

**DEPARTMENT OF  
CHILDREN AND FAMILIES**

**THE INVESTIGATIVE PROCESS**

- Determine violation of law, rule, policy, or contract
- Determine Jurisdiction
- Assign to Regional Office for investigation
- Conduct Investigation
- Investigator prepares Investigative Report and signs off
- Supervisor reviews Investigative Report and signs off
- Chief of Investigations reviews Investigative Report and signs off
- Inspector General reviews Investigative Report, signs off, and approves for closure
- Investigative Report to agency leadership for distribution
- Redaction of Report Summary, which is then posted on the website
- Follow-up on Corrective Action

**Investigations**

Office Locations:

**North**

1317 Winewood Boulevard  
Bldg. 5, 2nd Floor  
Tallahassee, FL 32399-0700  
(850) 488-1225  
Fax: (850) 488-1428

**Central**

400 W. Robinson Street  
South Tower, Suite S421  
Orlando, FL 32801-1752

**SunCoast**

9393 N. Florida Avenue  
Suite 1200  
Tampa, FL 33612-7907

**Southeast**

201 W. Broward Boulevard  
Suite 101  
Ft. Lauderdale, FL 33301

**South**

401 NW 2nd Avenue  
Suite 226  
Miami, FL 33128

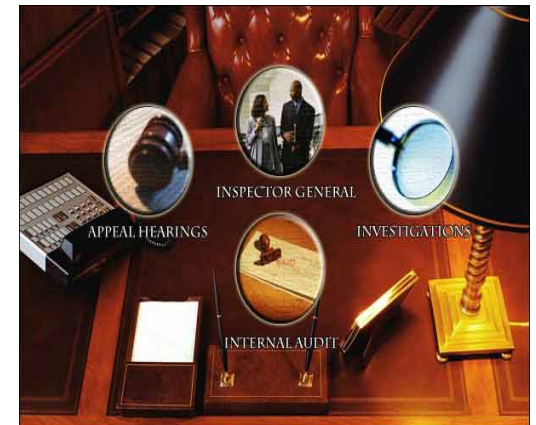
For additional information please visit our website  
at [www.myflfamilies.com/about-us/office-inspector-general](http://www.myflfamilies.com/about-us/office-inspector-general)

To file a complaint or to contact us by E-mail:  
[ig.complaints@myflfamilies.com](mailto:ig.complaints@myflfamilies.com)



**OFFICE OF  
INSPECTOR  
GENERAL**

**INVESTIGATIONS UNIT**



ENHANCING PUBLIC TRUST IN GOVERNMENT



# OFFICE OF INSPECTOR GENERAL

Section 20.055(2), Florida Statutes states that the Office of Inspector General (OIG) is established in each State agency to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency in government.

The law states each OIG shall:

- Provide direction for, supervise, and coordinate audits, investigations, case reviews, and management reviews relating to the programs and operations of the Department.
- Conduct, supervise, or coordinate other activities carried out or financed by the Department for the purpose of promoting economy and efficiency in the administration of programs, or preventing and detecting fraud and abuse in its programs and operations.
- Keep the Department Secretary informed concerning fraud, waste, abuses, and deficiencies relating to programs and operations administered or financed by the Department, recommend corrective action and report on the progress made in implementing corrective action.

- Have access to any records, data, and other information of the state agency he or she deems necessary to carry out his or her duties.
- Receive complaints and coordinate all activities of the agency as required by the Whistle-Blower's Act pursuant to § 112.3187-112.31895, F.S.
- Receive and consider complaints which do not meet the criteria for an investigation under the Whistle-Blower's Act and conduct, supervise, or coordinate such inquiries, investigations, or reviews as the Inspector General deems appropriate.
- Conduct investigations and other inquiries free of actual or perceived impairment to the independence of the Inspector General or the Inspector General's Office. This shall include freedom from any interference with investigations and timely access to records and other sources of information.
- Submit in a timely fashion final reports on investigations conducted by the Inspector General to the agency head, except for the whistle-blower's investigations, which shall be conducted and reported pursuant to § 112.3189, F.S.

## Mandatory Reporting

Employee's responsibilities for reporting to the OIG is covered in Department policy CFOP 180-4.



A complaint that is sufficient for investigation must (at a minimum) include an allegation that a Department or contract employee has violated a specific section or sections of law, administrative rule, policy or procedure and/or contract terms. A complaint can be filed by letter, fax or email.

## Transparency

Closed investigative reports are available on the internet at <https://eds.myflfamilies.com/IGRPTS/Default.aspx>

## Outreach

The Investigations section initiated an outreach program to educate Community Based Care providers and their subcontractors on the role of the OIG. Meetings and training sessions are held to increase awareness of potential violations. Contact the local OIG office to schedule a meeting or training session.