

Department of Children and Families

Office of Inspector General



Annual Report

Fiscal Year 2013-2014

September 26, 2014

Keith R. Parks
Inspector General

Rick Scott
Governor

Mike Carroll
Interim Secretary

Table of Contents

| | |
|--|-----------|
| TABLE OF CONTENTS | 1 |
| EXECUTIVE SUMMARY | 2 |
| INTRODUCTION | 3 |
| Statutory Requirements | 3 |
| ORGANIZATIONAL CHART AND PROFESSIONAL CERTIFICATIONS | 4 |
| INVESTIGATIONS SECTION | 5 |
| Intake Unit | 5 |
| Investigations Unit | 6 |
| Investigations and Management Reviews | 6 |
| Whistle-blower Investigations | 6 |
| Recommended Corrective Actions | 6 |
| Personnel Actions Associated with Investigations and Management Reviews | 6 |
| Cases Opened by Circuit and Top Five Allegation Types | 7 |
| Public Records Requests | 8 |
| Inspector General Reference Checks | 8 |
| Inspector General Outreach Program | 8 |
| Fair Labor Standards Act (FLSA) Ombudsman | 8 |
| APPEAL HEARINGS SECTION | 9 |
| Hearings Authority | 9 |
| Hearings Jurisdiction | 9 |
| Completed Hearings Activities | 10 |
| Hearing Requests Completed by Agency | 10 |
| INTERNAL AND SINGLE AUDIT SECTION | 11 |
| Internal Audit Unit | 11 |
| Single Audit Unit | 11 |
| Florida Inspectors General Expertise System (FIGES) | 12 |
| Auditor General's Quality Assessment Review of the Internal Audit Activity | 12 |
| APPENDIX | 13 |
| Summary of Internal Audit Projects Issued | 13 |
| External Audit Reports Issued | 17 |
| Summary of Investigations and Corrective Actions Completed | 18 |
| Summary of Management Reviews and Corrective Actions Completed | 40 |

Executive Summary

In accordance with § 20.055, Florida Statutes (F.S.), 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.” Additionally, the Inspector General is required to complete an annual report by September 30, summarizing the activities of the office during the prior fiscal year. Consistent with these duties, the following accomplishments, highlights, and activities demonstrate significant efforts of the Department of Children and Families (Department) OIG staff during Fiscal Year 2013-2014:

- Received, reviewed, and processed 3,163 complaints or requests for assistance from Department managers, employees, clients, or citizens;
- Opened 144 cases, and completed 119 investigations and 3 management reviews, that examined allegations of violations of statute, rule, policy, contract, or systemic issues, and tracked 119 corrective actions by management to ensure responses to recommendations for personnel action or policy clarification were appropriately addressed;
- Processed 3,244 Inspector General Reference Checks for current and former Department and provider employees;
- Conducted 64 Outreach Training Sessions for 1,962 Department and/or provider employees on the role of the OIG, when to report suspected employee wrongdoing, the Whistle-blower’s Act, and how to recognize violations of statute, rule, policy, or contract;
- Served as the Ombudsman of the Fair Labor Standards Act (FLSA) for the Department;
- Completed 10,269 fair hearing requests, 374 administrative disqualification hearing requests, and 166 nursing facility discharge or transfer hearing requests;
- Published nine assurance or consulting reports, which contained 29 recommendations for improvement of efficiency and effectiveness in Department programs;
- Coordinated liaison activities for the Office of the Auditor General, Office of Program Policy Analysis and Government Accountability, and federal agency requests for responses and information regarding audits and reviews; and
- Reviewed 187 Department contractor and provider audit packages of state financial assistance as required by § 215.97, F.S.

Introduction

The OIG has worked diligently to meet its statutory mandates and fulfill its mission of “Enhancing Public Trust in Government.” This annual report summarizes the OIG’s activities and accomplishments for Fiscal Year 2013-2014.

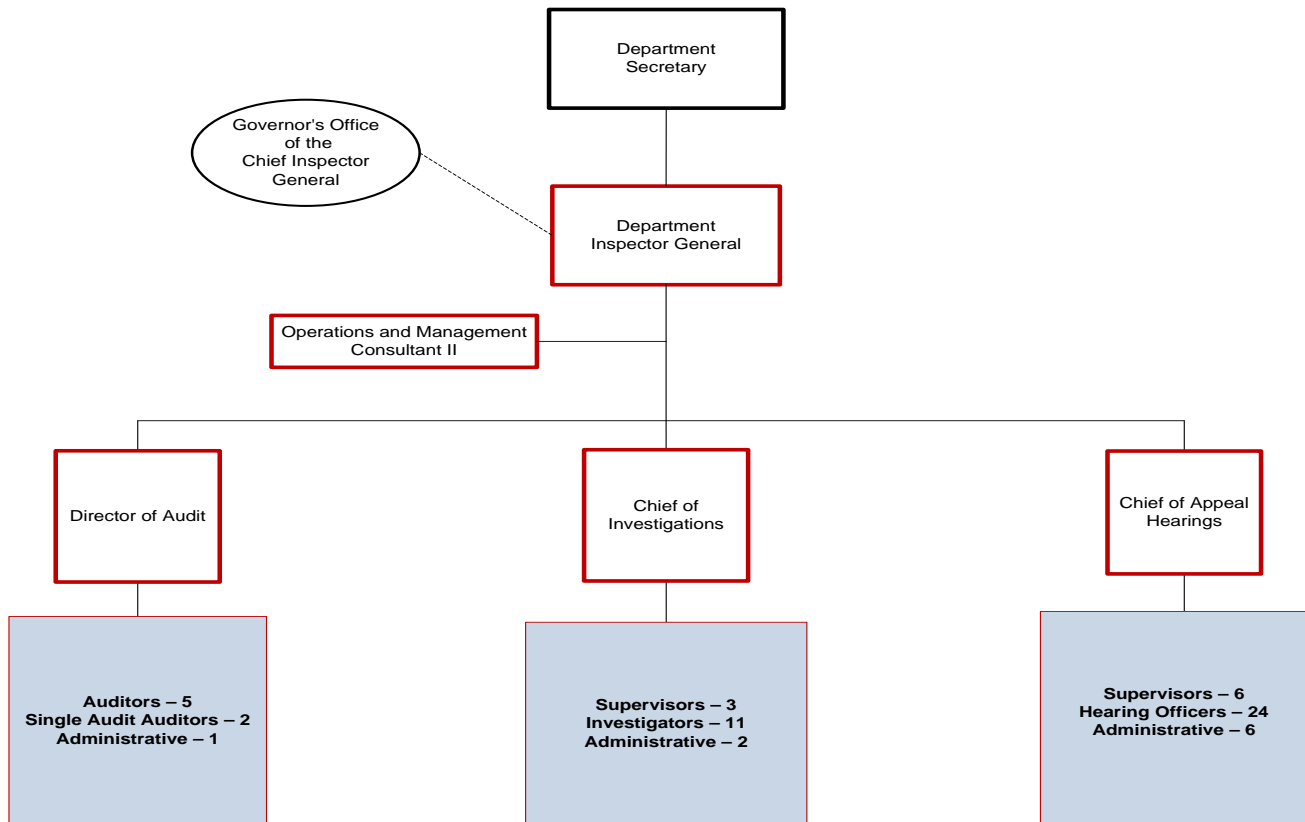
Statutory Requirements

The OIG is established in each state agency to provide a central point of coordination and responsibility for promoting and ensuring accountability, integrity, and efficiency in government. In accordance with § 20.055, F.S., the Inspector General is appointed by, reports to, and is under the general supervision of the agency head. As outlined in statute, the Inspector General’s duties include:

- Providing direction for, supervising, and coordinating audits, investigations, and management reviews relating to the programs and operations of the agency;
- Keeping the agency head informed of fraud, abuses, and deficiencies relating to programs and operations administered or financed by the agency, recommending corrective actions concerning fraud, abuses, and deficiencies, and reporting on the progress made in implementing corrective action;
- Reviewing the actions taken by the agency to improve program performance and making recommendations for improvement;
- Conducting, supervising, and coordinating activities that promote economy and efficiency and prevent or detect fraud, waste, and abuse;
- Ensuring effective coordination and cooperation between the Auditor General, federal auditors, and other governmental entities;
- Reviewing rules relating to programs and operations and making recommendations regarding impact;
- Assessing the reliability and validity of information provided on performance measures and standards, and making recommendations as needed;
- Ensuring an appropriate balance between audit, investigative, and other accountability activities; and
- Complying with the *General Principles and Standards for Offices of Inspector General* as published and revised by the Association of Inspectors General.

Organizational Chart

As of June 30, 2014, the OIG consisted of three sections: Appeal Hearings, Internal and Single Audit, and Investigations. Appeal Hearings and Investigations staff are located in the central office and field offices throughout the state.¹



Staff members hold the following professional credentials:

- Certified Inspector General
- Certified Inspector General Investigator
- Certified Internal Auditor
- Certified Fraud Examiner
- Certified Public Accountant
- Certified Information Systems Security Professional
- Certified Information Systems Auditor
- Certified EnCase Examiner
- Certified Welfare Fraud Investigator
- Certified Child Protective Investigator
- Certified Hearing Official
- Certified Public Manager
- Licensed by the Florida Bar

¹ **Field Offices:**

Investigations – Ft. Lauderdale, Jacksonville, Miami, Orlando, Tallahassee, and Tampa

Appeal Hearings – Ft. Lauderdale, Gainesville, Jacksonville, Largo, Miami, Orlando, Tallahassee, Tampa, and West Palm Beach

Investigations Section

Intake Unit

The Intake Unit handles incoming calls and reviews all complaints or requests for assistance received by the Investigations Section via telephone, letter, fax, or e-mail. The Intake Unit reviewed a total of **3,163** complaints or requests for assistance.

The Intake Unit received the complaints or requests for assistance in the following manner:

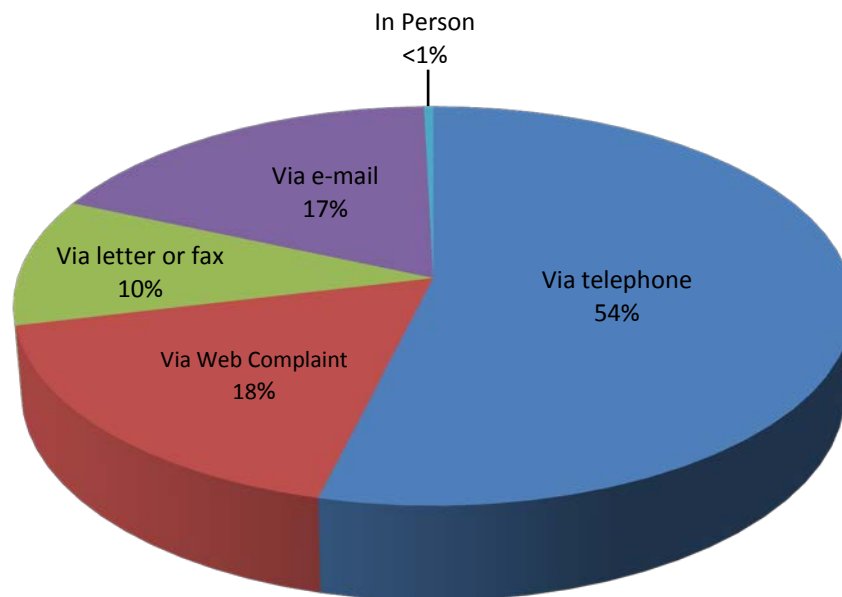
1,694 were received via telephone;

569 were received via web complaint;

554 were received via e-mail;

331 were received via letter or fax; and

15 were received in person.



Investigations Unit

Investigations Unit staff initiate investigations or management reviews when violations of statute, rule, policy, and/or contract are alleged, including those filed under the Whistle-blower's Act.²

While investigations are administrative in nature, criminal violations are often discovered during the investigative process. When a determination is made that the subject of an investigation has committed a potential criminal violation, the investigation is coordinated with local law enforcement agencies, the Florida Department of Law Enforcement, or the appropriate State Attorney's Office for criminal prosecution.

Investigations and Management Reviews

144 cases were opened for investigation or management review.

122 investigations and management reviews were completed.

Whistle-blower Investigations

1 investigation was initiated and **4** investigations were completed in accordance with the Whistle-blower's Act.

Recommended Corrective Actions

Based on the investigation or management review, the Investigations Unit may make recommendations in the form of a corrective action. The recommendations are for the purpose of process improvement and are made to Department or contracted provider management. The final reports, including recommendations, are sent to all appropriate parties and actions are tracked to completion. A total of **119** corrective actions, entailing **153** recommendations, were issued by the Investigations Unit.

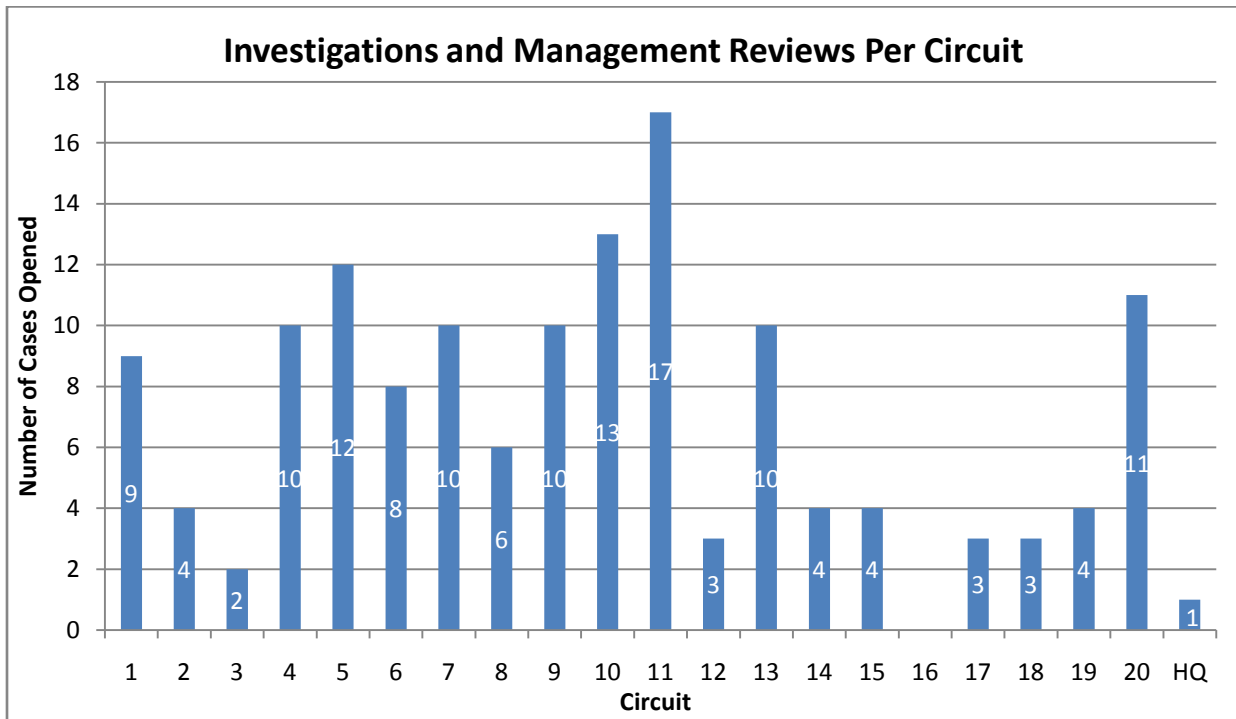
Personnel Actions Associated with Investigations and Management Reviews

Personnel actions may also occur as a result of allegations reported to the OIG, or investigations or management reviews completed by the OIG. The following actions were reported to the OIG and took place at the discretion of management or the employees themselves:

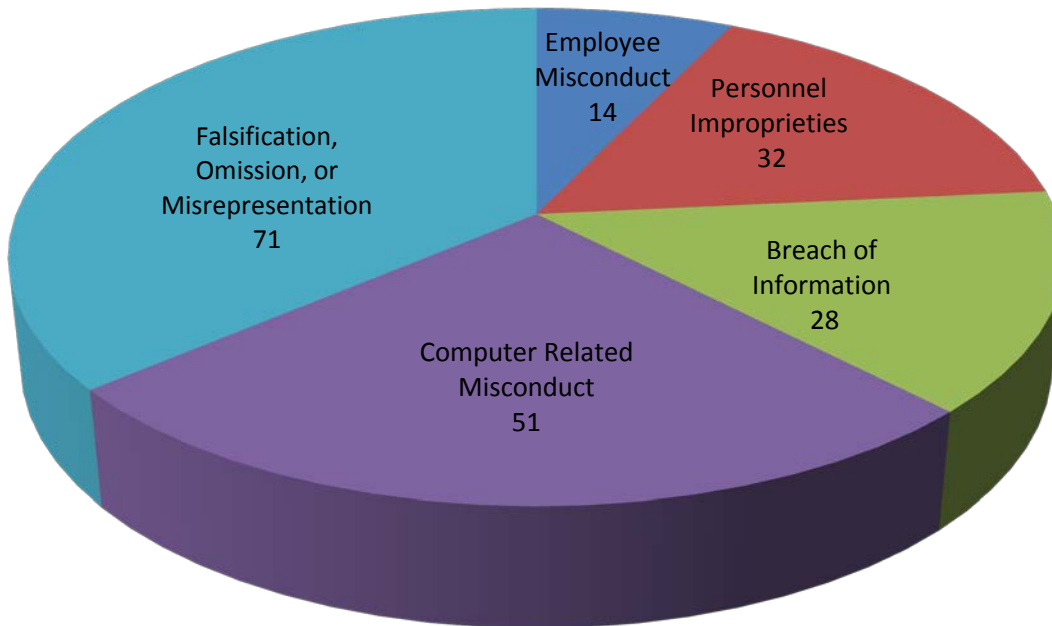
- 43** Resignations
- 36** Terminations
- 15** Suspensions
- 7** Written Reprimands
- 4** Written Counselings
- 4** Verbal Counselings
- 4** Performance Improvement Plan Counselings

² The Whistle-blower's Act, § 112.3187-112.31895, F.S., is intended to protect current employees, former employees, or applicants for employment with state agencies or independent contractors from retaliatory action. Whistle-blower designation is determined by the OIG in consultation with the Executive Office of the Governor, Office of the Chief Inspector General. If a complaint meets whistle-blower criteria, the whistle-blower's identity is protected from release and an investigation is conducted pursuant to § 112.3189, F.S.

The following chart provides a comparative analysis of the 144 cases opened by Circuit:



The top five allegation types and corresponding numbers of allegations investigated for cases closed are as follows:



Public Records Requests

The Investigations Section responded to **58** public records requests under Chapter 119, F.S.

Inspector General Reference Checks

Current and former Department and provider employees being considered for re-hire, transfer, promotion, or demotion are screened to determine if they were the subject of an OIG investigation. The OIG processed **3,244** such reference checks.

Inspector General Outreach Program

The Investigations Unit offers an outreach program with Community-Based Care providers, their subcontractors, and Department staff. This program involves meeting with management and subordinate staff, and conducting training sessions to educate them on the role of the OIG, when to report suspected employee wrongdoing, protection afforded under the Whistle-blower's Act, and how to recognize violations of statute, rule, policy, or contract. A total of **64** training sessions, involving **1,962** individuals, were completed with Department employees and/or Community-Based Care and subcontractor agencies.

Fair Labor Standards Act (FLSA) Ombudsman

Pursuant to a federal agreement, the OIG serves as the ombudsman for the Department regarding FLSA. The OIG maintains an FLSA hotline, provides investigative services, makes recommendations, and publishes quarterly reports to address FLSA concerns.

Appeal Hearings Section

The Appeal Hearings Section conducts administrative hearings for applicants or recipients of public assistance programs, and individuals being transferred or discharged from nursing facilities. The section also conducts disqualification hearings for the Department when individuals are alleged to have committed intentional program violations in the Cash or Food Assistance programs.

The Appeal Hearings Section reports directly to the Inspector General. This assures independence and complies with federal regulations requiring a hearing officer to be a headquarters-level employee. Hearings are funded with 50% federal funds and 50% state general revenue.

Hearings Authority

The section operates pursuant to the following statutory authorities:

- § 409.285, F.S., Opportunity for hearing and appeal
- § 120.80, F.S., Exceptions and special requirements; agencies
- § 400.0255, F.S., Resident transfer or discharge; requirements and procedures; hearings
- § 393.125, F.S., Hearing rights

The administrative rules for the Department's fair hearing procedures appear in Florida Administrative Code, Rule 65-2.042, et seq., Applicant/Recipient Fair Hearings.

The major controlling federal regulations are as follows:

- Temporary Assistance to Needy Families Personal Responsibility and Work Reconciliation Act of 1996;
- Medicaid - 42 CFR § 431.200, Fair Hearings for Applicants and Recipients;
- Food Assistance - 7 CFR § 273.15, Fair Hearings; and
- 7 CFR § 273.16, Disqualification for intentional Program violation.

Hearings Jurisdiction

The section conducts hearings for the following programs:

Economic Self-Sufficiency (ESS)

- Cash, Temporary Assistance to Needy Families (TANF)
- Food Assistance
- Disaster Food Assistance Program
- Medicaid Eligibility
- Refugee Assistance Program
- Institutional Care Program
- Optional State Supplementation

Medicaid Benefits

- Agency for Health Care Administration
- Agency for Persons with Disabilities
- Nursing Facility Discharge or Transfer Hearings

Others

- Department of Health Special Supplemental Food Program for Women, Infants, and Children (WIC)
- Eligibility or amount of assistance for Office of Child Welfare programs funded through the Social Security Act
- Child Support Enforcement issues for the Department of Revenue

Completed Hearings Activities

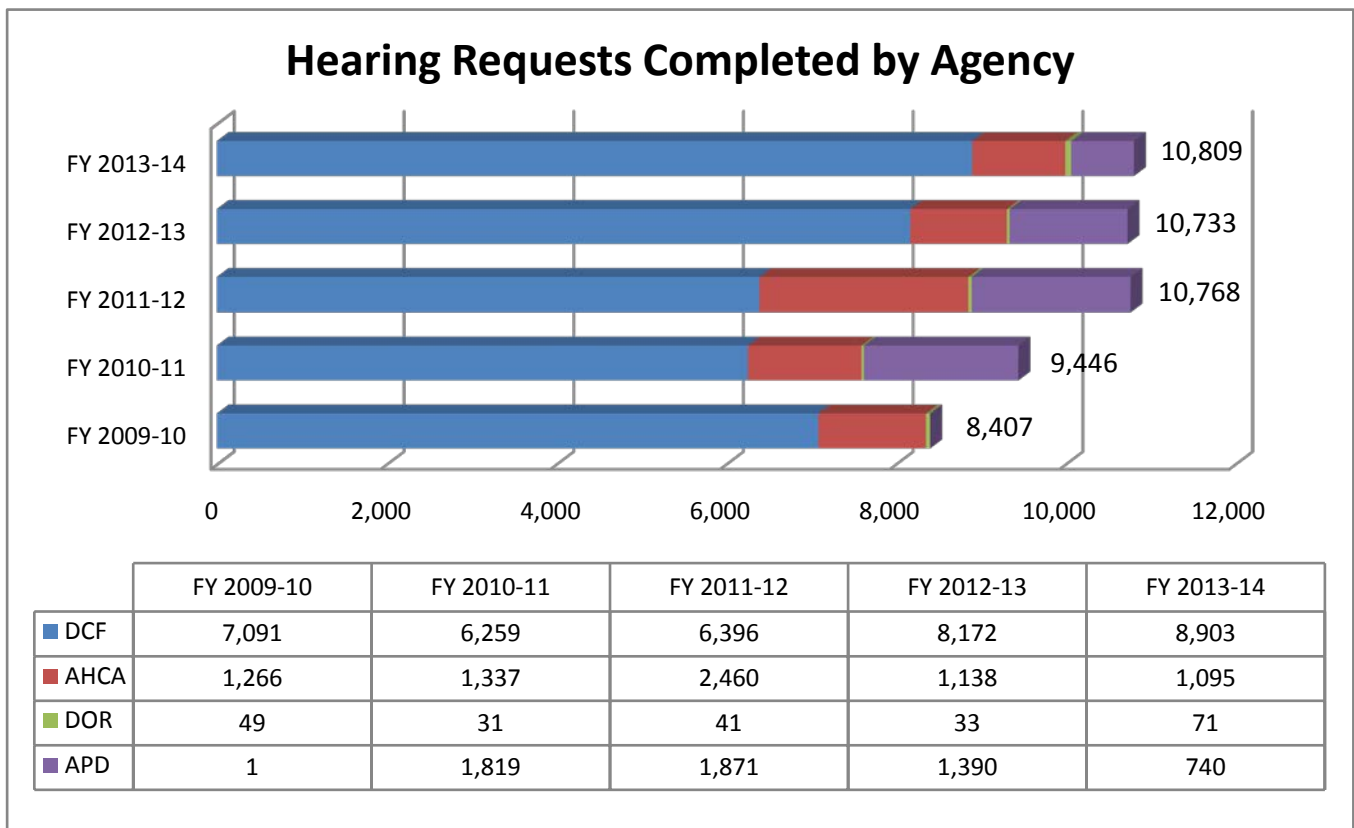
During Fiscal Year 2013-2014:

10,269 fair hearings requests were completed.

374 disqualification hearings for Cash or Food Assistance Program benefits were conducted and completed.

166 nursing facility discharge or transfer hearings were completed.

Additionally, the section processed **2,891** waivers of Administrative Disqualification Hearings.



Internal and Single Audit Section

Internal Audit Unit

The Internal Audit Section's primary responsibility is to assist Department management in determining whether adequate controls exist and risks are mitigated to ensure the orderly and efficient conduct of business. In addition, § 20.055(7)(a), F.S., includes a description of activities related to the development, assessment, and validation of performance measures. These activities are integrated into the audit process.

The Internal Audit Unit published nine reports, which included 29 recommendations for improvement. The unit coordinated with external auditors such as Florida's Auditor General, the Federal Department of Health and Human Services' Office of Inspector General, and the Office of Program Policy Analysis and Government Accountability to avoid duplicative efforts and facilitate the auditing process.

Eight external report responses were coordinated and liaison activities were facilitated, such as requests for responses and information related to audits and reviews that were in progress. In addition, three external follow-up audits were conducted.

Single Audit Unit

The unit was created within the Department to monitor, use, and follow-up on audits of state and federal funding. The activity is mandated by federal Circular A-133 and § 215.97, F.S. Public accounting firms perform financial audits of Department contractors and providers. These audits and associated reports are generally required by contract, and are considered a crucial accountability component for state and federally funded initiatives. Financial accounting and reporting is complex and technical. Contract managers generally do not have the financial background or expertise to properly assess the financial statements and the related schedules, so this activity has been centrally located in the Single Audit Unit for many years.

The mission of the Single Audit Unit is to interpret the critical information provided by independent external auditors and to keep management and contract managers apprised of pertinent financial information contained in the reports.

The unit's two staff members reviewed 187 provider audit packages.

At the completion of each desk review, an Audit Review Status Report is prepared and sent to the Department's contract manager, with a copy to the appropriate Contract Oversight Unit supervisor. Many desk reviews require no follow-up action. Desk review issues that require further attention of contract managers range from review findings communicated for informational purposes, to significant issues requiring corrective action by the provider. The Single Audit Unit staff also provide feedback to external auditors where correction of an existing audit, or prospective improvement of future audit reports, is required. In addition, the Single Audit Unit staff provide clarification and guidance to independent auditors on the complex and changing requirements of state and federal audits.

Florida Inspectors General Expertise System (FIGES)

Internal Audit Unit staff created and serve as the Site Administrator for the *Florida Inspectors General Expertise System (FIGES)*. FIGES is a public internet database of Florida State Government, Office of Inspectors General. It contains contact information, areas of expertise, and professional certifications for Office of Inspectors General staff (<http://figes.dcf.state.fl.us>).

Auditor General's Quality Assessment Review of the Internal Audit Activity

From September through November 2013, Internal Audit Unit staff facilitated the Auditor General's quality assessment review of the OIG. The results of this review were reported in Auditor General Report Number 2014-051, *Department of Children and Families, Office of Inspector General's Internal Audit Activity Quality Assessment Review for the Period July 2012 Through June 2013*.

As stated in the report, the Auditor General found that during the review period, the quality assurance program related to the internal audit activity was adequately designed and provided reasonable assurance of conformance with applicable professional auditing standards. Also, the OIG generally complied with those provisions of § 20.055, F.S., and nothing significant was disclosed.

Appendix

Summary of Internal Audit Projects Issued

A1213DCF-064, Psychotropic Medications – How Are We Performing Regarding Consent, Consultation, and Oversight

An audit was conducted that focused on children in Florida's foster care system that were prescribed psychotropic medications. The audit objective was to determine whether lead agencies and applicable subcontractors adequately monitored and documented the use of multiple psychotropic medications for children under the age of 11.

In 2009, a Work Group identified a detailed framework of safeguards regarding the use of psychotropic medication. This framework was articulated in statute, administrative rule, operating procedures, and contracts with providers.

The audit identified compliance issues related to the guidance framework; specifically, the need for improvement in the administrative process when the use of psychotropic medication is necessary. The following areas were addressed in the audit report:

- Uploading and updating psychotropic medication documentation in Florida Safe Families Network (FSFN);
- Authorizing and documenting *Written, Express and Informed Consent* forms;
- Submitting pre-consent reviews to the University of Florida (UF);
- Monitoring lead agency procedures;
- Increasing child psychiatrists' awareness of the University of South Florida's *Medication Guidelines for Children*; and
- Completing medication logs.

A-1213DCF-075, Disaster Recovery and Business Continuity Planning

This audit was conducted to determine if the Department and other recovery service providers have adequate disaster recovery plans in place that will allow critical services to continue. It was disclosed that the Department is taking steps to improve their disaster recovery process. However, some of the risks associated with the process have not been adequately mitigated. These risks include the following:

- The Northwood Shared Resource Center (NSRC) Disaster Recovery Plan (DRP) is not current or adequate; the NSRC DRP does not include an umbrella process or procedures for the combined recovery of all NSRC customers' mission critical applications;
- It was identified that during the annual test of the NSRC DRP, sufficient time was not available for the Department to adequately test the recovered applications and verify that all mission critical functions were working;
- The Department has not completely defined their mission critical functions nor prioritized their recovery order; and
- Disaster recovery controls for the Florida Abuse Hotline need improvement.

Department management generally concurred with recommendations, and audit staff will continue to monitor the corrective actions taken.

A-1213DCF-210, Assurance Follow-up: Lobbying Expenditures by Community-Based Care Lead Agencies

This audit was a follow-up to Office of Internal Audit Report A-1213DCF-058, *Lobbying Expenditures by Community-Based Care Lead Agencies*, issued April 8, 2013. The objective was to obtain assurances from each of the 17 community-based care (CBC) lead agencies that they have complied with the requirement prohibiting the expenditure of Department contract funds for the purpose of lobbying the legislature, judicial branch, or a state agency. Each lead agency's chief executive officer was asked to conduct a complete self-review to determine whether their agency used state or federal funds for lobbying during the period March 2010 through April 15, 2013.

Sixteen (16) lead agencies made statements to the effect that they complied with the law and/or did not use Department contract funds for lobbying. The remaining lead agency entered into a Settlement Agreement with the Department, and in January 2014, remitted \$69,674.75 in repayment to the Department for lobbying activities performed by an employee.

A-1314DCF-018, Workers' Compensation Claims at State Hospitals

The purpose of the audit was to determine the adequacy and effectiveness of internal controls used to minimize workers' compensation claims in state hospitals. The audit focused on the workers' compensation claims filed at state hospitals from July 1, 2011 through June 30, 2013.

The audit found that policies and procedures are in place to address workers' compensation claims at state hospitals. However, there were opportunities for improvement in the following areas:

- Providing local safety coordinators with timely access to information on workers' compensation claims in their area;
- Developing an overall strategy to address the root and contributory causes of the leading types of claims; and
- Developing a training program for direct care staff designed to mitigate the leading type of claims.

A-1314DCF-025, Payment for Background Screening Costs by Community-Based Care Lead Agencies Which Use the Department's Livescan Machines

The purpose of this audit was to identify and evaluate the controls in place to ensure that the Department is not paying for the cost of background screenings that should be paid for by CBC lead agencies.

Some lead agencies use the Department's Livescan machines to capture fingerprints for background screenings. Even though the Department's lead agency contracts provide funding for the cost of background screenings when a lead agency uses the Department's Livescan

machine, the Department is billed directly by the Florida Department of Law Enforcement (FDLE) and may not be reimbursed by the lead agency.

The audit disclosed the following:

- The Department has not effectively communicated that lead agencies are responsible for paying the cost when lead agencies, or their subcontractors, screen individuals via the Department's Livescan machines; and
- Changes could be made requiring lead agencies to pay directly for the background screening fees when lead agencies, or their subcontractors, use the Department's Livescan machines. This may include requesting that lead agencies establish individual billing accounts and participate in FDLE's Civil Applicant Payment System.

Department management generally concurred with our recommendations, and indicated that appropriate corrective actions have been or will be taken.

A-1314DCF-070, Audit of Emergency Shelter Grant: St. Francis House, Inc., Grant CPZ08

The Department provided Emergency Shelter Grant funds to St. Francis House for the period September 10, 2012 through June 30, 2013. This audit was conducted to determine whether the shelter expended the grant funds in accordance with Grant #CPZ08, and maintained sufficient documentation in its resident case management files.

The audit disclosed that the shelter was reimbursed for expenditures unallowable under the grant. As a result of this audit, the shelter repaid the unallowable amounts (approximately \$5,030) to the Department. In addition, the shelter did not meet the grant's performance measure for case file documentation and should improve the documentation it maintains for emergency shelter residents.

The executive director of the shelter concurred with the report and the recommendations.

C-1112DCF-233, Monitoring of Fair Labor Standards Act (FLSA) Compliance

This project is a continuation from Fiscal Year 2011-2012, at which time the OIG was tasked by the Department of Children and Families (DCF) and the United States Department of Labor, Wage and Hour Division (DOL) to provide three-year oversight of DCF's compliance with the FLSA Compliance Agreement signed by these two organizations on March 2, 2012.

The one-year status report of DCF's performance on FLSA compliance was provided to the DCF Secretary, Chief Inspector General, Office of the Auditor General, and the Joint Legislative Auditing Committee on August 13, 2013.

The report indicated that, through March 31, 2013, there were allegations investigated by the OIG that resulted in recommendations for corrective action. The Human Resources training plans for FLSA compliance were provided to the OIG for review, and subsequently forwarded to all DCF employees.

L-1213DCF-172, Internal Quality Assessment Report for Fiscal Year 2012-2013

Internal audit standards³ describe the quality assurance and program improvement requirements for internal audit offices. Internal and External quality assurance are the two components of the assessment requirement. The internal assessment includes the following;

- Ongoing monitoring of the performance of the internal audit activity; and
- Periodic self-assessments or assessments by other persons within the organization with sufficient knowledge of internal audit practices.

This project was initiated in response to these requirements.

The ongoing monitoring of internal audit activity is maintained in the Integrated Internal Audit Management System (IIAMS).⁴ An “approvals report” was created to identify all documentation where formal oversight and approval is required. All documents were examined and 43 were found to need additional notation of work completed. Appropriate Internal Audit Unit staff were notified and corrective action was taken. In addition, new programming has been added to IIAMS that alerts the user when additional work is necessary.

A-1314DCF-111, Electronic-mail Records Retention

This research was conducted to assist management in issues related to the retention of electronic mail (e-mail) records. As a member of the Department records retention policy committee, audit staff researched the e-mail retention policies of federal, state, and local agencies for comparative purposes.

Research showed that the Department was not alone in its efforts to establish proper e-mail retention guidelines. Private industry, other states, other governmental units, and other Florida agencies were all working to determine appropriate retention policy. A proposal initiated by the Department of State is currently under review by Department management. Audit staff continue to work with and provide information to this committee.

³ INTERNATIONAL STANDARDS FOR THE PROFESSIONAL PRACTICE OF INTERNAL AUDITING (STANDARDS)
Attribute Standards

1310 – Requirements of the Quality Assurance and Improvement Program

1311 – Internal Assessments

⁴ The Integrated Internal Audit Management System (IIAMS) is an automated audit management system. It contains all information related to project documentation, risk assessment, project timekeeping, and staff training records, and it has full reporting capabilities.

External Audit Reports Issued

Florida's Auditor General

| | |
|----------|--|
| 2014-173 | State of Florida - Compliance and Internal Controls Over Financial Reporting and Federal Awards |
| 2014-016 | Department of Children and Families - Independent Living Transition Services, Foster Care Licensing, and Provider Performance Measures |
| 2014-188 | Department of Children and Families - Domestic Violence Program, Telework Program, and Selected Administrative Activities |
| 2014-196 | Department of Children and Families - Florida Online Recipient Integrated Data Access (FLORIDA) System |
| 2014-143 | Department of Children and Families - Florida Safe Families Network (FSFN) |
| 2014-184 | Payroll and Personnel Processes at Selected State Agencies |
| 2014-051 | Department of Children and Families - Quality Assessment Review of Internal Audit Activity |

United States Department of Health and Human Services

CIN A-04-13-22195 USDHHS Audit Resolution: A-133 Report of Single Audit of the State of Florida for Fiscal Year Ended June 30, 2012

Follow-up to Auditor General Reports

Summary Schedule of Prior Audit Findings, Florida Department of Children and Families for the Fiscal Year Ended June 30, 2013

| | |
|----------|--|
| 2013-161 | State of Florida - Compliance and Internal Controls Over Financial Reporting and Federal Awards |
| 2013-005 | Department of Children and Families - Florida Online Recipient Integrated Data Access (FLORIDA) System |
| 2013-133 | Public Assistance Eligibility Determination Processes at Selected State Agencies |

Summary of Investigations and Corrective Actions Completed

Headquarters

- 2013-0049 An Office of Public Benefits Integrity (OPBI) Economic Self-Sufficiency Specialist II accessed ACCESS Case #1337270351 without a legitimate business reason. **Supported.** The Economic Self-Sufficiency Specialist II breached confidential information concerning ACCESS Case #1337270351. **Neither Supported Nor Refuted.** The Economic Self-Sufficiency Specialist II accessed DHSMV Driver and Vehicle Information Database (DAVID) without a legitimate business reason. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.
- 2014-0009 An OPBI Investigator battered a Department of Revenue employee by kissing her without permission to do so and against her will. **Neither Supported Nor Refuted.** The OPBI Investigator smelled as if he had been consuming alcoholic beverages while on duty during normal working hours on January 6, 2014. **Neither Supported Nor Refuted.**
Corrective Action: The employee was issued a verbal counseling and a copy of the report was placed in the employee's personnel file.
- 2014-0012 An Operations and Management Consultant Manager breached confidential information via e-mail to unauthorized individuals concerning Florida Safe Families Network (FSFN) Case ID #100567020. **Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

Circuit 1

- 2012-0074 A Family Services Counselor of a contracted provider falsified child protective supervision records in FSFN Case ID #100236772, FSFN Case ID #100380949, FSFN Case ID #100495889, FSFN Case ID #100563880, and FSFN Case ID #100675284. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file. Management of the contracted provider reviewed all policies to ensure security requirements regarding photographs are addressed in policies and procedures, and reviewed initial training for new hires to ensure information regarding confidentiality, photographs, and falsification are key topics included in orientation. The contracted provider held compliance training for leaders addressing falsification claims. In addition, training on the prevention and consequences of falsification was provided by the OIG.
- 2012-0099 A Family Services Counselor of a contracted provider falsified child protective supervision records in FSFN Case ID #2045508. **Supported.** The Family Services Counselor falsified child protective supervision records in FSFN Case ID #2309534. **Neither Supported Nor Refuted.** The Family Services

Counselor falsified child protective supervision records in FSFN Case ID #2423638. **Not Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0001 A Family Services Counselor of a contracted provider falsified child protective supervision records in FSFN Case ID #100068888. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0080 A Child Protective Investigator altered (falsified) child protective investigation records in FSFN Case ID #100118879. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file. The Office of Child Welfare incorporated FSFN enhancements to assist managers in detecting the deletion of a child victim from a child protective investigation, and drafted the procedure for inclusion in the Child Welfare Practice Guidelines.

2013-0102 A Child Protective Investigator mishandled a child protective investigation by failing to conduct a home visit and criminal, delinquency, and abuse/neglect history checks on a relative prior to release of the child to the relative.

Supported. The Child Protective Investigator requested a caregiver provide false information concerning a home visit that did not occur. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0105 A Child Protective Investigator accessed FSFN Intake #2013-220855, FSFN Intake #2012-013175, FSFN Intake #2000-168597, and Case Note ID #135815866 without a legitimate business reason. **Supported.** The Child Protective Investigator did not provide her identity as required when making a report to the Florida Abuse Hotline. **Not Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file. A memorandum was sent to all Regional Managing Directors in regard to Mandatory Reporting Responsibilities of Child Protective Investigators to ensure all child welfare professionals are aware of their responsibilities under § 39.201, Florida Statutes (F.S.). In addition, CFOP 175-76, Employees Involved in Reports of Abuse, Neglect, Abandonment or Exploitation, was revised to correct language that conflicts with Florida Statutes.

2013-0136 An Economic Self-Sufficiency Specialist I falsified ACCESS customer information when processing applications for assistance. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

Circuit 2

2012-0104 (Whistle-blower) An Adult Protective Investigator Supervisor falsified adult protective investigation records concerning FSFN Intake #2012-166837. **Supported.** The Adult Protective Investigator Supervisor falsified adult protective investigation records concerning FSFN Intake #2012-149685. **Supported.** The Adult Protective Investigator Supervisor falsified adult protective investigation records concerning FSFN Intake #2012-162468. **Neither Supported Nor Refuted.** The Adult Protective Investigator Supervisor falsified adult protective investigation records concerning FSFN Intake #2012-162884. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

2014-0056 A Senior Management Analyst Supervisor, within two years of termination with the Department, began employment with an entity which was within her responsibility while employed with the Department. **Investigation Terminated.**

Corrective Action: The decision to terminate the investigation was based on information that the entity was not within the employee's responsibility while employed with the Department.

Circuit 3

2012-0108 An Adult Protective Investigator falsified adult protective investigation records concerning FSFN Intake #2012-174550. **Supported.** The Adult Protective Investigator falsified adult protective investigation records concerning FSFN Intake #2012-181819. **Supported.** The Adult Protective Investigator falsified adult protective investigation records concerning FSFN Intake #2012-158896. **Neither Supported Nor Refuted.** The Adult Protective Investigator falsified adult protective investigation records concerning FSFN Intake #2012-202343. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2014-0017 An Administrative Secretary engaged in conduct unbecoming a public employee by attempting to use her official position to obtain a vehicle for a friend. **Neither Supported Nor Refuted.** The Administrative Secretary accessed DHSMV Metropolitan Area Network Driver and Vehicle Express (mDAVE) records without a legitimate business reason. **Not Supported.**

Corrective Action: The employee was issued a written counseling.

Circuit 4

2013-0015 A Family Services Counselor of a subcontracted provider accessed confidential child protective investigation records without a legitimate business reason. **Supported.** The Family Services Counselor released confidential child protective investigation information to an unauthorized individual. **Neither Supported Nor Refuted.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file. The subcontracted provider implemented an in-service training activity following pre-service training to address computer-related violations that may result in OIG investigations. The Office of Child Welfare strengthened Department contracts and policy to ensure that interns have completed the necessary training requirements and understand the consequences involved should a violation of security access occur. The Department and its subcontractors now require all interns to acknowledge that they will adhere to CFOP 50-2, which defines the processes to be used to protect the confidentiality, integrity, availability, and reliability of all information technology resources used to support the needs of the clients and the missions of the Department. The Office of Child Welfare incorporated a procedure in the Child Welfare Operating Procedures Manual that addresses interns' access to FSFN, ensures proper supervision, establishes training requirements, and determines interns' proper level of access to FSFN.

- 2013-0110 A Child Protective Investigator engaged in employee misconduct by pursuing an inappropriate relationship with a client in FSFN Intake #2013-116919. **Supported.** The Child Protective Investigator's relationship with a client in FSFN Intake #2013-116919 affected the findings of that investigation. **Neither Supported Nor Refuted.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and suspended the employee's Child Welfare Protective Investigator certification.
- 2013-0112 An Economic Self-Sufficiency Specialist II accessed ACCESS Case #1365229114 without a legitimate business reason. **Supported.** The Economic Self-Sufficiency Specialist II breached confidential information concerning ACCESS Case #1365229114. **Neither Supported Nor Refuted.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.
- 2013-0114 A Paralegal Specialist accessed information in FSFN Case #100403562 without a legitimate business reason. **Supported.** The Paralegal Specialist breached confidential information to an unauthorized individual concerning FSFN Case #100403562. **Neither Supported Nor Refuted.**
Corrective Action: The employee was issued a written counseling and a copy of the report was placed in the employee's personnel file.
- 2013-0135 A Case Manager II of a subcontracted provider had an inappropriate relationship with a client. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.
- 2013-0143 A Family Support Worker misused her Department-issued identification card to gain access to a child at a school. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

2014-0011 A Senior Attorney breached confidential client information to an unauthorized individual. **Supported.**
Corrective Action: The employee received a verbal counseling. The Northeast Region now uses the report as a training tool.

Circuit 5

2013-0057 A Child Protective Investigator engaged in conduct unbecoming a public employee. **Supported.** The Child Protective Investigator used her Department-issued equipment in an inappropriate manner. **Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and the employee's Child Welfare Protective Investigator certification expired and remains inactive.

2013-0083 A Family Care Manager of a subcontracted provider accessed FSFN Case ID #100493320 without a legitimate business reason. **Supported.**
Corrective Action: The employee was issued a written reprimand and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and revoked the employee's Child Welfare Case Manager certification.

2013-0096 An Economic Self-Sufficiency Specialist I engaged in conduct unbecoming a public employee by using her former spouse's ACCESS Management System (AMS) User Name and ID to falsely report changes in his ACCESS Case #1385351497, causing his benefits to be cancelled. **Not Supported.**
Corrective Action: No action required.

2013-0098 A Grant Manager of a grant recipient entity misused grant funds for personal gain. **Not Supported.**
Corrective Action: No action required.

2013-0134 A Child Protective Investigator falsified a child protective investigation record in FSFN Intake #2013-279519. **Neither Supported Nor Refuted.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

2013-0139 A Dependency Case Manager of a subcontracted provider falsified a chronological note within FSFN Case ID #100044338 regarding a face-to-face home visit. **Neither Supported Nor Refuted.**
Corrective Action: The employee was suspended and a copy of the report was placed in the employee's personnel file.

2013-0142 A Child Protective Investigator accessed FSFN Intakes #2013-305069, #2013-133691, #2009-177457, #2003-051652, #2001-139945, and #1993-067831

without a legitimate business reason. **Supported.** An Operations and Management Consultant II accessed FSFN Intake #2013-110077 without a legitimate business reason. **Not Supported.**

Corrective Action: The Child Protective Investigator was terminated and a copy of the report was placed in the employee's personnel file.

2014-0003 A Program Manager of a subcontracted provider accessed FSFN Intakes #2013-233669 and #2011-246220 without a legitimate business reason. **Supported.** The Program Manager disclosed confidential case information to an unauthorized individual. **Neither Supported Nor Refuted.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and initiated an ethics investigation on the employee's Child Welfare Case Manager-Supervisor certification. The employee's Child Welfare Case Manager certification expired and remains inactive.

2014-0015 A Family Services Counselor falsified child care inspection records and her timesheets during the months of November 2013 and December 2013. **Neither Supported Nor Refuted.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file. Manual tracking mechanisms were created and implemented to ensure facility inspections were planned in advance of due dates and reviewed appropriately.

2014-0073 A Child Protective Investigator falsified a client's drug screen results and placement letters, and took a child on his caseload to purchase illegal drugs. **Investigation Terminated.**

Corrective Action: The decision to terminate the investigation was based on the facts that the employee was criminally prosecuted for the matter, terminated from his position with the Department, and any evidence that existed was no longer available due to the date of the incident. As a result, it was determined that no value would be provided by continuing the investigation.

Circuit 6

2013-0079 A Case Manager of a subcontracted provider disclosed confidential information from FSFN Intake #2013-169027-01 to unauthorized individuals. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and the employee's Provisional Child Welfare certification expired and remains inactive.

2013-0091 A Program Director of a subcontracted provider falsified FSFN case notes indicating that she conducted supervisory case management reviews pertaining to nine active cases (FSFN Case IDs #117431 #55056, #83164, #143801, #2371525, #100294461, #100417162, #100432766, and #100598273). **Neither Supported Nor Refuted.**

- Corrective Action:** The employee resigned and a copy of the report was placed in the employee's personnel file.
- 2013-0093 A Case Manager of a subcontracted provider disclosed confidential information to an unauthorized individual regarding FSFN Case ID #1578709. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.
- 2013-0128 A Targeted Case Manager and a Supervisor of Psychological Services of a subcontracted provider had knowledge of suspected child abuse that was not immediately reported to the Florida Abuse Hotline. **Supported.** A Dependency Case Manager of the subcontracted provider had knowledge of suspected child abuse that was not immediately reported to the Florida Abuse Hotline. **Supported.** A Dependency Case Manager Supervisor of the subcontracted provider had knowledge of suspected child abuse that was not immediately reported to the Florida Abuse Hotline. **Supported.**
Corrective Action: The employees were each issued a written reprimand and a copy of the report was placed in each employee's personnel file. The contracted provider now will train and educate staff, at all agency and quarterly management meetings, as well as send quarterly e-mail reminders to staff on the requirements of mandatory reporting.
- 2014-0001 An Elder Intervention Specialist of a subcontracted provider falsified "Consent for Intervention Program Screening" forms. **Neither Supported Nor Refuted.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

Circuit 7

- 2011-0058 A Child Protective Investigator falsified a child protective investigation record in FSFN Intake #2011-070336. **Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.
- 2013-0059 An Eligibility Coordinator of a contracted provider accessed FSFN Intake #2013-082127 without a legitimate business reason. **Not Supported.**
Corrective Action: No action required.
- 2013-0060 An Adult Protective Investigator accessed FSFN Intake #2013-113739 without a legitimate business reason. **Supported.**
Corrective Action: The employee was issued a written reprimand and a copy of the report was placed in the employee's personnel file.
- 2013-0066 An Economic Self-Sufficiency Specialist I accessed and processed ACCESS Case #1411044126, a case of personal interest. **Supported.**
Corrective Action: The employee was suspended and a copy of the report was placed in the employee's personnel file.

- 2013-0069 A Child Protective Investigator accessed FSFN Intake #2010-060031 without a legitimate business reason. **Supported.** The Child Protective Investigator misused her position by influencing the disposition of FSFN Intake #2010-060031. **Neither Supported Nor Refuted.**
Corrective Action: The employee was suspended and placed on a performance corrective action plan, and a copy of the report was placed in the employee's personnel file. The Northeast Regional Managing Director reviewed the quality assurance reviews and implemented a requirement that all staff attend Florida Safe Decision Making Methodology (FSDMM), which incorporates all the recommendations listed in the reviews. Additionally, Rapid Response Quality Assurance, which focuses on critical factors and includes many of the recommendations listed in the reviews, was implemented statewide. Regional supports were implemented to ensure referrals are made for appropriate services, and a regional Prevention Protocol is now in place, which outlines the interventions that are critical for families with children who are at very high risk. Moderate to lower risk interventions are also in place.
- 2013-0076 An Adult Protective Investigator falsified adult protective investigation records in FSFN Intake #2013-156661. **Supported.** The Adult Protective Investigator falsified work hours claimed on his People First timesheets. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.
- 2013-0085 A Case Manager of a contracted provider falsified child protective supervision records in FSFN Case ID #100741611 and FSFN Case ID #100837676. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and initiated an ethics investigation on the employee's Child Welfare Case Manager certification.
- 2013-0092 A Secretary Specialist falsified her People First timesheets. **Neither Supported Nor Refuted.** A Child Protective Investigator Supervisor and a Program Administrator failed to address the Secretary Specialist's falsification of People First timesheets. **Not Supported.**
Corrective Action: No action required.
- 2013-0099 A Dependency Case Manager of a contracted provider disclosed confidential child protective services information to an unauthorized person. **Not Supported.**
Corrective Action: No action required.
- 2013-0103 An Economic Self-Sufficiency Specialist I falsified her time and attendance records in People First for July 31, 2013 and August 1, 2013. **Neither Supported Nor Refuted.**
Corrective Action: The investigation revealed questionable hours documented. As a result, the employee's telecommuting agreement was

revoked, and her supervisor has been reviewing her timesheets and monitoring her productivity.

2013-0109 An Administrative Assistant disclosed confidential child protective investigation information to unauthorized persons. **Not Supported.**
Corrective Action: No action required.

Circuit 8

2012-0061 A Child Protective Investigator disclosed confidential Florida Abuse Hotline reporter information from FSFN Intake #2012-087994 to unauthorized individuals. **Neither Supported Nor Refuted.** The Child Protective Investigator disclosed confidential Florida Abuse Hotline reporter information from FSFN Intake #2012-038150 to unauthorized individuals. **Not Supported.** The Child Protective Investigator disclosed confidential Florida Abuse Hotline reporter information from FSFN Intake #2012-081064 to unauthorized individuals. **Neither Supported Nor Refuted.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

2012-0076 A Paralegal Specialist accessed the Florida Association of Court Clerks and Comptrollers Comprehensive Case Information System (CCIS) and the Eighth Judicial Circuit Court's Integrated Case Management System (ICMS) without a legitimate business reason. **Supported.** The Paralegal Specialist obtained birth verifications from the Department of Health Office of Vital Statistics data system without a legitimate business reason. **Supported.** The Paralegal Specialist shared her Circuit Court's ICMS password with an Other Personal Services Secretary and another Paralegal Specialist. **Supported.** A Managing Attorney shared her Eighth Judicial Circuit Court's ICMS password with the other Paralegal Specialist. **Supported.** The other Paralegal Specialist accessed the Eighth Judicial Circuit Court's ICMS without a legitimate business reason. **Not Supported.**
Corrective Action: The Paralegal Specialist resigned and a copy of the report was placed in the employee's personnel file. The Managing Attorney was placed on a performance corrective action plan and a copy of the report was placed in the employee's personnel file. The other Paralegal Specialist resigned.

2013-0070 An Independent Living Counselor Case Manager of a subcontracted provider accessed FSFN Case ID #100494781 without a legitimate business reason. **Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

2013-0078 A Senior Child Protective Investigator failed to report suspected threat of harm to a child. **Not Supported.**
Corrective Action: Included with this investigation was an issue regarding whether Circuit 8 staff handled the child protective investigation appropriately.

In response to the results of a Quality Assurance Review completed by the Northeast Region, Northeast Region legal staff leadership were counseled on the appropriate process to document legal decisions and instructed to implement it immediately, and were sent a memorandum outlining the review of the case and corrective action. The Northeast Regional Managing Director conducted a mandatory call with all child protective investigators (CPIs) to review lessons learned from this case. The Northeast Regional Managing Director went over the findings and recommendations at the quarterly Region Child Protective Investigator Supervisor (CPIS) meeting, which included proper use of safety plans, pre-commencement activities, and closure of the loop for supervisory directives. All CPIs attended a meeting to review "Essential Ways to Prevent Child Fatalities." The employee, the Program Administrator, and the CPIS were each counseled, coached, and mentored. The Program Administrator received a 30-day suspension without pay and the CPIS received a 5-day suspension without pay. The Department created guidance and protocols for Family Arrangements regarding Power of Attorney, and disseminated guidance on such. The Office of Child Welfare initiated a pilot program to provide coordination to link recruited faith-based volunteers to members of the target population needing services. FSFN now has an automatic alert system for information entered by Family Intervention Specialists that notifies a CPI that parties are not completing services to which they were referred. The Office of Child Welfare worked with the legislature on several child welfare bills in the last legislative session, including an enhanced requirement that all case notes be recorded in the child's electronic record, and disseminated guidance on such.

Circuit 9

- 2011-0014 A Child Protective Investigator falsified child protective investigation records in FSFN. **Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.
- 2011-0059 A Child Protective Investigator falsified child protective investigation records in FSFN Intake IDs #2011-093090, #2011-104911, #2011-123320, and #2011-121205. **Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.
- 2011-0064 A Dependency Case Manager of a subcontracted provider falsified child protective supervision records in FSFN Case IDs #100356032, #100536478, and #100347892. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.
- 2012-0029 A Dependency Case Manager of a subcontracted provider falsified case notes in FSFN Case ID #44613 regarding two face-to-face home visits. **Supported.**
The Dependency Case Manager falsified case notes regarding face-to-face

home visits for FSFN Case IDs #156311, #2332607, #100382272, and #100631972. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and revoked the employee's Child Welfare Case Manager certification.

2012-0071 A Child Protective Investigator falsified child protective investigation records in FSFN Intakes #2012-121402 and #2012-121430. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

2012-0137 (Whistle-blower) A Registered Nurse Specialist and a Program Operations Administrator mishandled FSFN Intake #2012-202306 by not reviewing all of the medical records prior to closing the investigation. **Not Supported.** The friendship between the Registered Nurse Specialist and the Program Operations Administrator represented a conflict of interest in determining the findings in FSFN Intake #2012-202306. **Not Supported.** The Program Operations Administrator misused her position to terminate an Adult Protective Investigator Supervisor because the Adult Protective Investigator Supervisor disputed the investigative findings pertaining to FSFN Intake #2012-202306. **Not Supported.**

Corrective Action: No action required.

2013-0045 A Dependency Case Manager of a subcontracted provider accessed FSFN Intakes #2009-148499, #2009-148530, #2010-001413, #2010-021398, and #2010-021410 without a legitimate business reason. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

2013-0072 An Economic Self-Sufficiency Specialist I misused her position by filing two false abuse reports, using her Department identification badge to gain access at a hospital, and accessing Department databases to search for information concerning family members. **Not Supported.**

Corrective Action: No action required.

2013-0088 An Economic Self-Sufficiency Specialist Supervisor misused her position by calling a former boyfriend's employer, as a Department employee, and alleging that the former boyfriend was having sexual relations with his students. **Not Supported.**

Corrective Action: The employee resigned.

2013-0108 A Child Protective Investigator disclosed confidential case information on a personal social media account. **Not Supported.** The Child Protective Investigator engaged in conduct unbecoming a public employee. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

- 2013-0137 A Records Custodian disclosed confidential child protective investigation information to unauthorized individuals. **Supported.**
Corrective Action: The employee was issued a verbal counseling and a copy of the report was placed in the employee's personnel file.
- 2014-0027 A Family Case Manager and a Family Case Manager Supervisor of a subcontracted provider mishandled a case by failing to ensure a child was seen and by failing to report a child was missing. **Supported.**
Corrective Action: Both employees were suspended and provided corrective action plans, and a copy of the report was placed in each employee's personnel file. The Florida Certification Board was notified and initiated an ethics investigation on the Family Case Manager's Child Welfare Case Manager certification and on the Family Case Manager Supervisor's Child Welfare Case Manager-Supervisor certification.

Circuit 10

- 2013-0019 A Dependency Case Manager of a subcontracted provider failed to make a mandatory child abuse report to the Florida Abuse Hotline. **Not Supported.**
The Dependency Case Manager failed to make a mandatory child abuse report to the Florida Abuse Hotline. **Supported.**
Corrective Action: The employee was suspended and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and the employee's Child Welfare Case Manager certification expired and remains inactive.
- 2013-0029 A Case Manager of a subcontracted provider falsified child protective supervision records in FSFN Case ID #100149751. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and revoked the employee's Child Welfare Case Manager certification.
- 2013-0030 An Economic Self-Sufficiency Specialist I accessed ACCESS Cases #1326835360, #1324976535, and #1324511486, cases of personal interest, without a legitimate business reason. **Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.
- 2013-0032 A Case Manager of a subcontracted provider falsified FSFN Case ID #2356767 case notes pertaining to January 9, 2013 and February 6, 2013 face-to-face home visits. **Neither Supported Nor Refuted.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.
- 2013-0094 A Life Coach of a subcontracted provider disclosed confidential child protective supervision information to an unauthorized person. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0104 A Child Protective Investigator engaged in conduct unbecoming a public employee. **Neither Supported Nor Refuted.** The Child Protective Investigator disclosed confidential information to an unauthorized individual(s). **Neither Supported Nor Refuted.** The Child Protective Investigator accessed FSFN Intake #2013-229286 without a legitimate business reason. **Supported.** **Corrective Action:** The employee resigned and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and revoked the employee's Child Welfare Case Manager certification.

2013-0106 An Economic Self-Sufficiency Specialist I accessed a case of personal interest. **Supported.** The Economic Self-Sufficiency Specialist I accessed mDAVE records without a legitimate business reason. **Supported.** **Corrective Action:** The employee resigned and a copy of the report was placed in the employee's personnel file.

2013-0107 A Case Manager of a subcontracted provider engaged in employee misconduct by sending an inappropriate photograph via text message to a client using his subcontractor-issued cellular telephone. **Supported.** **Corrective Action:** The employee was terminated and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and revoked the employee's Child Welfare Case Manager certification.

2013-0118 A Placement Specialist of a contracted provider accessed FSFN Intake #2013-262843-01 without a legitimate business reason. **Not Supported.** The Placement Specialist accessed a case in FSFN (Intake #2013-262843-01) involving a relative. **Supported.** **Corrective Action:** The employee received a performance corrective action plan and a copy of the report was placed in the employee's personnel file.

2013-0121 A Dependency Case Manager of a subcontracted provider disclosed confidential FSFN Intake Report information to an unauthorized individual. **Neither Supported Nor Refuted.** **Corrective Action:** The employee received a written reprimand and a copy of the report was placed in the employee's personnel file.

2013-0145 A Child Protective Investigator accessed FSFN Intakes #2008-476453 and #2013-048369 without a legitimate business reason. **Supported.** The Child Protective Investigator disclosed confidential child protective investigation information to an unauthorized individual. **Neither Supported Nor Refuted.** The Child Protective Investigator accessed FSFN Intakes #2013-317932 and #2013-178376 without a legitimate business reason. **Supported.** **Corrective Action:** The employee was terminated and a copy of the report was placed in the employee's personnel file. The Florida Certification Board

was notified and initiated an ethics investigation on the employee's Child Welfare Protective Investigator certification.

- 2014-0023 A Dependency Case Manager Trainee of a subcontracted provider falsified a home visit in FSFN Case IDs #100829603, #3348000, and/or #100826156. **Not Supported.**
Corrective Action: The employee resigned.
- 2014-0024 An Administrative Assistant breached confidential information concerning child protective investigation information via e-mail to unauthorized individuals. **Supported.**
Corrective Action: The employee was issued a verbal counseling and a copy of the report was placed in the employee's personnel file.

Circuit 11

- 2012-0039 (Whistle-blower) An Executive Director of a subcontracted provider failed to maintain the required direct care staff-to-client ratios. **Supported.** The Executive Director exceeded the maximum allowable number of cases for dependency case managers. **Not Supported.** The Executive Director provided fraudulent or false responses for a contracted provider's 2011-2012 Fiscal Year 2nd Quarter Quality Assurance Review Home Studies Metric. **Not Supported.** The Executive Director failed to adhere to employee background re-screening requirements. **Supported.**
Corrective Action: The subcontracted provider's staff scheduling procedures, Group Home Staff Coverage Procedure, and Staff Coverage Procedures were revised. The Program Manager, Program Supervisor, and all House Parents were trained on the new schedule forms and revised schedule procedures. The Quality Management Department now reviews staff schedules, timesheets, and client census weekly to ensure compliance with the scheduling procedures. All house parents, group home staff, and shelter staff were re-trained on all Medication Management procedures and documentation requirements. Quality Management Specialists conduct unannounced monthly safety inspections of the residential facilities and review the medication logs for compliance and accuracy. The Applicant Tracking system now tracks and analyzes efforts to recruit and hire Dependency Case Managers on a monthly basis. Human Resource Associates and Employee Relations Managers were trained on policies and procedures for Criminal Background Screenings. Procedures for the background screening process for both new hire and re-screening for human resources staff were developed.
- 2012-0134 A Dependency Case Manager of a subcontracted provider disclosed confidential reporter information from FSFN Intake #2011-289335 to an unauthorized individual. **Neither Supported Nor Refuted.**
Corrective Action: No action required.
- 2013-0009 A Case Manager of a subcontracted provider engaged in a sexual relationship with a client. **Not Supported.** Another Case Manager created a conflict of

interest when she expressed a desire to adopt children from a case assigned to the subcontracted provider. **Not Supported.** The other Case Manager provided false testimony in a court hearing. **Not Supported.**
Corrective Action: No action required.

2013-0054 A Senior Child Protective Investigator misused his position in an attempt to avoid being issued a traffic citation. **Supported.** The Senior Child Protective Investigator possessed a firearm while conducting Department business. **Neither Supported Nor Refuted.**
Corrective Action: The employee was suspended and a copy of the report was placed in the employee's personnel file.

2013-0077 A Child Protective Investigator disclosed confidential information from FSFN Intake #2013-147020 to an unauthorized individual. **Supported.**
Corrective Action: The employee was suspended and a copy of the report was placed in the employee's personnel file.

2013-0089 A Child Protective Investigator accessed FSFN Intakes #1997-026662, #2000-058186-01, and #2000-058186-02 without a legitimate business reason. **Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and revoked the employee's Child Welfare Protective Investigator certification.

2013-0097 A Child Protective Investigator disclosed reporter information in FSFN Intake #2013-227481. **Neither Supported Nor Refuted.**
Corrective Action: The investigation revealed that the matter was not reported timely in accordance with Children and Families Operating Procedure (CFOP) 180-4. As a result, the Regional Managing Director reminded all circuit staff of incident reporting requirements.

2013-0124 A Case Manager of a subcontracted provider failed to conduct visits to children, falsified the subsequent FSFN records of the visits, and failed to take the children's photographs in FSFN Case ID #100777577. **Supported.**
Corrective Action Taken: The employee resigned and a copy of the report was placed in the employee's personnel file.

Circuit 12

2013-0058 A Case Manager-Team Lead of a subcontracted provider breached confidential client information to an unauthorized individual. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0065 A Child Protective Investigator falsified child protective investigation records in FSFN Intake #2013-067193-01. **Supported.** The Child Protective Investigator

falsified child protective investigation records in FSFN Intake #2012-178678-01. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and revoked the employee's Child Welfare Protective Investigator certification.

Circuit 13

2013-0036 A Case Manager of a subcontracted provider falsified documents in FSFN Case ID #100480142. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and revoked the employee's Child Welfare Case Manager certification.

2013-0073 An Attorney of a contracted provider accessed FSFN records without a legitimate business reason for his or another individual's personal use. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0113 An Economic Self-Sufficiency Specialist I falsified records in ACCESS cases and in AMS. **Supported.** The Economic Self-Sufficiency Specialist I failed to document case-related activities in ACCESS cases. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0130 A Senior Human Services Program Specialist accessed multiple ACCESS cases without a legitimate business reason. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0131 An Economic Self-Sufficiency Specialist I processed Food Assistance cases out of time standards, and manipulated ACCESS data to make it appear that the cases were processed timely. **Supported.** The Economic Self-Sufficiency Specialist I accessed mDAVE records without a legitimate business reason. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0132 An Economic Self-Sufficiency Specialist Supervisor accessed mDAVE records without a legitimate business reason. **Supported.**

Corrective Action: The employee was issued a written counseling and a copy of the report was placed in the employee's personnel file.

2013-0138 A Case Manager of a subcontracted provider breached confidential information to an unauthorized individual. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file. The subcontracted provider instituted a policy requiring that prior to release of case records, the documents must be thoroughly reviewed by the Case Manager and Case Manager Supervisor, or someone in a higher capacity, to ensure records are provided only to appropriate entities.

Circuit 14

- 2013-0052 An Economic Self-Sufficiency Specialist I falsified AMS Work Records Details and Florida On-Line Recipient Integrated Data Access (FLORIDA) Running Record Comments concerning ACCESS Cases #1242765263, #1169433952, #1382287682, #1396203222, #1414195435, #1347257314, and #1113590947. **Supported.**
Corrective Action: The employee retired and a copy of the report was placed in the employee's personnel file.
- 2013-0055 An Economic Self-Sufficiency Specialist I accessed ACCESS Case #1215382260 without a legitimate business reason. **Supported.** The Economic Self-Sufficiency Specialist I misrepresented herself as a Department investigator to a Department customer. **Neither Supported Nor Refuted.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.
- 2014-0021 A Senior Child Protective Investigator misused her official position to gain access to a hospital patient. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

Circuit 15

- 2013-0040 A Dependency Case Manager of a subcontracted provider falsified child protective supervision records in FSFN Case ID #152093 regarding a face-to-face home visit. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and the employee's Child Welfare Case Manager certification expired and remains inactive.
- 2013-0041 A Director of Intake and Placement and a Vice President of Case Management of a contracted provider accessed child protective records in FSFN Intake #2013-074196 without a legitimate business reason. **Not Supported.**
Corrective Action: The investigation revealed that employees of the contracted and/or subcontracted agencies were named in a Florida Abuse Hotline Report. As a result, when any case is received from the Florida Abuse Hotline on an employee of the contracted or subcontracted provider, access to the case is now immediately restricted. All CPIs will advise their CPIS and Program Administrator of contracted or subcontracted provider employees involved in an investigation. The Program Administrator or Operations

Manager will now immediately notify the Director of Family and Community Services and advise her of the restricted status and case allegations. A discussion with the Program Administrator or Operations Manager and Director of Family and Community Services will now occur regarding the need to transfer the case out of county based on the nature of the allegation, position of the employee, and case best interest. The Program Administrator or Operations Manager will serve as a liaison with the management teams of the contracted and subcontracted providers until the case is closed and/or resolved. The intake staff will be advised on the procedure at the time of intake as well as ongoing.

2013-0056 A Child Protective Investigator falsified child protective investigation records in FSFN Intakes #2013-104297, #2013-056301, #2013-062381, #2013-089605, #2013-097022, and #2013-101114. **Neither Supported Nor Refuted.** The Child Protective Investigator falsified child protective investigation records in FSFN Intakes #2013-085749 and #2013-097864. **Not Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

2013-0122 A Family Support Counselor and a Director of Foster Care of a subcontracted provider accessed FSFN Intake #2012-128842-01 without a legitimate business reason. **Supported.**
Corrective Action: Both employees were placed on a performance corrective action plan and a copy of the report was placed in each employee's personnel file.

Circuit 16 There were no cases closed in Circuit 16 during Fiscal Year 2013-2014.

Circuit 17 There were no cases closed in Circuit 17 during Fiscal Year 2013-2014.

Circuit 18

2012-0114 A Counselor III of a subcontracted provider falsified child mental health counseling records in the case management system regarding four counseling sessions with two clients. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0061 A Child Protective Investigator falsified a child protective investigation record in FSFN Intake #2013-112725. **Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

2013-0071 A Child Protective Investigator falsified a child protective investigation record in FSFN Intake #2013-132780. **Not Supported.**
Corrective Action: The employee resigned.

2013-0074 A Dependency Case Manager of a subcontracted provider submitted a status report that was filed with the Dependency Court and falsely signed her supervisor's name on the status report. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and the employee's Child Welfare Case Manager certification and Child Welfare Case Manager-Supervisor certification expired and remain inactive.

Circuit 19

2013-0050 A Child Protective Investigator Supervisor permitted an unauthorized person (her grandson) to access and use the Department-issued cellular telephone that was issued to her for official business purposes. **Supported.** The Child Protective Investigator Supervisor misused her Department-issued cellular telephone by making and receiving numerous personal calls for which she did not reimburse the Department. **Supported.** The Child Protective Investigator Supervisor falsified entries in February 2013 and March 2013 Vehicle Usage Records, and took a state vehicle(s) home without official business reasons to do so. **Supported.** The Child Protective Investigator Supervisor accessed unapproved websites with her Department-issued cellular telephone and used excessive amounts of data while doing so. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2013-0115 A Dependency Case Manager of a contracted provider disclosed confidential child protective supervision information regarding FSFN Case ID #100284171 to unauthorized individuals. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

2014-0044 Five subcontracted provider Dependency Case Managers and a Child Protective Investigator engaged in conduct unbecoming an employee. **Supported.**
Corrective Action: The five Dependency Case Managers were suspended, the Child Protective Investigator was issued a letter of documented counseling, and a copy of the report was placed in each of the employees' personnel file. Training in appropriate use of social media was conducted for each of the subcontracted provider employees. The social media policy was revisited at an all-staff meeting as well as privately with the Child Protective Investigator.

Circuit 20

2013-0048 A Child Welfare Case Manager of a subcontracted provider falsified child protective supervision records in FSFN Case ID #159981. **Supported.** The Child Welfare Case Manager falsified child protective supervision records in FSFN Case ID #100746207. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

- 2013-0051 A Child Protective Investigator falsified child protective investigation records in FSFN Case IDs #100840511 and #100841057. **Supported.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and revoked the employee's Child Welfare Protective Investigator certification.
- 2013-0082 A Child Protective Investigator falsified child protective investigation records in FSFN Intake ID #2013-138558-01. **Neither Supported Nor Refuted.** The Child Protective Investigator falsified child protective investigation records in FSFN Intake ID #2013-136106-01. **Not Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.
- 2013-0116 A Child Welfare Case Manager of a subcontracted provider breached confidential information in FSFN Case ID #100265517. **Not Supported.**
Corrective Action: The employee resigned.
- 2014-0019 A Senior Child Protective Investigator falsified child protective investigation records in FSFN Intake #2013-318080-01. **Supported.**
Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file. The Florida Certification Board was notified and initiated an ethics investigation on the employee's Child Welfare Protective Investigator certification.

Institutions

- 2012-0052 A Florida State Hospital (FSH) Medical Unit Supervisor misused her position by operating a store from her office from which she personally profited. **Not Supported.** A Unit Treatment and Rehabilitation Senior Supervisor III and a Unit Treatment and Rehabilitation Director instructed staff not to file an injury report. **Neither Supported Nor Refuted.** A Unit Treatment and Rehabilitation Specialist was negligent in her duties by failing to properly observe residents in her care leading to an elopement. **Neither Supported Nor Refuted.** The Unit Treatment and Rehabilitation Senior Supervisor III and the Unit Treatment and Rehabilitation Director instructed staff to falsify an elopement report. **Neither Supported Nor Refuted.** The Unit Treatment and Rehabilitation Director authorized staff to perform duties unrelated to their positions, resulting in staffing shortages. **Not Supported.** The Unit Treatment and Rehabilitation Director approved sending staff home early, resulting in the Civil Admissions Unit being short-staffed. **Not Supported.**
Corrective Action: Units and Departments are no longer allowed to operate small-scale stores to benefit the Florida State Employees' Charitable Campaign. A refresher in-service training was conducted with Civil Admissions staff regarding the observation policy. Supervisory staff were reminded that an amended report of an injury can be submitted if changes need to be made. A taller fence and mesh on the inside of the fence was installed to curtail

climbing. The Civil Admissions Unit Director and Unit Treatment and Rehabilitation Specialist Supervisor III periodically monitor the staff assignment sheet for staggered breaks. Monthly monitoring of staffing in all residential units is completed by executive leadership, unit directors, and department heads. Staffing numbers and the location of staff at the time is reviewed during the monitoring.

2012-0080

The FSH Medical Executive Director hired poorly trained, foreign trained, and non-board certified practitioners/providers for the facility. **Not Supported.** The Medical Executive Director has solicited gifts from employees. **Not Supported.** The Medical Executive Director is biased in favor of single mothers employed at the facility. **Not Supported.** The Medical Executive Director is aware of civil-setting nurse practitioners committing Fair Labor Standards Act violations. **Not Supported.** The Medical Executive Director hired her fiancé as an Emergency Room physician at the facility, thereby creating a conflict of interest. **Not Supported.** A Senior Physician has slept on duty. **Not Supported.** The Senior Physician has taken calls for his private practice while on duty at the facility. **Not Supported.** A second Senior Physician has taken calls for his private practice while on duty at the facility. **Neither Supported Nor Refuted.** The second Senior Physician operates a private practice out of his state-owned residence on the facility grounds. **Not Supported.** The second Senior Physician refers to dictation when writing in medical records, without dictation being present. **Not Supported.** A third Senior Physician slept in her office while on duty at the facility. **Not Supported.** A fourth Senior Physician slept in his office while on duty at the facility. **Not Supported.** A fifth Senior Physician misuses state time to conduct personal business while on duty at the facility. **Not Supported.** An Advanced Registered Nurse Practitioner was on Family Medical Leave while working for an outside entity. **Not Supported.** The Advanced Registered Nurse Practitioner misuses state time to conduct personal business while on duty at the facility. **Not Supported.** A Unit Treatment and Rehabilitation Senior Supervisor III failed to take action concerning reports of contraband present in a unit. **Not Supported.** The Security Department does not follow up on reports of contraband. **Not Supported.** A former Hospital Administrator was allowed to continue residing on facility grounds after retirement. **Not Supported.**

Corrective Action: No action required.

2013-0004

A Behavioral Program Specialist used a Department computer to access inappropriate websites. **Supported.**

Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.

ACCESS Customer Call Center

2013-0127

An Economic Self-Sufficiency Specialist I engaged in conduct unbecoming a public employee by misrepresenting household information on applications for daycare assistance that she submitted. **Supported.**

Corrective Action: The employee resigned and a copy of the report was placed in the employee's personnel file.

Substance Abuse and Mental Health

- 2012-0033 A Case Manager of a subcontracted provider falsified Case Management Service Notes regarding various services provided to a client. **Supported.** The Case Manager falsified Case Management Service Notes regarding various services provided to another client. **Neither Supported Nor Refuted.** The Case Manager falsified Case Management Service Notes regarding various services provided to a third client. **Neither Supported Nor Refuted.**
Corrective Action: The employee was terminated and a copy of the report was placed in the employee's personnel file.
- 2013-0020 The Chief Executive Officer of a subcontracted provider failed to report a seclusion and restraint event within the specified timeframes. **Neither Supported Nor Refuted.** The Chief Executive Officer and the Director of Nursing of the subcontracted provider withheld information during an on-site monitoring conducted by a contracted provider. **Supported.** A Crisis Intervention Services Supervisor of the subcontracted provider instructed an employee of the subcontracted provider to withhold information during an on-site monitoring conducted by the contracted provider. **Neither Supported Nor Refuted.**
Corrective Action: The Director of Nursing resigned and a copy of the report was placed in each of the employees' personnel files. The contracted provider is now monitoring the subcontracted provider's compliance with records retention schedules.
- 2013-0081 An Executive Director and an Administrative Assistant of a subcontracted provider violated Department information security protocol by using a former employee's User ID and password to access the Substance Abuse and Mental Health (SAMH) Application after the former employee left the agency. **Neither Supported Nor Refuted.**
Corrective Action: The investigation revealed that the Executive Director's personnel file did not contain a signed Department Security Agreement Form (CF 114). As a result, the Executive Director was informed that the Department will request that the provider demonstrate compliance with the data security form.

Summary of Management Reviews and Corrective Actions Completed

2012-0106 (Whistle Blower) A management review was initiated to review the following four overarching issues:

- Whether employees of South Florida State Hospital (SFSH) failed to report, when required, suspicion or knowledge of employee-on-resident abuse or neglect to the Florida Abuse Hotline. The management review revealed that the facility's reporting policies prior to September 28, 2012 were confusing as to whether a report should first be addressed with a supervisor or filed with the Florida Abuse Hotline. The current policy appropriately addresses the reporting requirements and most employees appeared to be aware of the reporting requirements. It was also noted that the facility completed training on this matter in December 2012.
- Whether the required employee-resident staffing ratio was maintained on the facility's psychiatric units, resulting in inadequate supervision and abuse of residents by employees and other residents. The management review revealed that specific staffing levels at the facility are not specified by the Agency for Health Care Administration (AHCA), the Joint Commission, or within the provider's policies. The Department's contracts with the provider concerning staffing levels were also considered outdated. First executed in 1998, the contracts and amendments have not been updated to reflect changes in operating capacity and unit reorganizations. These outdated contractual staffing requirements were also considered confusing, with different interpretations offered from various Department and facility personnel. Although facility management believed that there was sufficient staffing on units, some employees refuted that belief.
- Whether the lines of communication and clinical decision-making authorities within the facility, particularly regarding the authority of physicians, create situations that are detrimental to the health, safety, and welfare of residents. The management review revealed that although the facility promotes the treatment team concept, the psychiatrist is the team leader and makes the ultimate decision.
- Whether the facility placed profits over resident care in the discharging of residents, administration of medication, or provision of food to residents. The management review revealed that there was no evidence to suggest this occurred.

Corrective Action: The facility installed 28 additional video cameras covering the comfort rooms, seclusion rooms, and patios in residential units. The cameras are actively monitored by nursing staff in each nursing station, in addition to the facility's central security offices. Cameras were also installed in the building where admissions are processed and centralized visitation occurs.

The report identified a finding that the staffing requirements contained in the contract with the facility were outdated and considered “unhelpful” in their interpretation. The Substance Abuse and Mental Health Contract Unit will revise the staffing requirements in the contract.

2013-0047

A management review was initiated to review the following two issues:

- Whether the staff at four contracted providers deleted birth mother and/or birth father information from the FSFN Person Management page in order to decrease the number of required monthly face-to-face visits with parents whose children were in out-of-home care. The management review revealed that the Department did not have specific guidelines pertaining to the applicable CBC scorecard measurement, and the measurement is no longer included in the CBC scorecard or services template. There were no findings specific to agency wrongdoing.
- Whether the management of another contracted provider allowed children to be temporarily sheltered within the contracted provider’s facility. Further, the contracted provider was not counting the temporary housing as a placement in the CBC scorecard measurement pertaining to “Children in Care 8 Days-12 Months with No More than Two Placements.” The management review revealed that the children sheltered at the facility were placements; however, the facility was licensed appropriately. There was no evidence that the contracted provider manipulated data pertaining to the CBC scorecard measurement.

Corrective Action: No follow-up was deemed necessary as the measurements for required mother and father contacts are no longer included in the CBC scorecard or the CBC services template and there were no findings specific to agency wrongdoing. In addition, the contracted provider’s licensed facility had increased its licensed capacity from six to 10 children.

2013-0067

A management review was initiated to determine whether a contracted provider may have placed children in an unlicensed facility. Although the subcontracted providers did not adequately examine the facility to determine its licensure status prior to referring families to the facility, the families themselves placed the children at the facility.

Corrective Action: In order to ensure compliance with the "Placement of Children in Licensed Settings," all Region CBC chief executive officers completed and signed an "Attestation and Acknowledgement of Unlicensed Care Review Community Based Lead Agency" document, attesting that all children the Department has entrusted to them are receiving services from legally operating facilities. All Region CBCs confirmed that they have processes in place to ensure that no unlicensed placements involving child welfare children occur. Each CBC confirmed that their staff are fully aware and/or have subsequently been trained. A reminder was sent to all

Department CBCs, contracted Sheriff's Offices, and contracted agency staff regarding out-of-town placement of children, to request training of staff and ensure statewide compliance with Florida Statutes.