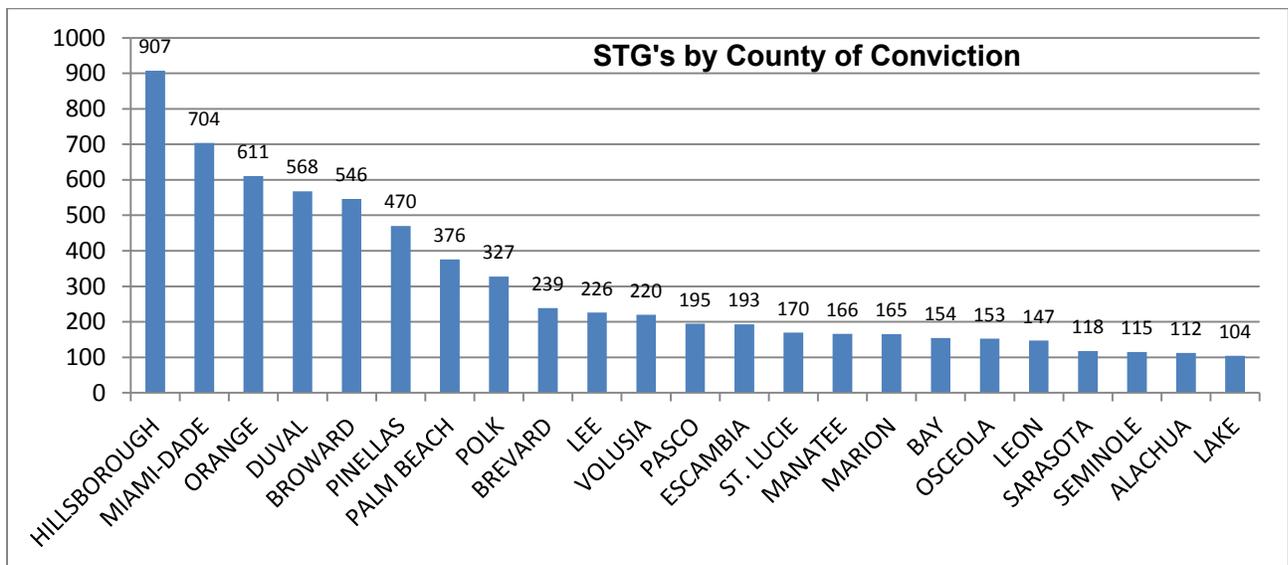
As of June 30, 2012, 8,289 of the Department's 100,527 inmates (8.25%) were identified as gang members. This represents an increase of 0.25% from June 30, 2011.

Gang Related Activity



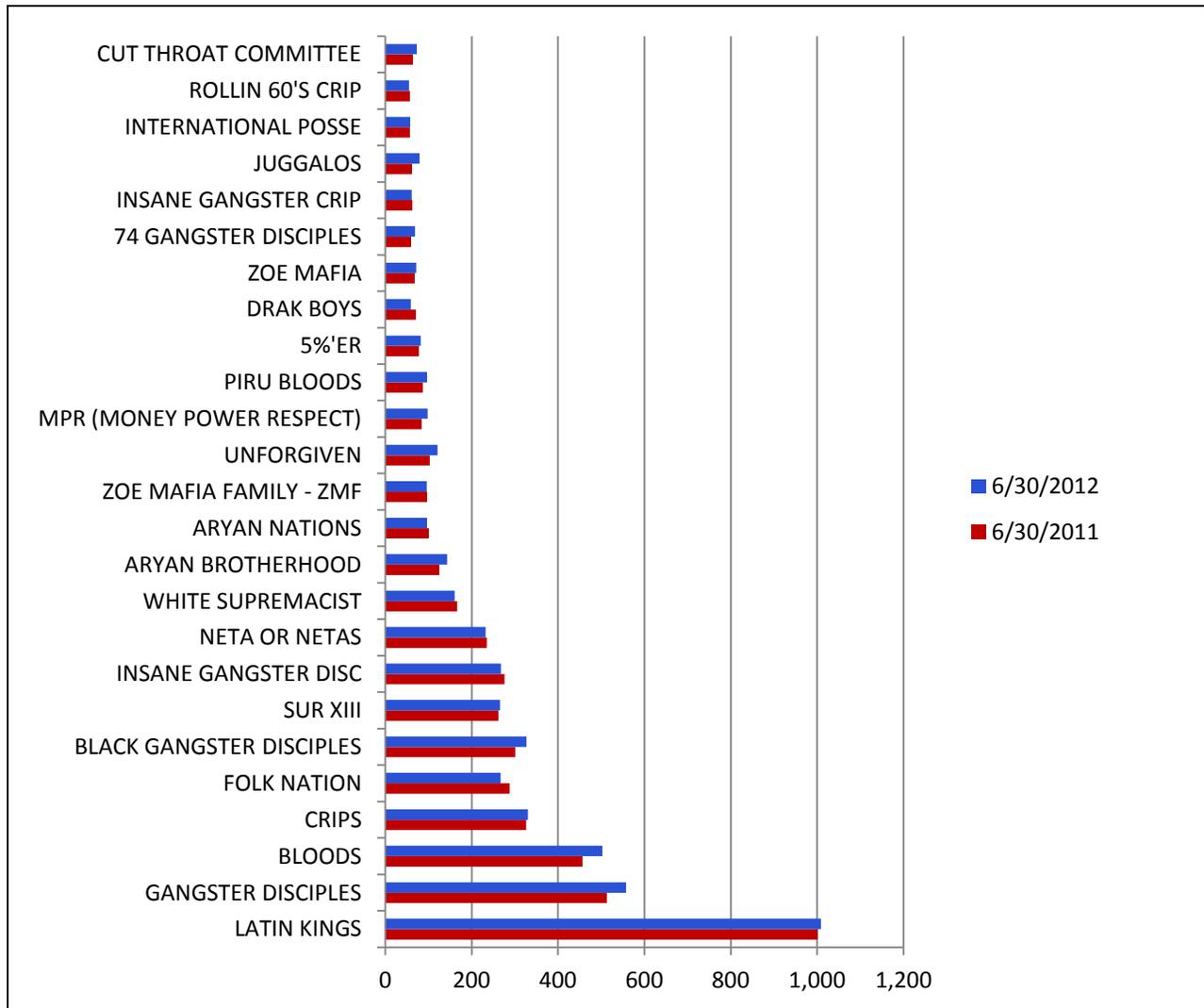
Source: Security Threat Intelligence Unit

Another 2,092 of the Department's probationers have been identified as gang members. One or more gang members are sentenced to Department custody from each of Florida's 67 counties.



Source: Security Threat Intelligence Unit

As shown in the chart below, the most prevalent within the inmate and offender population is the Latin Kings, followed by Gangster Disciples, and then the Bloods.



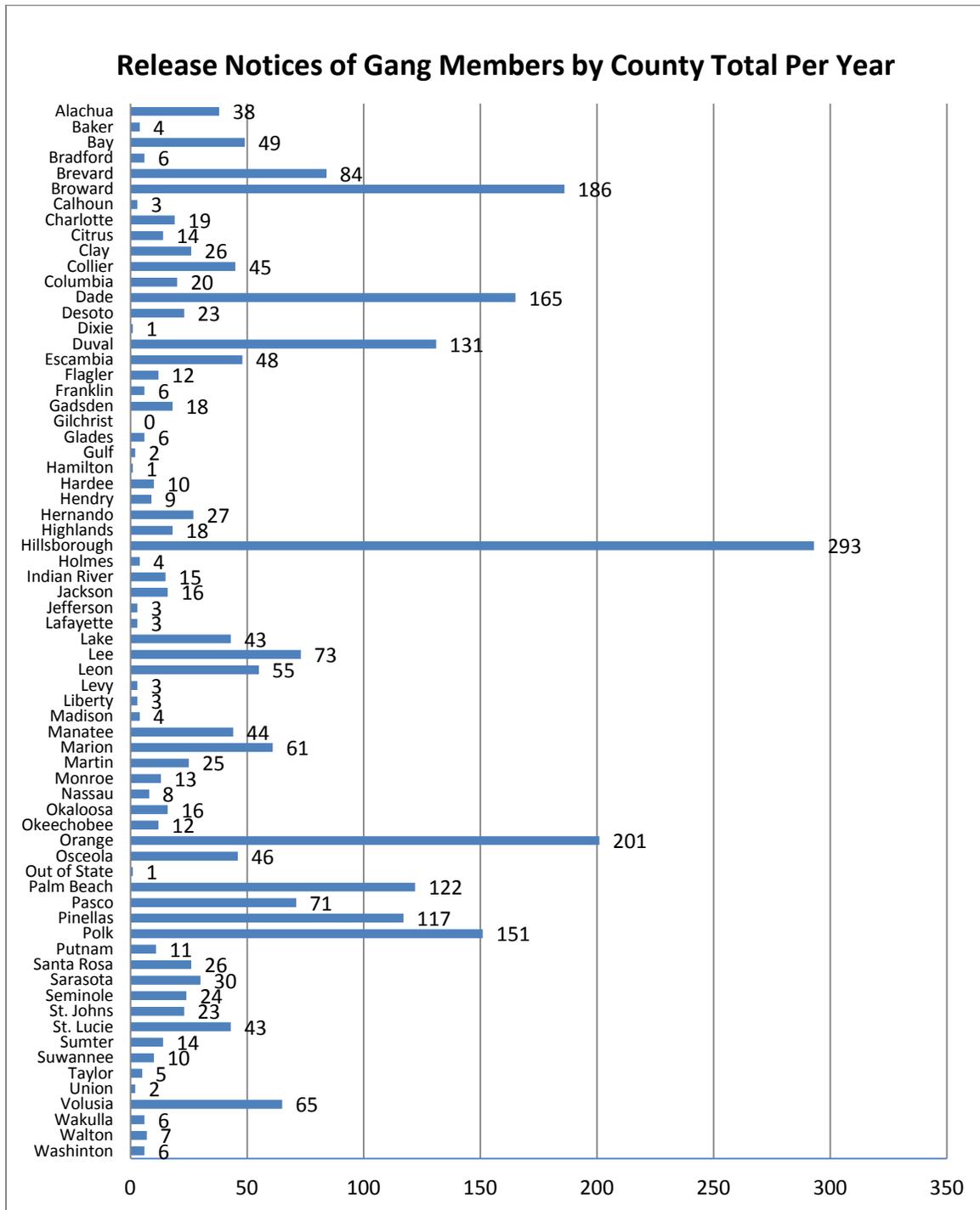
Source: Security Threat Intelligence Unit

The STIU reviewed 47,552 incident reports in which 5,420 of those incidents had an STIU member involved in some manner.

During the past year, the STIU presented information on Florida gang activity to the Conley Elementary School, Fairview Middle School, Saint Leo University, Wakulla Correctional Institution, Florida Fusion Center, and at various training workshops for Department staff.

In the last year, the STIU received over 150 emails a month from Department staff, law enforcement, college students and concerned parents regarding gangs. Some of these emails came from the STIU link on the Department's public website (<http://www.dc.state.fl.us/pub/gangs/>).

During the last fiscal year, the STIU sent out more than 2,600 notices to law enforcement agencies, informing them of pending releases of gang members from Department custody back into their communities. The STIU also notifies law enforcement agencies monthly of gang members who are serving terms of probation in their jurisdictions.



Source: Security Threat Intelligence Unit

Gang tattoos and graffiti identify gang members and territories or turf. Some of these are displayed below:



BDG Graffiti



Bloods member on probation



Hitler and Klansman



Sur 13

EEO Investigative Unit

The Inspector General's Equal Employment Opportunity (EEO) Investigative Unit is responsible for examining alleged violations of Title VII of the Civil Rights Act, Florida Administrative Code Chapter 60L-36.004, and Chapter 110, Florida Statutes.

EEO complaints are received through several channels, including the Department's internal complaint procedure, the Florida Commission on Human Relations (FCHR) and the Equal Employment Opportunity Commission (EEOC).

The EEO Investigative Unit is staffed by a supervisor and three senior inspectors, and is charged with ensuring that all complaints are fully investigated. During Fiscal Year 2011-12, the EEO Investigative Unit investigated 158 EEO complaints originating from the following sources:

FY 2011-12 EEO Complaints Filed	
Number	Complaint Source
62	Internal Department Process (formal and informal)
45	FCHR
51	EEOC

Source: Civil Rights/EEO

Whistle-blower Unit

The Whistle-blower Unit is the designated liaison between the Chief Inspector General's Office (CIG) and the OIG. The Whistle-blower Unit coordinates and conducts Whistle-Blower investigations pursuant to Florida law.

During Fiscal Year 2011-12, the Whistle-blower Unit processed 44 Whistle-blower cases.

Bureau of Internal Audit

Mission

The mission of the Bureau of Internal Audit is to support the Secretary and the Department by ensuring that:

1. Goals are met.
2. Resources are used consistent with laws, regulations, and policies.
3. Resources are safeguarded against waste, loss, and misuse.
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 protecting its resources. To that end, the Bureau of Internal Audit has four key goals:

- Perform quality audits, reviews, studies, and investigations;
- Report results to management in a timely manner;
- Ensure Department resources are used efficiently; and
- Provide adequate audit/review coverage to mitigate risks.

Bureau Organization and Responsibilities

The Bureau of Internal Audit comprises three sections: (1) Audit, (2) Information Technology and (3) Contract 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. Audits are conducted in accordance with the current *International Standards for the Professional Practice of Internal Auditing* published by the Institute of Internal Auditors (IIA). Audits involving

information technology (IT) are also conducted in accordance with *Information Systems Auditing Standards* as published by the Information Systems Audit and Control Association (ISACA).

The internal audit staff possesses accounting and auditing experience, as well as information technology auditing and forensic experience. Staff members are required to maintain professional proficiency through continuing education and training. Staff are active in professional associations, including the National Association of Inspectors General, the IIA, ISACA, Infraguard, the American Institute of Certified Public Accountants, and the Association of Government Accountants.

During this reporting period, the Bureau of Internal Audit participated in two enterprise audits and one survey initiated by the Office of the Chief Inspector General. The Bureau of Internal Audit also assisted the Bureau of Investigations in multiple ongoing investigations.

A Risk Based Program

To ensure the Bureau of Internal Audit provides adequate coverage of its responsibilities and provides adequate support to management, the Bureau of Internal Audit conducts a comprehensive annual risk assessment of all Department activities.

The risk assessment helps ensure the OIG remains responsive to management issues and concerns and ensures those activities judged to have the greatest risk are scheduled for review. The results of this risk assessment drive the annual audit plan which is submitted to the Inspector General and the Secretary for approval, and is used to guide the audit and review activities of the Bureau of Internal Audit during the next fiscal year.

Compliance/Performance Audit Section

This section employs an audit supervisor and five auditors. Staff includes two Certified Government Audit Professionals (CGAP) and a Certified Public Accountant (CPA).

Information Technology Audit Section

This audit section employs a Certified Information Systems Auditor (CISA), who is also a Certified Security Manager (CISM) and a Certified Government Audit Professional (CGAP). This section conducts information technology audits and reviews and provides technical and analytical support for audits, contract reviews, and investigations.

Audits Completed by Compliance/Performance/IT

During Fiscal Year 2011-12, the Compliance/Performance Audit and Information Technology Audit sections completed five audits, two follow-up audits, and seven reviews. The compliance, performance, information technology audit reports, reviews, and surveys, as well as those reports required by the Office of the Chief Inspector General and the Agency for Enterprise Information Technology, are listed by issue date:

FY 2011-12 Audit Reports and Reviews		
Report Number	Project Title	Report Issue Date
A11011	Acquisition of Contractual Services Audit	7/15/2011
R12005	Calhoun Correctional Institution Employee Benefit Trust Fund Review	9/12/2011
R12007	Review of Big Bend All Stars Bank Account	9/20/2011
A12010F	Follow-up of Auditor General's Report #2011-167 (State of Florida – Compliance and Internal Controls over Financial Reporting)	9/29/2011
R12009	Review of Lowell Reception Center Bus Barn and 2nd Bachelor Office Quarters.	10/13/2011
A11016	Audit of Phoenix Houses of Florida, Inc. – Contract #C2626	12/13/2011
R12020	Transition House, Inc. – COPS Payments	12/19/2011
R12019	Review of Nurse Time Records	4/4/2012
R12044	Review of AEIT Risk Assessment	4/16/2012
A12015F	Follow-up to Enterprise Audit of Organizational Ethics	4/23/2012
A11015	Department of Corrections Recycling Program	4/24/2012
A12017	Enterprise Audit of Contract Monitoring	4/25/2012
R11017	Review of Department of Corrections Fleet	4/27/2012
A12040	Employee Benefit Trust Fund Audit – Jackson Correctional Institution	6/22/2012

Source: Bureau of Internal Audit

Contract Management Review Section

The Contract Management Review (CMR) Section employs an audit supervisor and three auditors. Staff includes a Certified Internal Auditor (CIA) and a Certified Inspector General Auditor (CIGA).

In Fiscal Year 2011-12, the CMR section completed four reviews. These included reviews on contracts and vendors providing equipment maintenance, victim notification services, and meals to Gadsden county jail inmates.

No findings were reported in the review of the Gadsden County Jail meal program, a program in which the Department provides meals to assist a local county jail. Other reviews indicated weaknesses in monitoring.

The CMR unit was instrumental in assisting the Office of Community Corrections in formalizing a contract amendment that provided approximately \$330,000 in cost savings to the Department.

CMR projects completed in Fiscal Year 2011-12 are listed below:

FY 2011-12 CMR Reports and Reviews		
Report Number	Project Title	Report Issue Date
CMR11009	Appriss, Inc.	11/30/2011
CMR11010	Ring Power Systems	4/24/2012
CMR12002	Pantropic	6/20/2012
CMR12004	Gadsden County Jail Meals	6/21/2012

Source: Bureau of Internal Audit

Selected Bureau Reports with System-Wide Impact

The Bureau of Internal Audit views its audit/contract review mandate as an opportunity to not only identify site specific deficiencies and problems with a statewide impact, but also to identify areas that are well designed and are meeting management's goals. Reports with statewide impact conducted by the Bureau of Internal Audit in Fiscal Year 2011-12 included:

Audit of Department of Corrections Recycling Program

Overall, the Department's Recycling Initiative has been implemented throughout the Department. This is evident through the volume of recyclable materials that were disposed of during fiscal year ending June 30, 2011. Some internal controls have been

established to ensure the recycling operation is being performed in accordance with applicable authority, including Florida Statutes, Florida Administrative Code, and Department Procedures 203.013, Recycling Proceeds, and 604.603, Recycling Initiative.

Some of the control points of the program include the completion of necessary forms by the appropriate signing authority, and transmission of proceeds from the sale of recyclable materials sent directly to the Department's Bureau of Finance and Accounting.

However, the following weaknesses warranting management's attention were identified:

Finding 1: Gulf States (C2534) and Newark (C2536) were deducting monies from the Department's recycling proceeds that are not prescribed in the contracts.

Finding 2: The monitoring of the contracts was insufficient to allow for proper management.

Finding 3: Gulf States had not furnished the Department with written verification of insurance coverage.

Enterprise Audit of Contract Monitoring

Overall, we found the policies and procedures governing contract management in compliance with state laws, rules, and other regulatory requirements. We also recognized best practices the Department employs in regards to contract management. Specifically, we found the Department's Contract Advisories and the Contract Manager User Guide to be enhancements to the Department's policies and procedures. However, we identified two issues warranting management's attention in order to improve the effectiveness of contract management and to be in compliance with applicable guidelines:

Finding 1: The Bureau of Procurement and Supply had not recently provided contract manager training as required by DC Procedure 205.013, Contract Management and Monitoring.

Finding 2: In addition, not all of the Department's contract managers had received contract manager training by the Department of Financial Services as required by Chief Financial Officer Memorandum No. 4 (09-10) and Chapter 287.057(14), Florida Statutes.



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