

Department of Juvenile Justice

Office of Inspector General

Annual Report for Fiscal Year 2019-2020

CHARTER OF OPERATIONS

Department of Juvenile Justice Agency Mission

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

Inspector General's Mission

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

Purpose

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

Authority

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

OIG Core Values

Leadership
Professionalism
Integrity
Excellence
Accountability
Communications
Teamwork



Responsibilities

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

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

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

Independence and Objectivity



The OIG's activities shall be independent of department operations and the OIG staff shall be objective in performing their work. The Inspector General reports to the Chief Inspector General and is supervised by the Secretary of the Department; however, they are not subject to supervision by any other employee of the Department. This ensures that audits, investigations and other activities remain free from interference in the determination of the scope of activities, performance of work, and results. ¹According to standards, the OIG shall refrain from participating in any operational activities that it might be expected to review or appraise or that could otherwise be construed to compromise the independence and objectivity of the OIG.

Scope of Work

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

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

Professional Standards



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

Accreditation

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



The Office of Inspector General Bureau of Investigations received Accreditation through the Commission for Florida Law Enforcement Accreditation in June 2015 and was Reaccredited in June 2018. The Bureau of Investigations will seek Reaccreditation for a third time in the Spring of 2021.

Periodic Assessment

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

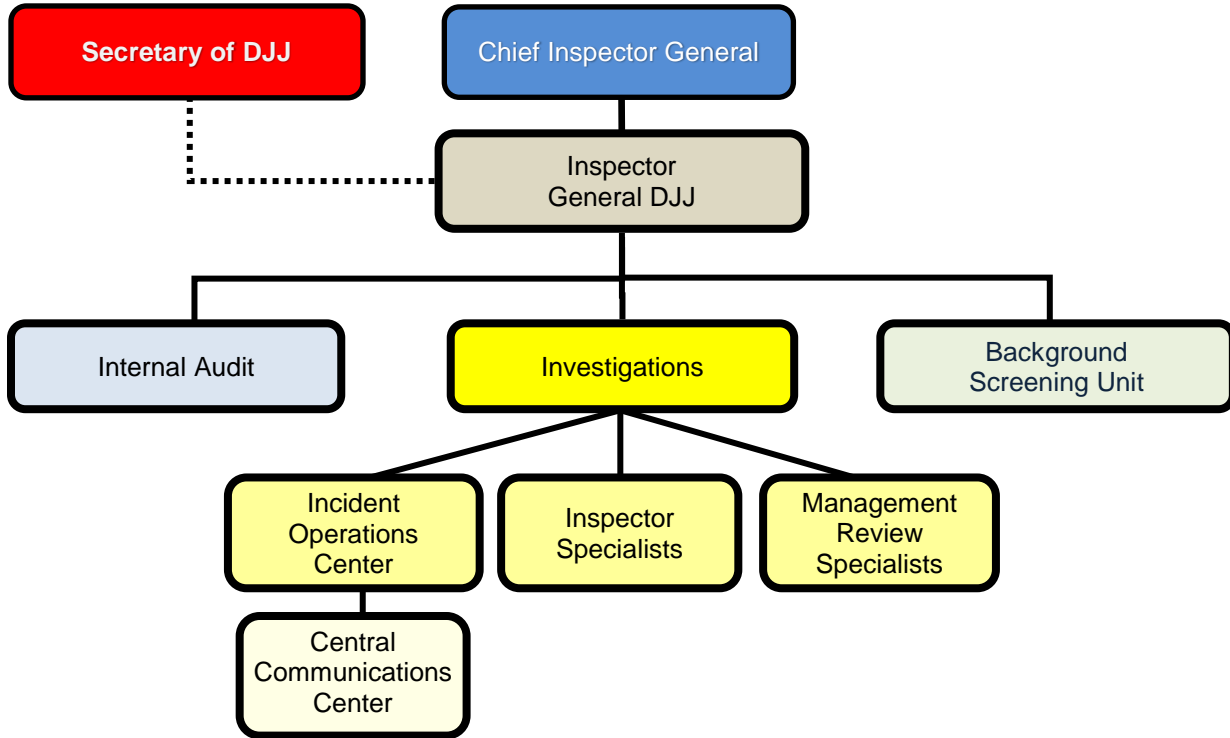
Historic Overview

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

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

Organization

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



Bureau of Investigations

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

Incident Operations Center/Central Communications Center

The Incident Operations Center (IOC) provides daily incident/complaint hotline coverage through the Central Communications Center (CCC). The IOC tracks and manages all reported incidents and complaints and includes all the activities required to ensure that DJJ providers, including state-owned and operated facilities, resolve incidents and demonstrate corrective action. Activities include the review and/or investigation of all incidents received by DJJ and the coordination and assignment of adequate resources to conduct reviews or investigations based on criticality of incidents.

Management Review Unit

The MRU is comprised of ten reviewers and two supervisors and is responsible for conducting reviews of allegations against a Department facility or contract provider. Management reviews are conducted when incidents/allegations are determined to be severe in nature and meet one or more of the following criteria: evidence of a crisis situation; serious breaches in the safety and security of youth and staff; or are indicative of unaddressed systemic issues. For the 2019-2020 fiscal year, the MRU conducted and closed 100 reviews.

Bureau of Internal Audit

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

Background Screening Unit

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

Professional Affiliations

American Institute of Certified Public Accountants
Association of Certified Fraud Examiners
American Society for Industrial Security

Institute of Internal Auditors, Inc.
Association of Inspectors General
Florida Audit Forum

Staff Development

Continued professional staff development is essential to the OIG. During FY 2019-2020, OIG Audit staff participated in numerous professional training sessions, including courses required to meet the *Standards for the Professional Practice of Internal Auditing*. The standards require each auditor to complete at least 40 hours of continuing education and training per year to maintain professional proficiency. The investigative staff members also attend regular training throughout the year to maintain their professional certifications. The OIG staff remains committed to seeking professional excellence through continued training and development to ensure the highest quality of service to our customers.

Staff Certifications

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

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

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

Professional Certifications	No.
Certified Internal Auditor	2
Certified Public Accountants	1
Certified Inspector General Auditor	2
Certified Inspector General	1
Certified Inspector General Investigator	13
Certified Public Manager	3
Certified Fraud Examiner	3
Certified Protection Professional	1
Certified in FDLE Criminal Justice Information Services	9
Certified FDLE Terminal Agency Coordinator	2
Certified DOJ PREA Auditor	1
Notary Public	20

Bureau of Internal Audit

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

The Bureau of Internal Audit carries out its function for the Department under the leadership of the Director of Audit who reports to the Inspector General. The bureau’s staff is composed of an Audit Director, an Operation Review Specialist, and two Management Review Specialists (Senior Auditors).



Audit Responsibilities

Pursuant to section 20.055(6), Florida Statutes, the Bureau conducts performance, information technology, financial, and compliance audits of the Department and prepares reports of its findings and recommendations. Audits are performed in accordance with the *International Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors. An audit involves obtaining an understanding of the internal control structure; assessing control risk; testing of records and responses of inquiries by obtaining corroborating evidentiary matter through inspection, observation, confirmation and other procedures.

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

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

Accomplishments

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

- Two compliance and performance audits;
- Three follow-up reviews to internal audits; and
- Various management advisory projects and coordination with Auditor General audits.

Compliance and Performance Audits

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

The Bureau completed one comprehensive audit which involved both compliance and performance activities.

Audit of Residential Health Services



The Department of Juvenile Justice is responsible for providing medical services to youth who are committed to the custody of the Department. The medical services are provided through sub-contractor agreements. All youth receive an initial health screening within 24 hours of admission. A detailed health history review of each youth is conducted by nursing staff, and a physical examination is performed by the facility physician, Advanced Practice Registered Nurse (APRN), or Physician Assistant (PA). All Residential facilities have nursing staff on-site to meet a youth's medical needs, including medication delivery. Any service needs beyond the capabilities of medical professionals within the facility are referred to appropriate community medical providers and the parents or guardians are informed of any urgent or emergency referrals made on behalf of their child.

The overall objectives of this audit were to determine if health services were provided to youth in accordance with laws, rules, and contracts, and if adequate oversight of health services was in place to ensure the health and safety of our youth.

The audit disclosed that, in general, health services were provided to youth in Residential programs in accordance with laws, rules, and contracts.

However, we noted the following areas for improvement:

1. Designated Health Authorities (DHAs) in Residential programs did not always meet their onsite hours required by contract and rule;
2. The Department's oversight of Residential medical services was not adequate to always ensure compliance with rules and contracts; and
3. Some services provided by Residential medical providers may not comply with Federal privacy laws.

We recommended the Department:

- Enhance the oversight or monitoring of DHA onsite hours to enforce the contract and rule; and ensure DHAs spend adequate time to fulfill their clinical and administrative responsibilities;
- Establish medical services oversight conducted by qualified medical personnel in all Residential facilities; and
- Establish and implement periodic medical services monitoring by qualified medical personnel to ensure compliance with HIPAA Privacy Rules in all Residential facilities.

Audit of Internal Controls and Data Security for Driver Licenses

The Department of Juvenile Justice (DJJ) is tasked with planning and coordinating comprehensive statewide services for youth under its jurisdiction which includes transporting youth. To determine the suitability of individuals (employees and volunteers) responsible for transporting youth, the driving status of these individuals are obtained from DHSMV monthly.



To ensure that DJJ comply with the Driver Privacy Protection Act (DPPA) and applicable state statutes pertaining to driver's information, DHSMV entered a Memorandum of Understanding (MOU) with DJJ that establishes conditions and limitations under which DHSMV agrees to provide electronic access to driver license information to the DJJ. The MOU is contingent upon DJJ having appropriate internal controls over drivers' data that comply with DPPA.

The overall objectives of this audit were to provide DJJ management and DHSMV with reasonable assurances that:

- the confidentiality of driver licenses data received from the Department of Highway Safety and Motor Vehicles were maintained;
- appropriate internal controls were in place to ensure driver licenses data is protected from unauthorized use, access, distribution or disclosure; and
- policies and procedures were in place for Department personnel to follow pertaining to data security.

The audit disclosed that the Department of Juvenile Justice (DJJ) has developed internal controls that materially comply with the Memorandum of Understanding between DJJ and the Department of Highway Safety and Motor Vehicles (DHSMV); and DJJ has internal controls in place that materially comply with the Driver's Privacy Protection Act (DPPA).

Internal and External Audit Follow-Up Activities

The bureau is responsible for monitoring the Department's implementation of corrective action to address recommendations in audit reports and policy reviews issued by the Auditor General (AG), the Office of Program Policy Analysis and Government Accountability (OPPAGA), and the Department's Bureau of Internal Audit. The bureau provided liaison activities for AG operational audits and federal grant audits and conducted follow-ups to monitor the status of corrective actions for five internal audits (no external audit follow-up was due in this fiscal year). The bureau issued the following follow-up review reports:

- Follow-up on the Audit of Residential Maximum Risk Programs;
- Follow-up on the Audit of Probation Day Treatment Programs; and
- Follow-Up on the Audit of Detention Security.

Other Activities

The Florida Single Audit Act

The Florida Single Audit Act (FSAA) was enacted in 1998 by the Florida Legislature to establish uniform State audit requirements for non-state entities expending State financial assistance equal to or in excess of \$750,000. The bureau responded to the Department of Financial Services on behalf of the agency and coordinated compliance efforts. This included providing technical assistance, meetings, inter-agency correspondence and liaison activities. The bureau is responsible for reviewing the Financial Reporting Packages received from non-state entities to ensure compliance with the Florida Single Audit Act and the Federal Office of Management and Budget (OMB) Circular A-133, including management letters and corrective action plans, to the extent necessary to determine whether timely and appropriate correction has been taken with respect to audit findings and recommendations pertaining to state and federal financial assistance. The bureau has implemented new policies and procedures to ensure compliance with the Florida Single Audit Act.

Communication with Management

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

Bureau of Investigations

Investigations Unit



The investigations unit is charged with coordinating and conducting investigations designed to detect, deter, prevent, and eradicate fraud, waste, mismanagement, misconduct, and other abuses within DJJ, involving both state and contract provider employees, programs, facilities, and offices. All investigative activities are objective and unbiased. Inspectors submit detailed investigative reports, which include sworn statements and documentary evidence. The Inspector General reviews all completed cases for sufficiency and accuracy before signing and disseminating the final report. Investigations containing sustained allegations are forwarded to management, which is responsible for implementing corrective action and reporting it to the OIG.

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

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

Accomplishments

During FY 2019-2020, the Bureau of Investigations assigned **83** complaints for Investigation, Inquiry, Referral to Management or other appropriate action.

The Bureau of Investigations closed **69** investigations in fiscal year 2019-2020. Most of these investigations included multiple allegations. The total number of allegations investigated during the period was **231**. Of the allegations investigated, **128** were determined to be Sustained, **42** were Not Sustained, **64** were Unfounded, and **2** were Exonerated.

The Bureau also closed **14** inquiries in fiscal year 2019-2020. The total number of allegations investigated through inquiries was **20**. Of these allegations, **14** were Administratively Closed.

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

Summary of Investigations

201900015 Miami Youth Academy

Two Youth Care Workers allegedly used excessive force during the restraint of a male youth. There was insufficient evidence to support the allegation and a finding of Not Sustained was determined regarding the of Use of Force (Excessive) by both staff.

201900411 Hastings Youth Academy

During a room search, a sexually explicit letter was recovered in a youth's dorm room. The letter was believed to have been authored by a former employee and was delivered to the youth by a current employee. The staff who allegedly authored the letter denied having any communication with the youth. She also denied engaging in any sexual activity with any youths in the facility. The subject whom allegedly facilitated the communication admitted to violating the program policy by delivering the written letter to the youth for the former employee. Based on interviews conducted and documents reviewed, an allegation of Sexual Abuse (PREA) was Not Sustained, however, an allegation of Violation of Policy was Sustained.

201901605 Pompano Youth Treatment Center

The Facility Administrator (FA) allegedly placed his hands around a youth's neck during a restraint. During the investigation, inspectors examined whether the FA failed to exhaust all remedies prior to physically subduing the youth. An allegation of Use of Force (Excessive) against one staff was Unfounded, and an allegation of Violation of Policy was Sustained against the same staff.

201901734 Dade Juvenile Residential Facility

It was alleged that a Youth Care Worker was involved in an improper relationship with a youth. During the investigation, there was evidence to investigate several additional allegations. The investigation yielded Sustained findings on one staff member for Improper Conduct, three staff members for Violation of Policy/Rule and two staff members for Failure to Report. The investigation yielded a Not Sustained finding on one staff member for Violation of Policy/Rule.

201901760 Jacksonville Youth Academy

A therapist allegedly engaged in sexual activity with a youth during an individual therapy session. No dates or times of the alleged incident could be determined; therefore, no surveillance video could be reviewed. The subject denied engaging in any sexual activity with any youths in the facility. The employee who initially reported the allegation of abuse to the Clinical

Director, disclosed that she waited approximately 24-hours to report the allegation and a separate allegation of Failure to Report was filed. Based on evidence and interviews conducted, the allegation of Sexual Abuse (PREA) was Not Sustained, however, an allegation of Failure to Report was Sustained.

201901773 Okeechobee Youth Development Center

A youth's mother alleged that staff verbally and physically abused her child. The investigation was closed with the following findings: Use of Force – Unnecessary against one staff was Not Sustained, Use of Force – Unnecessary against a second staff was Unfounded, and an allegation of Improper Conduct against a staff was Unfounded.

201901815 YMCA of Florida's First Coast, Inc

A YMCA of Florida's First Coast, Inc., staff advised that instances of falsification of documentation had been submitted for services that were not rendered. A staff also admitted to forging youth signatures and was subsequently terminated. An investigation determined the allegations of Falsification by three staff were Sustained. The investigation further determined that an allegation of Failure to Report against the Executive Vice President was Sustained. A reimbursement overpayment of \$60,474.80 was recovered from the provider.

201901876 Okeechobee Youth Development Center

It was alleged that youth were downloading pornographic images using MP3 devices provided by the facility. It was also alleged the youth used the MP3 players to film fights while staff were present. The investigation yielded Sustained findings against four staff for Improper Supervision, Sustained findings against one staff for Improper Conduct and Sustained findings against five staff for Failure to Report.

201901903 Probation Circuit

An investigation was conducted based on an EEO complaint filed by a juvenile probation officer. An Equal Employment Opportunity Resolution Panel convened and determined there was No Cause to indicate the alleged harassment, discrimination and hostile work environment. A separate allegation of improper conduct was determined to be Unfounded.

201901976 Kissimmee Youth Academy

The Facility Administrator reported that a youth took pictures of himself and other youths inside of the program and posted them to his Facebook account. Allegations of Improper Supervision were Sustained against two staff members who were responsible for supervising the youths at the time the pictures were likely taken.

201902067 Melbourne Center for Personal Growth

A registered nurse and a staff member allegedly communicated with a youth via text messages after the youth was released from the program. It was also alleged the registered nurse had sexual intercourse with the same youth following his release. Both staff members acknowledged communicating with the youth after his release, however, the registered nurse denied any sexual contact with the youth. The investigation was closed with a Sustained finding of Violation of Policy/Rule against both staff. The Sexual Abuse-Prison Rape Elimination Act (PREA) allegation against the registered nurse was determined to be Unfounded.

201902105 Lippman Youth Shelter

A youth alleged a former staff made inappropriate comments towards the youth. The investigation was closed with a Sustained Finding of Improper Conduct against the staff member.

201902115 Miami Youth Academy

An anonymous complainant alleged that a program staff was having continued social media contact with a former youth and had provided condoms to youth and former youth of the program. The program staff admitted to the alleged activity and a Violation of Policy/Rule against the staff was Sustained.

201902247 Hastings Youth Academy

A youth disclosed to his therapist that he witnessed a Youth Care Worker engaging in sexual conversations with youths in the facility. He also stated that the same YCW fondled herself in the youths' restroom. During the course of the investigation, a second youth alleged that the same YCW performed a sex act on a different youth. The youth involved in the sexual abuse allegation denied any such incident occurred. However, all of the youths and several staff members who were interviewed stated they witnessed the subject engage in inappropriate, sexual conversations with youths. An additional allegation relating to the improper conversations was filed with the CCC. The subject denied all of the allegations against her. Based on interviews conducted and documents reviewed, the allegation of Sexual Abuse (PREA) was Not Sustained and an allegation of Violation of Policy was Sustained.

201902386 Lake Academy

An attorney for a youth at the facility alleged that the youth was suffering from extreme abuse, had been denied the right to report physical abuse and crimes committed against her, and did not feel safe at the program. The youth alleged she was not properly supervised by three staff, and that two additional staff would not allow her to make an abuse or CCC call. An investigation determined two allegations of Improper Conduct and one allegation of Improper Supervision were Unfounded, Violation of Policy against three staff were Not Sustained., and allegations of Improper Supervision against two staff were Sustained.

201902392 Hastings Youth Academy

A youth at the facility was overheard by a staff member telling other youth he had sex with a Youth Care Worker (YCW) at the facility a few weeks prior. Based on interviews conducted, it was determined that no sexual activity actually occurred, and allegation of Sexual Abuse (PREA) against the youth care worker was Unfounded.

201902543 Lake Academy

A youth alleged she was touched inappropriately by a male supervisor while in a controlled observation room. The subject staff denied the allegation and video evidence was inconclusive. An allegation of sexual abuse (PREA) against the supervisor was Not Sustained. However, an allegation of Improper Supervision was Sustained against the supervisor, as he failed to assign staff to monitor the youth who had attempted to harm herself. An allegation of Failure to Report, against an additional supervisor was also Sustained for her failure to report the youth's suicide attempt. Additionally, another youth alleged that the complainant youth had sexual contact with the Assistant Facility Administrator (AFA) in his office. The AFA and the complainant youth both denied the allegation. As there was no surveillance video evidence or witnesses to the incident, the allegation of sexual abuse (PREA) against the AFA was Not Sustained.

201902711 Miami-Dade Regional Juvenile Detention Center

A staff member alleged a Juvenile Justice Detention Officer choked a youth. It was further alleged that supervisors were aware of the incident and directed the youth not to make an abuse call. The investigation determined an allegation of Use of Force-Unnecessary against staff was Not Sustained. Additional allegations of Improper Conduct and Use of Force-Unnecessary were determined to be Unfounded.

201902712 Crosswinds Shelter

It was alleged that a staff member engaged in sexual activity with a youth and made inappropriate comments and advances towards several other youth. It was also alleged staff was aware of a reportable incident but failed to report it within the required timeframe. The investigation was closed and the allegation of Improper Conduct/Sexual Nature against a staff member was Not Sustained, Improper Conduct against a staff member was Sustained, and Failure to Report against a staff member was Sustained.

201902715 Manatee Regional Juvenile Detention Center

A youth escaped from the recreational yard of the facility while two staff were supervising several male youths. Video surveillance of the recreational yard and testimony by the two staff showed the supervision was not adequate. An allegation of Improper Supervision was Sustained against both staff members.

201902762 Miami Youth Academy

The mother of a youth reported that her son informed her he was going to pay an unidentified male staff \$800 in exchange for the use of a cell phone. The complainant also suspected that the same staff was selling her son drugs. During the investigation, it was discovered staff failed to report the allegation to the appropriate entities within the required timeframe. The first allegation of Improper Conduct against the staff member was Not Sustained, the second allegation of Improper Conduct against the staff member was Unfounded, and the allegation of Failure to Report against two staff members was Sustained.

201902781 Palm Beach Youth Academy

It was alleged the Facility Administrator coached youth on what to tell investigators during an investigation and that he had failed to notify the CCC of reportable incidents within the required timeframe. The investigation was closed with a finding of Not Sustained for Improper Conduct and Failure to Report. However, a second allegation of Failure to Report was Sustained against the Administrator.

201902838 Union Juvenile Residential Facility

The mother of a facility youth alleged that staff had other youth place her son into his room, resulting in a physical altercation in which her son sustained a permanent eye injury. The youth further alleged Improper Conduct against four staff, which were Sustained. Two additional allegations of Improper Conduct against staff were Not Sustained. An allegation of Violation of Policy against a supervisor and an allegation of Failure to Report against the Executive Director were also Sustained.

201902842 DJJ Headquarters

A clerk in the DJJ mailroom alleged that her supervisor made inappropriate comments of a sexual harassment nature to her. During interviews with other staff in that office, additional allegations of sexual harassment were made against the individual. All evidence was presented to the DJJ EEO Panel, which determined there was Cause to believe the alleged sexual harassment had occurred.

201902924 Central Pasco Girls Academy

The mother of a former youth alleged a program staff had an inappropriate relationship with the former youth. During the investigation, three similar allegations of Improper Conduct/Staff-Youth Relationship were raised. Based on interviews conducted and records reviewed, two allegations of Improper Conduct/Staff-Youth Relationship were Sustained, one allegation was Unfounded, and one allegation was Not Sustained. In addition, an allegation of Failure to Report an alleged improper relationship was Sustained against one staff.

201902953 Circuit 9 Probation

An allegation of discrimination by a former DJJ probationary employee and a separate allegation of Improper Conduct were investigated against two staff members of Circuit 9 probation. A report of investigation was submitted to the EEO Resolution Panel regarding the alleged discrimination by a Juvenile Probation Officer Supervisor. The allegation of Improper Conduct against a Senior Juvenile Probation Officer was Not Sustained.

201903076 DJJ Headquarters

A staff assistant in Detention Services (DS) alleged that a senior manager in DS slapped her buttocks in the DS hallway, causing her to feel uncomfortable and sexually harassed. The incident was witnessed by another DS employee. All evidence was presented to the DJJ EEO Panel which determined there was Cause to believe the alleged sexual harassment had occurred.

201903084 Miami-Dade Regional Juvenile Detention Center

An internal surveillance video review revealed that during a code blue, a Juvenile Justice Detention Officer struck a youth in the face. Staff acknowledged striking the youth in the face during the incident. An allegation of Use of Force - Unnecessary was Sustained against the staff.

201903192 Jacksonville Youth Academy

Four youths overpowered three staff members, stole a set of (unsecured) car keys from an employee's purse, and escaped the program via the employee's car. All four youths were eventually apprehended by law enforcement. Interviews were conducted and security video of the incident was reviewed. Allegations and findings are as follows: Improper Supervision and Violations of Policy/Rule against one staff were Not Sustained; Improper Supervision and Violations of Policy/Rule (2) against another staff were Sustained and Falsification of Records against the same staff was Not Sustained; Improper Supervision and Violation of Policy Rule against a third were Sustained, and Violation of Policy Rule against a fourth staff was Sustained.

201903249 Circuit 11 Probation & Community Intervention

It was alleged that a staff member improperly Notarized a document and used her position to intimidate a person into signing a document that was a private matter and did not involve DJJ. Two allegations of Misconduct/Conduct Unbecoming a Public Employee were Sustained against the staff member.

201903498 Tampa Residential Facility

Based on allegations by a youth who sustained an injury during a restraint, an investigation was conducted to determine if responding staff used excessive force. A review of documents, physical evidence and interviews indicated the staff response was reasonably necessary to control the youth, commensurate with the youth's level of resistance, and consistent with policy. Allegations of Use of Force – Excessive against the three staff were determined to be Unfounded.

201903506 Okeechobee Youth Correctional Center

A youth was observed looking at a pornographic image while using a PlayStation 4 gaming console provided by the program. When questioned, the youth admitted to downloading the image. During a search of the cottage, staff discovered a letter in a youth's room which indicated an unknown female therapist discussed her sex life with youth and allowed youth to touch her inappropriately. Allegations of Improper Supervision against two staff members were Sustained. An allegation of Improper Conduct and Sexual Abuse (PREA) against an unknown staff were Not Sustained.

201903724 Okeechobee Youth Treatment Center

A former staff member made several allegations as follows: Youth are being assaulted and denied abuse calls; staff cover up incidents; staff smoke marijuana while on break, and staff falsify drug tests. It was also alleged that a staff member falsified 10-minute checks, had been observed sleeping on duty and left youth unsupervised. Two allegations of Improper Conduct against staff were Unfounded; Use of Force – Unnecessary against one staff was Unfounded; Violation of Policy/Rule against a staff was Sustained; Violation of Policy/Rule against a staff was Unfounded; two allegations of Improper Conduct against another staff were Unfounded; Falsification against a staff member was Unfounded; Violation of Policy/Rule against a staff was Unfounded, and an allegation of Improper Supervision against a staff member was Unfounded.

201903742 Tampa Residential Facility

The mother of a former youth alleged her son was in a romantic relationship with one of the program's therapists. The youth's mother provided text messages and pictures that supported her complaint. The investigation determined allegations of Improper Conduct/Sexual Nature and Violation of Policy/Rule against the therapist were Sustained, and the therapist's employment was subsequently terminated.

201904055 Jacksonville Youth Academy

While investigating CCC 201903192, a staff member alleged he had falsified 30 days of program key logs at the direction of the program's Assistant Facility Administrator (AFA). As the staff admitted he falsified logs, an allegation of falsification against him was added to the CCC. The AFA denied directing the staff to falsify the logs. Approximately three months of key logs were reviewed, and it was determined the logs were in-fact not falsified. Subsequently, the allegations against the staff member and the AFA were both Not Sustained.

201904062 Residential Services South Region

It was alleged the Residential Services South Regional Director was misusing her assigned official state vehicle and was not accurately/properly completing the monthly vehicle logs. The investigation was closed with three Sustained findings of Violation of Policy/Rule against the Director.

201904212 Palm Beach Youth Academy

An anonymous complainant reported numerous allegations of improper activity occurring at the Palm Beach Youth Academy. The investigation yielded a Not Sustained finding for Improper Conduct- Staff/Youth Relationship; two Sustained findings, and two Unfounded findings for Failure to Report; one Unfounded finding for Sexual Abuse (PREA); one Sustained finding for Violation of Policy/Rule; two Unfounded findings for Improper Conduct, and one Unfounded finding for Falsification.

201904235 DJJ Headquarters

Allegations against the Assistant Secretary of Residential Services (RS) were reported to the OIG as follows: The A/S had improperly influenced a procurement process; had withheld important information from and been untruthful in dealings with the Secretary's Office and had treated RS staff in a rude unprofessional manner. Following interviews and records reviews, two allegations of Improper Conduct - Conduct Unbecoming of a Public Employee were determined to be Unfounded, and an allegation of Conduct Unbecoming a Public Employee was Not Sustained.

201904398 Broward Regional Juvenile Detention Center

A Palm Beach Youth Academy Administrator advised that a youth arrived at their facility from Broward Regional Juvenile Detention Center complaining of pain to his rib area and swelling to his hands. The youth alleged he sustained the injuries while being restrained at Broward RJDC. A medical evaluation revealed the youth sustained fractured ribs. A review of the surveillance video, medical records, and witness statements resulted in a Sustained finding of Use of Force – Unnecessary and Violation of Policy/Rule against two staff members. A third staff member was Exonerated of an allegation of Use of Force – Unnecessary.

201904529 Crestview Youth Academy

A youth at the facility alleged that one night while masturbating in his room, a YCW entered his room and assisted him. Based on interviews conducted with both parties and other facility youth and staff, there was insufficient evidence to prove or disprove the incident occurred. The allegation of Sexual Abuse (PREA) was Not Sustained.

201904542 St. Lucie Regional Juvenile Detention Center

An anonymous caller alleged management at the facility covers up physical abuse of youth, a staff member made sexual advances towards another staff and some female staff frequently encounter harassment and verbal confrontations. The investigation was closed with the following findings: Improper Conduct against an unknown staff was Unfounded, Improper Conduct against a second unknown staff was also Unfounded, and Sexual Harassment against a staff member was Unfounded.

201904807 Cypress Creek Treatment Center

A male youth alleged that a female staff made sexually inappropriate comments and brushed against him with her breast, resulting in an allegation of Sexual Abuse (PREA). During the investigation, the Sexual Abuse (PREA) allegation was amended to a Violation of Policy, and an additional classification of Improper Conduct was added against the initial female staff. Facility youth also made additional allegations of Sexual Harassment (PREA) against the initial staff and another female staff, and Improper Conduct against a male staff. Allegations of Violation of Policy and Improper Conduct against the initial female staff were Sustained, an allegation of Sexual Harassment (PREA) against the initial female staff was Not Sustained, allegations of Sexual Harassment (PREA) against a second female staff and Improper Conduct against the male staff were Unfounded, and an allegation for Failure to Report against another staff was Sustained.

201904834 Hillsborough Girls Academy

Following their arrest for battery on program staff, two female youths alleged they were choked and sexually abused by the program's shift supervisor. The allegations were investigated and determined to be Unfounded. However, two supervisors involved in the restraints of the youths at the program were determined not to have completed their annual PAR (Protective Action Response) training. Therefore, allegations of Violation of Policy/Rule against the supervisors were Sustained.

201904874 Gulf Academy Non-Secure

An anonymous caller reported that two staff members were engaged in inappropriate relationships with two male youths recently released from the program. During this investigation, it was alleged that a third staff also had contact with one of the youths. The first two staff admitted maintaining contact with youths who were released from the program. The allegations of Improper Conduct/ Staff-Youth relationship against those staff were Sustained. However, the allegation of Violation of Policy/Rule against the third staff was Not Sustained.

201904991 Orange Regional Juvenile Detention Center

A former employee alleged Falsification and Improper Conduct on the part of other staff members at the facility. An investigation was conducted, and four allegations of Falsification were Sustained, five allegations Improper Conduct were Sustained, three allegations of Violation of Policy/Rule were Sustained, three allegations of Falsification were Not Sustained, and an allegation of Improper Conduct was Not Sustained. In addition, a referral to the Executive Office of the Governor - Notary Section was made regarding possible notary abuse.

201904994 Orange Regional Juvenile Detention Center

A male youth alleged that a female Juvenile Detention Officer (JDO) is a member of a rival gang, and that she made inappropriate comments to him. Three additional youth alleged that the female staff provided candy to a youth to physically assault another youth. The investigation determined the allegation of Improper Conduct was Unfounded.

201905028 Hillsborough Regional Juvenile Detention Center

It was alleged that on two occasions a food service manager placed his hand and foot on a female staff's buttocks. The incidents were investigated, and an investigation submitted to the Equal Employment Opportunity Resolution Panel which determined there was No Cause to believe alleged harassment/discrimination occurred.

201905147 Residential Services South Region

It was alleged that a staff member in the South Region had been misusing her assigned official state vehicle and not accurately/properly completing the monthly vehicle logs. The investigation was closed with a Sustained finding for Violation of Policy/Rule and Improper Conduct against the staff member.

201905238 Cypress Creek Juvenile Offender Correction Center

A female staff reported that prior to leaving the facility, a former youth informed her he had engaged in sexual activity with a female staff. An investigation determined the allegation of Sexual Abuse (PREA) was Unfounded. However, as the staff member failed to report the allegation to the CCC within the required timeframe, a classification of Failure to Report was Sustained.

201905318 AMI Kids

During intake at a new program, a male youth alleged he had been dating his therapist from his previous program for over a year. After learning of the allegation, an administrator at the youth's current program failed to notify the CCC within the required two-hour timeframe. Although he initially made the allegation, the youth refused to cooperate with the investigation. The therapist acknowledged having undocumented and unauthorized contact with the youth following his release from the program. An allegation of Improper Conduct against the therapist was Not Sustained, an allegation of Violation of Policy/Rule against the therapist was Sustained, and an allegation of Failure to Report against the administrator was Sustained.

201905475 Probation 9th Circuit

It was alleged that staff member took photographs of the JPO Certification Exam with her cell phone and sent the photos to other staff asking for assistance in answering the questions. The investigation was closed with a Sustained finding of Improper Conduct.

201905492 Lake Academy

An allegation of Sexual Abuse (PREA) was reported at the facility. During the investigation, additional allegations of Improper Conduct and Violation of Policy/Rule were reported and investigated. The alleged Violation of Policy/Rule was Sustained, however, the Sexual Abuse (PREA) and Improper Conduct allegations were Not Sustained.

201905563 Palmetto Youth Academy

The facility administrator reported receiving an allegation of an inappropriate relationship between a program youth and a female staff member. The allegation was determined to be Unfounded; however, an allegation of Failure to Report against the administrator was Sustained for not reporting the information within two hours of receiving it. Additional allegations of Failure to Report against other program staff were Not Sustained.

201905575 Okeechobee Youth Treatment Center

During a video review of live activity on the premises, the facility administrator observed a female staff escorting a male youth toward a back room of the cottage, out of the view of facility cameras. A shift supervisor visited the area and discovered the female staff performing oral sex on the male youth. An allegation of Sexual Abuse (Prison Rape Elimination Act) against the staff was Sustained.

201905632 Central Pasco Girls Academy

A youth alleged she was involved in a sexual relationship with her former Recreational Therapist, who allegedly disclosed personal information about the youth. Allegations of Confidentiality Violation and Sexual Abuse PREA against the former Recreational Therapist were determined to be Unfounded.

201905650 Gulf Academy Non-Secure

A Juvenile Probation Officer reported that allegedly, a staff member was allowing youths in the program to use a personal iPad in exchange for money. The youth who reported the allegation to the JPO was interviewed, however, his statements were inconsistent. Other youth and staff were interviewed, and all denied knowledge of the staff allowing any youths to use any electronic devices. A search for contraband was subsequently conducted and program administrators recovered an iPad and charger in an unassigned office. The staff who owned the item came forward to claim the property and was subsequently terminated. The allegation of Violation of Policy/Rule concerning introduction of contraband was Sustained. However, there was insufficient evidence to prove the staff allowed youths access to the device and the allegation of Violation of Policy/Rule concerning this allegation was Not Sustained.

201905661 Palmetto Youth Academy

A program employee alleged that another employee was involved in a relationship with a male youth and that the employee brought contraband into the facility for the youth. Investigation of the allegations determined there was evidence of a romantic relationship. The staff resigned her employment on the date of the youth's release from the facility. The staff was at the youth's family residence the next day. Although an allegation of sexual abuse (PREA) was Unfounded, an allegation of Improper Conduct/Staff-Youth Relationship was Sustained. The allegation of supplying the youth with contraband was also Sustained.

202000162 Oak Grove Academy

Two youth at the facility found a sexually graphic letter written to another youth on the recreation yard. They recognized the letter as having been written by a Coach Counselor (CC) at the facility and turned the letter over to facility administration.

Another letter written by the youth to the CC was found in the CC's locker during a search by administration. Several youths and another CC stated they suspected the youth and CC in question were involved in an inappropriate close relationship. The youth who found the letter also testified the CC attempted to bribe them to return it. Based on interviews and evidence, the allegations of Sexual Abuse (PREA), Improper Conduct-Staff/Youth Relationship, and Improper Conduct against the CC were Sustained.

202000192 Daytona Juvenile Residential Facility

An anonymous caller reported several allegations against program staff. It was alleged that the Facility Administrator (FA) was engaging in sexual activity with other staff members in his office. The caller also alleged the participants were leaving their posts and causing some areas of the program to be out of ratio. In addition, the caller stated that two other staff were engaging in inappropriate relationships with youths in the program. The OIG investigation resulted in the following findings: Improper Conduct/Staff-on-Staff - Sexual Nature and Violation of Policy/Rule against the FA were Unfounded; Improper Conduct/ Staff-Youth Relationship against one staff was Unfounded, and Improper Conduct/ Staff-Youth Relationship against a third staff was Not Sustained.

202000250 & 202000308 Hope Forest Academy

An anonymous complainant reported allegations of Failure to Report and Improper Conduct relative to a youth leaving a nonsecure residential program without permission and active supervision on two separate occasions. An allegation of Improper Supervision was Sustained against one staff member and Unfounded on two other staff members. In addition, two allegations of Improper Conduct were Unfounded and four allegations of Failure to Report were Not Sustained.

202000315 Circuit 20 Probation and Community Intervention

It was alleged that a Juvenile Probation Officer transported a youth alone in her official state and personal vehicles without prior authorization. Additionally, it was alleged the youth was permitted to remain in the officer's office during confidential intake conferences with other youth and that the officer falsified case notes. The allegations of Improper Conduct and Falsification against the officer were determined to be Unfounded and the officer was Exonerated of the allegation of Violation of Policy/Rule.

202000424 Hope Forrest Academy

A former staff reported allegations of Sexual Abuse (PREA) on the part of one staff, Improper Conduct on the part of two other staff and Failure to Report by the Regional Director. During the course of the Investigation, an allegation of Improper Conduct was added to a former staff. The initial allegations of Sexual Abuse (PREA), Improper Conduct and Failure to Report against the staff were determined to be Unfounded. In addition, there was insufficient evidence to prove or disprove two additional allegations of Improper Conduct and thus, were Not Sustained.

202000504 Okaloosa Regional Juvenile Detention Center (ORJDC) EEO

A G4S contracted employee at the ORJDC filed a Sexual Harassment complaint against a Juvenile Detention Officer (JDO) at the facility, with the DJJ EEO Office. The G4S employee claimed the JDO made sexually inappropriate comments to her that were unwanted, unprofessional, disgusting, and disrespectful. Both parties and their coworkers were interviewed. All evidence was presented to the DJJ EEO Panel which determined there was Cause to believe the alleged sexual harassment had occurred.

202000528 Cypress Creek Max Risk

A youth alleged staff had abused him during a Protective Action Response technique while restraining him. The youth also alleged staff did not provide him with an Abuse call after being notified of the youth's request. The investigation was closed allegations of Use of Force – Improper and Violation of Policy/Rule were Sustained.

202000730 AMI-Kids Pinellas

A youth's parent took the child to an outside medical facility for emergency care, where it was discovered the youth had been involved in an incident while housed at the program. An investigation into the matter resulted in Sustained allegations of Use of Force – Unnecessary; Use of Force – Improper; Use of Force – Excessive; Violation of Policy/Rule (Failure to complete a PAR Report); Violation of Policy/Rule (Failure to ensure medical care is provided); and Violation of Policy/Rule (Failure to notify Administration of an incident) against one staff member. Two other staff members were cited with Sustained findings of Violation of Policy/Rule (Failure to ensure medical care is provided) and Violation of Policy/Rule (Failure to notify Administration of an incident). Another two staff members were cited with Sustained findings of Violation of Policy/Rule (Failure to notify Administration of an incident).

202000862 St. Lucie Regional Juvenile Detention Center

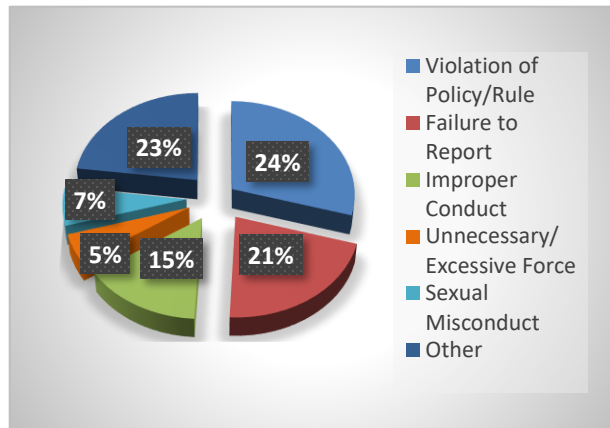
It was alleged that staff failed to ensure a door was locked and secured which ultimately resulted in a youth being able to access and attack a staff member. It was also alleged that staff failed to follow a directive issued by administration, in that the specific youth was not to be supervised by a female staff due to their previous aggressive behavior towards females. The investigation was closed and allegations of Violation of Policy/Rule against three staff were Sustained.

202001867 Marion Youth Academy

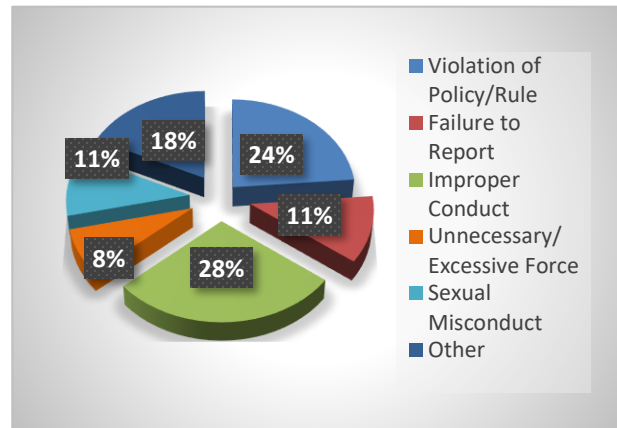
Law enforcement was summoned to assist in regaining control of a unit following a disturbance at the facility. Allegations of Improper Supervision were Sustained against two staff, and Failure to Report a reportable incident within the required time frame was Sustained against a program administrator.

Sustained Findings by Type

2018 - 2019

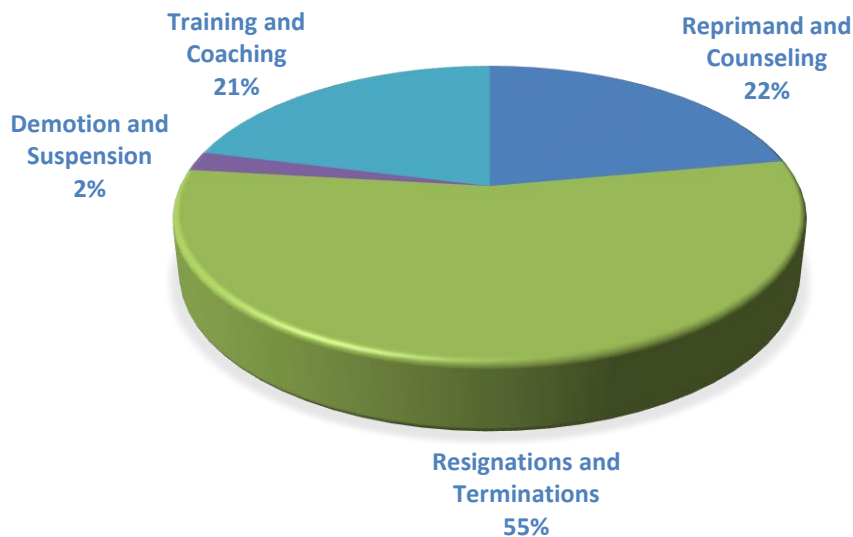


2019 - 2020



Disciplinary Actions

July 1, 2019 – June 30, 2020



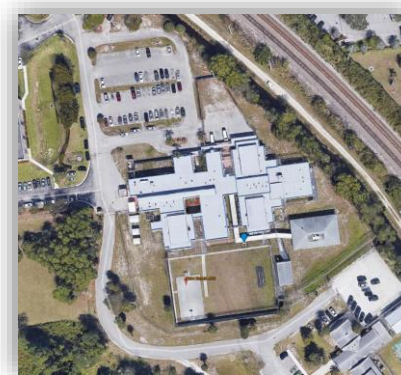
Categorization of Investigations/Inquiries Closed

	Total	Exonerated	Sustained	Not Sustained	Unfounded	Substantiated Allegations as Percentage of Total
Arrest of Staff	0	0	0	0	0	0%
Conduct Unbecoming a Public Employee	0	0	0	0	0	0%
Failure to Report	28	0	22	2	4	79%
Falsification	16	0	7	4	5	44%
Force, Excessive	4	0	1	0	3	25%
Force, Unnecessary	11	1	4	3	4	36%
Harassment	0	0	0	0	0	0%
Harassment/Discrimination	0	0	0	0	0	0%
Hostile Work Environment	0	0	0	0	0	0%
Hostile Work Environment-Threats by Staff	0	0	0	0	0	0%
Improper Conduct	50	0	15	16	22	30%
Improper Conduct/Computer Misuse	0	0	0	0	0	0%
Improper Conduct/Conduct Unbecoming a Public Employee	3	0	0	1	2	0%
Improper Conduct/Sexual Nature	2	0	1	1	0	50%
Improper Conduct/Staff on Staff Relationship	1	0	0	0	1	0%
Improper Conduct/Staff-Youth Relationship	14	0	8	2	4	57%
Improper Conduct/Staff-Family of Youth Relationship	0	0	0	0	0	0%
Improper Conduct/Threats by Staff	0	0	0	0	0	0%
Improper Conduct/Verbal Threats	0	0	0	0	0	0%
Improper Search	0	0	0	0	0	0%
Improper Supervision	17	0	14	1	2	82%
Improper Use of Force	3	0	3	0	0	100%
Misconduct/Conduct Unbecoming a Public Employee	2	0	2	0	0	100%
Policy Deficiency	0	0	0	0	0	0%
Sexual Harassment	0	0	0	0	0	0%
Sexual Harassment/Staff-on-Staff	1	0	0	0	1	0%
Sexual Abuse (PREA)	18	0	1	6	11	6%
Sexual Harassment (PREA)	3	0	0	1	2	0%
Sexual Misconduct (PREA)	0	0	0	0	0	0%
Violation of Policy/Rule	58	1	48	4	5	83%
TOTAL	231	2	126	41	66	55%

Source: OIG Database

OIG Facility Surveys

The OIG assists the Department of Juvenile Justice to ensure detention centers and residential treatment programs operate safely and securely and in accordance with established procedures and contract requirements by conducting unannounced facility site surveys at DJJ facilities on a continuing basis. OIG inspectors examine the facility's overall physical condition and operations, security, youth safety, food service, medical facilities, housing environment, staffing levels, and conducts interviews of the staff and youth. A Facility Survey Report is forwarded to the DJJ Secretary and appropriate senior staff for informational purposes and any follow-up action deemed necessary. As a result of Government mandated COVID-19 travel restrictions, OIG facility surveys were suspended in March 2020, therefore, 29 facility surveys were conducted in FY 2019.



Incident Operations Center

The DJJ Incident Operations Center (IOC) is responsible for the management of all reported incidents, including monitoring action taken by DJJ providers and State-owned and operated facilities, following a substantiated or sustained finding. The unit is also responsible for trend analysis and the daily review and assignment/disposition of incidents accepted by the CCC. The IOC provides information to DJJ to assist in maintaining a safe environment for the treatment and care of youth in department programs.

Operational Hours and Procedures

In October 2010, Florida Administrative Code 63F-11 was adopted into law. This rule requires both department staff and contract provider staff to report certain prescribed incidents to the CCC within 2 hours of the occurrence or knowledge of the occurrence. Incidents are called into a toll-free telephone number 7-days a week, 365 days per year. The rule was modified in August 2016 to include additional reportable requirements. This process guarantees receipt of incidents by the duty officers as all incidents are deemed critical to department operations, thereby necessitating expedited reporting. The duty officers simultaneously enter reported incidents into the CCC Incident Tracking and Report System, which is a specialized management information tracking system. Once incidents are entered into the CCC tracking system notification is sent to the Secretary, Branch Representatives, and the OIG for review and response. In May 2014, FDJJ Policy 2020 was implemented to further define the roles of the IOC and the CCC. This policy was updated in April 2016 to incorporate move of the Management Review Unit to the OIG. The IOC is staffed by an IOC Director, CCC Supervisor, IOC Analysts, and Duty Officers.

The following are examples of reportable incident types:

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

Central Communications Center Incident Tracking and Report System

A daily report is generated from the CCC tracking system and e-mailed each workday to the OIG, Secretary and various department representatives to notify them of incidents received within the prior 24-hour period. Additionally, a second report is generated the following day documenting the action taken regarding the reported incident. The CCC tracking system allows the DJJ OIG and various branches to assign incidents, track the findings and corrective actions, and to close incidents without generating a paper report. The CCC tracking system enables all program reviews, management reviews, and IG investigations/inquiries to be tracked. The system allows for greater information gathering and sharing, data analysis, and work flow tracking.

Other IOC Functions

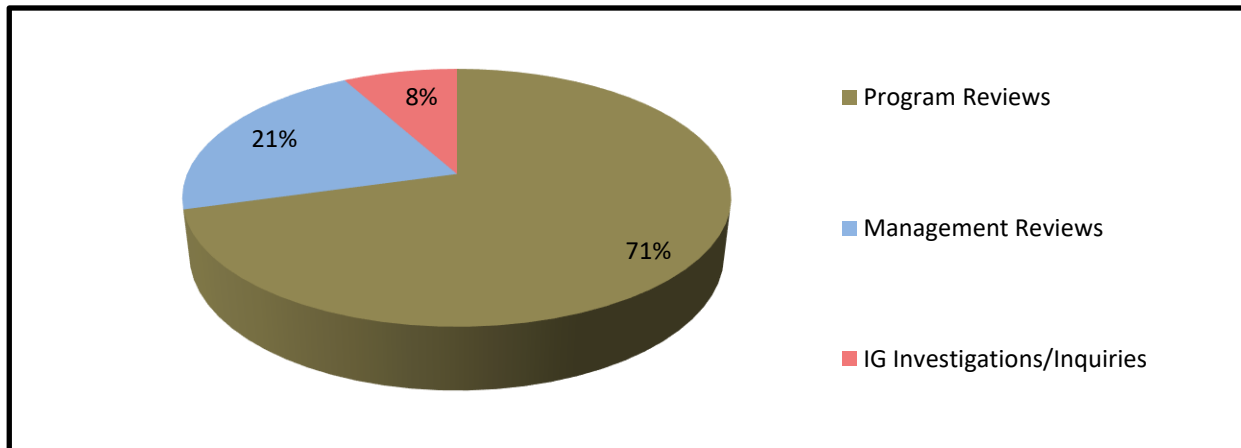
In addition to answering telephone calls, entering incidents into the CCC system, and making daily referrals to the program areas regarding received incidents, the IOC employees also perform the following functions:

- Provide assistance to all public records requests for all CCC related incidents;
- Assist in resolving employment issues by researching missing disposition information or any discrepancies with an employee's CCC incident history;
- Assist the program areas with any CCC incident changes, updates or assignments within the system
- Scan and attach any documents related to a CCC incident into the system;
- Review and input any Abuse Registry Investigations or FSFN notifications received via fax/e-mail into the CCC system;
- Provide statistical data;
- Provide technical assistance to OIG Inspector Specialists and other program areas by researching the voice recording system and making the telephone recording available for viewing;
- Provide program areas with trend analysis;
- Provide initial training for Program Reviews and Managements as well as ongoing supplemental training;
- Conduct a Quality Check of all OIG investigations and inquiries as well as all management and program reviews to ensure compliance with FDJJ Policy 2020;
- Verify staff arrests using CJIS; and,
- Provide customer service assistance and guidance to citizens who need department services.

Statistical Data

- Approximately **7,773** calls were received by the CCC.
- Duty officers logged a of **5,010** reportable incidents and **1,371** non-reportable incidents into the CCC tracking system. The majority of these incidents dealt with medical issues (**1,600**), complaints against staff (**1,507**), and program disruptions (**1,116**).
- Approximately **7,367** classifications were assigned to the incidents for appropriate processing and closure. Some incidents are assigned multiple classifications based on the nature of the incident. The top five classifications were Medical Transport (**1,178**), Public Health Emergency (**980**), Violation of Policy/Rule (**545**), Improper Supervision (**362**), and Medical Other (**264**).
- A total of **981** incidents were assigned for either a review or investigation. This number comprises **693** Program Reviews, **209** Management Reviews, and **79** IG Investigations/Inquiries.

Incidents Assigned for Investigation or Management/Program Review



Background Screening Unit

The Background Screening Unit assists the Department in meeting statutory and agency background screening standards for employment. The BSU conducts Level II employment background screenings pursuant to Chapters 435, 984, and 985 of the Florida Statutes (F.S.) and the Department's background screening policy and procedures. Background screening is performed on state and contracted provider directors, owners, employees, volunteers, mentors, and interns.

Background Screening Process

Employment background screenings must be completed before an applicant is hired or a volunteer is utilized by the Department or a Department contracted provider. Background screening is the process for checking a person's criminal history. The person's fingerprints are processed by the Florida Department of Law Enforcement (FDLE) and the Federal Bureau of Investigation (FBI). The process also consists of a demographic search through the Judicial Inquiry System (JIS), which provides access to the Comprehensive Case Information System (CCIS). CCIS collects and displays the criminal records stored in courthouses throughout the State of Florida. As a criminal justice agency, the Department has access to juvenile, sealed, and expunged criminal history information.

Screening Types

Livescan (Department and Clearinghouse) is the initial screening of potential employees and volunteers. Through this process, the applicant's fingerprints are electronically transmitted to the FDLE and the FBI and within 72 hours the result of the criminal search is returned to the BSU. Livescan also allows FDLE to send an electronic notice to the BSU when a state or contracted provider employee or volunteer receives a new Florida arrest.

The **5-Year Rescreen/Resubmission** is the national criminal records check completed for all state and contracted provider employees and volunteers every five years of continued service. The five-year increments for DJJ employees and volunteers are calculated from the initial hire or service date. For provider employees and volunteers screened through the Clearinghouse, a fingerprint expiration date is located on the applicant's personal profile page. The purpose of rescreening is to ensure current employees and volunteers maintain level II screening standards throughout the term of their employment and/or service.

Ratings/Determination Process

Background screenings are rated using one of the following determinations: Eligible; Identified/Non-Caretaker Only, and Not Eligible. These determinations are based on the criminal history and the position the applicant will occupy.

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

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

Applicants will receive a **Not Eligible** rating when a conviction or no contest plea for a disqualifying criminal offense appears on the criminal record. Applicants with this rating cannot be hired or utilized as a volunteer until an exemption from disqualification has been granted by the Department. To receive a not eligible rating, an applicant must have either been found guilty of, pled guilty to, had adjudication withheld, or pled no contest to at least one of the charges listed in Chapters 435.04, 985.644, or 985.66, F.S.

Exemption from Disqualification

The exemption from disqualification is a review process that allows most applicants who receive a not eligible rating to be reconsidered for employment or as a volunteer. As set forth in Section 435.07, F.S., exemptions may be granted for a misdemeanor disqualifying offense as soon as the person is lawfully released and completes all sanctions. For a felony offense, the Department may not grant an exemption from disqualification until it has been at least three (3) years since the applicant completed or was lawfully released from confinement, supervision, or sanction for the disqualifying offense. An exemption from disqualification cannot be granted to any person who is a sexual predator as designated pursuant to section 775.21, F.S., a career offender pursuant to section 775.261, F.S., or a sexual offender pursuant to section 943.0435, F.S., unless the requirement to register as a sexual offender has been removed pursuant to section 943.04354, F.S.

The Secretary decides on behalf of the Department if an exemption should be granted or denied. Exemptions denied by the Secretary can be reconsidered by requesting a formal hearing with the Division of Administrative Hearings (DOAH) pursuant to section 120.57, F.S.

Other BSU Functions

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

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

Statistical Data FY 2019

- **14,015** employee background screenings were conducted.
- **\$24,156.01** in fingerprint processing fees and fingerprint retention fees were collected.
- **66** credit card transactions and 214 checks were processed.
- **419** applicants failed to submit additional information or were withdrawn by the requester.
- **131** applicants requested an exemption hearing for an offense appearing on their record that was statutorily disqualifying.
- **457** arrest notifications were received and processed.
- **14,015** record searches were conducted in the Inspector General Incident Tracking system.
- Approximately **70, 075** pages of documents were scanned into the screening archival database.
- Approximately **16, 015** customer calls/faxes and e-mail inquiries were serviced.

OIG Staff Directory

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Administrative Assistant III

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Karen Miller
Kelly Neel

Audit Director

Operations Review Specialist
Management Review Specialist
Management Review Specialist

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Gerard Ward
Richard Bodnar
Darvin Graham
Haley Hall
Shewanda Hall
Jeffrey McGuinness
Reginald McNeill
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Sonja Robinson
Tracey Shearer
Katie Turner
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Chief of Investigations

Senior Management Analyst Supervisor
Senior Management Analyst Supervisor
Inspector Specialist
Inspector Specialist
OPS Senior Clerk
Inspector Specialist
Inspector Specialist
Inspector Specialist
Inspector Specialist
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Inspector Specialist
Inspector Specialist
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Government Operations Consultant III
Operations Review Specialist
Operations Review Specialist
Operations Review Specialist

Central Communications Center

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Chad Bennett
Dierdre Harris
Phoenix Holladay
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Government Operations Consultant I
Government Operations Consultant I
OPS Government Operations Consultant I
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OPS Government Operations Consultant I
Government Operations Consultant I

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Sarah Bechtel
Ami Dieterle
Lori Hardyman
Bonita Johnson
Michael Lindsey
Claudia McFarlane-Paul
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Cordell Nelson
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Scott Pedersen
Neil Stier

Senior Management Analyst Supervisor

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Government Operations Consultant II
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Government Operations Consultant II
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