



## FLORIDA DEPARTMENT OF JUVENILE JUSTICE

### INTEROFFICE MEMORANDUM

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**DATE:** November 2, 2023  
**TO:** Secretary Eric S. Hall  
**FROM:** Robert A. Munson, Inspector General *R A Munson*  
**SUBJECT:** Bureau of Internal Audit's Six-Month Follow-Up Report – *Auditor General's Operational Audit No. 2023-191, Selected Administrative Activities, and Prior Audit Follow-up*

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In May 2023, the Auditor General (AG) released Report Number 2023-191, *Selected Administrative Activities, and Prior Audit Follow-Up*. This report focused on State juvenile detention cost sharing and selected administrative activities. The audit report also included a follow-up on the applicable findings noted in prior audit report No. 2018-084. Florida statute requires that the Office of the Inspector General conduct six-month follow-up on the Auditor General Reports. The statute also requires that a copy of the six-month follow-up be filed with the Joint Legislative Auditing Committee (JLAC).

In October 2023, the Bureau of Internal Audit conducted six-month follow-up for the aforementioned audit. Based on our follow-up review, the Department has implemented the corrective action plans. A copy of the Status of Implementation is attached for your review.

As all issues have been either fully addressed or progress has been made in developing controls and implementing corrective action plans, we determined no further follow-up is necessary. If you have any questions, please feel free to contact Michael Yu, Director of Internal Audit at 850-717-2468.

RM/my/km

Attachment

Cc: Timothy Niermann, Deputy Secretary  
Heather DiGiacomo, Chief of Staff  
Lori Jernigan, Assistant Secretary of Residential Services  
Dodie Garye, Assistant Secretary for Administration  
Melinda M. Miguel, Chief Inspector General, Executive Office of the Governor  
Sherrill F. Norman, Auditor General  
Kathy DuBose, Director, Legislative Auditing Committee

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Ron DeSantis, Governor

Eric S. Hall, Secretary

**Department of Juvenile Justice**  
**OIG Bureau of Internal Audit**  
**Follow-Up on Auditor General Operational Audit Number 2023-191**  
**“Selected Administrative Activities, and Prior Audit Follow-Up”**  
**Status of Corrective Actions**  
**As of October 19, 2023**

<b>Residential Services: Residential Commitment Program Provider Staff Training</b>		
<b>Finding 1: Department records did not always demonstrate that residential commitment program provider employees successfully completed certain training specified by Department rules. A similar finding was noted in our report No. 2018-084.</b>		
<b>Auditor General Recommendations</b>	<b>Agency Response</b>	<b>Status of Implementation</b>
<p>We recommend the Department management ensure that SkillPro records evidence that all residential commitment program provider employees successfully complete training in accordance with Department rules.</p>	<p>We concur with the finding and recommendation.</p> <ul style="list-style-type: none"> <li>• The Office of Residential Services (ORS) Regional Directors (RD) will remind providers about record keeping documentation and the timeliness of training during their next Quarterly Program Director meetings with providers.</li> <li>• The ORS will require the programs to submit a list of all newly hired staff and their pre-service training completion documentation to the applicable RD for two quarters to ensure compliance and fidelity.</li> <li>• The ORS will work with the Office of Accountability and Program Support to ensure these items are reviewed during annual compliance reviews or during supplemental reviews.</li> </ul>	<ul style="list-style-type: none"> <li>• On October 24, 2023, the ORS RDs sent an email to the providers reminding them to timely complete training in SkillPro and ensure appropriate documentation is maintained. This item will also be discussed during the November 2023 monthly program directors meeting</li> <li>• Following a change in ORS leadership, the Department’s initial audit response was re-assessed and modified.</li> </ul> <p>ORS partnered with the Bureau of Monitoring and Quality Improvement (MQI) to have MQI review the providers’ newly hired staff and their pre-service training completion documentation during MQI’s third quarter supplemental compliance reviews.</p> <ul style="list-style-type: none"> <li>• ORS partnered with the Bureau of Monitoring and Quality Improvement to ensure SkillPro training record reviews are incorporated in the</li> </ul>

		<p>providers MQI annual compliance reviews, as well as the third quarter MQI supplemental compliance reviews.</p>
<p><b>Residential Services: Incident Reporting and Reviews</b></p>		
<p><b>Finding 2: As similarly noted in our report No. 2018-084, reviews of reported incidents at residential commitment programs were not always timely completed and reported incidents were not always appropriately recorded in residential commitment program logbooks.</b></p>		
<p><b>Auditor General Recommendation</b></p>	<p><b>Agency Response</b></p>	<p><b>Status of Implementation</b></p>
<p>We again recommend the Department management ensure that incident reviews are timely completed and strengthen procedures for ensuring that residential commitment program providers maintain adequate incident records, including logbooks, and such records are returned to the Department in accordance with provider contract terms and conditions.</p>	<p>We concur with the finding and recommendation.</p> <ul style="list-style-type: none"> <li>• The ORS has requested additional operational staff for the past four years to assist with responding to and reviewing incidents reported to the Department’s Central Communications Center (CCC). The ORS intends to make this request again this year.</li> <li>• The ORS will work with the contract management team to ensure logbooks are included on the provider closure list and are obtained when a program closes. During provider transitions, the logbooks remain on-site. The ORS will also request logbooks to be added to the program transition and closure checklist.</li> <li>• The ORS will work with the Office of Accountability and Program Support to ensure the logbooks are reviewed during annual compliance reviews and supplemental reviews.</li> </ul>	<ul style="list-style-type: none"> <li>• In August 2023, the ORS submitted a legislative budget request (LBR) for four operational staff positions to assist with reviewing and responding to incidents reported to the Department’s Central Communications Center (CCC).</li> <li>• On October 23, 2023, an e-mail request was sent to the Department’s Contract Management Chief requesting that logbooks be included on both the provider’s transition and closure checklist.</li> <li>• The ORS has partnered with MQI to ensure logbooks are reviewed during the annual MQI reviews and supplemental compliance reviews as applicable.</li> </ul>

<b>Selected Administrative Activities: Retention of Text Messages</b>		
<b>Finding 3: The Department utilized a service organization to retain text messages sent and received using Department-approved cellular telephones in accordance with State law. However, the Department did not take steps to reasonably ensure that the service organization’s controls relevant to text message retention were suitably designed and operating effectively.</b>		
<b>Auditor General’s Recommendation</b>	<b>Agency Response</b>	<b>Status of Implementation</b>
To ensure that text messages are retained in accordance with State law, we recommend that Department management make or obtain independent and periodic assessments of the effectiveness of the service organization’s relevant internal controls.	We concur with the finding and recommendation. The Bureau of General Services shall conduct quarterly assessments of the effectiveness of the service provider’s internal controls regarding text message retention in accordance with State law. Quarterly auditor reports shall be submitted by the service provider and reviewed by the telecommunication manager or delegated position in support services. After the audit inquiry, the Department obtained and reviewed the available service auditor’s report; however, the report did not evaluate the effectiveness of relevant service organization controls. This has been resolved. The current report provides the information needed to verify the data being archived by telephone number and how far back (date). This allows the Department to ensure text are deleted pursuant to General Records Schedule GS1-SL for State and local agencies.	<p>The Bureau of General Services has established a quarterly report to review text message retention.</p> <p>The first quarterly review was conducted in July 2023, for Fiscal Year (FY) 23/24 second quarter (April, May, and June). The FY 23/24 third quarter report (July, August, and September) was completed in October 2023.</p> <p>Quarterly reviews will continue to ensure text messages are retain in accordance with the General Records Schedule GS1-SL for State and local agencies. Copies will be maintained electronically for future compliance reviews.</p>
<b>Selected Administrative Activities: FLAIR Access Controls</b>		
<b>Finding: 4: Department controls for timely deactivating user access privileges to the Florida Accounting Information Resource Subsystem upon an employee’s separation from Department employment continue to need improvement.</b>		
<b>Auditor General’s Recommendation</b>	<b>Agency Response</b>	<b>Status of Implementation</b>
We again recommend that Department management ensure that FLAIR access privileges are promptly deactivated upon an employee’s separation from Department employment.	We concur with the finding and recommendation. The Bureau of Finance & Accounting has assigned three positions to monitor FLAIR access controls. A primary, secondary and back-up position shall monitor the separation notification system (SNS) to ensure that FLAIR access privileges are promptly deactivated upon an employee’s separation from the Department. In addition, the bureau will run the Separated Employees Report from the People First	The Bureau of Finance and Account has designated the following three (3) positions to monitor FLAIR access controls: The primary monitor is an Accounting Services Analyst; the secondary monitor is the Finance & Accounting Director III; and the

	<p>System on a bi-weekly basis, and periodic training(s) will be conducted by the Bureau of Human Resources to help ensure the timely completion of the SNS, as additional steps to ensure deactivation.</p>	<p>back-up monitor is the Chief of Finance &amp; Accounting.</p> <p>FLAIR access is deactivated on or before the separation date scheduled in the SNS for the separating employee. The Employee Transaction Condensed Report from the People First System provides a list of separated employees by pay period to assist, in the event a separation notice is not processed.</p> <p>The Department's Office of Human Resources provided training on March 29-30, 2023, and April 5-6, 2023.</p>
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