

Office of Inspector General

Overview and 2021 Annual Report

Mark Kagy, Inspector General



Establishment of the Office

In 2013, Senate Bill 1770 was signed into law amending Section 627.351(6)(gg), Florida Statutes:

The Office of Inspector General is established within the corporation to provide a central point for coordination of and responsibility for activities that promote ***accountability, integrity, and efficiency***. The office shall be headed by an inspector general, which is a senior management position that involves planning, coordinating, and performing activities assigned to and assumed by the inspector general for the corporation.

Organizational Structure

Per 627.351(6)(gg)(1)(b), Florida Statutes:

The inspector general shall be **appointed by the Financial Services Commission** and may only be removed from office by the commission. The inspector general shall be appointed without regard to political affiliation.

The inspector general **shall report to, and be under the supervision of, the chair of the board of governors.** The executive director or corporation staff may not prevent or prohibit the inspector general from initiating, carrying out, or completing any audit, review, evaluation, study, or investigation.

The inspector general shall initiate, direct, coordinate, participate in, and perform audits, reviews, evaluations, studies, and **investigations** designed to assess management practices; compliance with laws, rules, and policies; and program effectiveness and efficiency. This includes:

- a. Conducting internal examinations; investigating allegations of **fraud, waste, abuse, malfeasance, mismanagement**, employee **misconduct**, or violations of **corporation policies**; and conducting any other investigations as directed by the Financial Services Commission or as independently determined.
- b. Evaluating and recommending actions regarding **security**, the **ethical behavior** of personnel and **vendors**, and **compliance** with rules, laws, policies, and personnel matters; and rendering **ethics opinions**.
- c. Evaluating personnel and administrative policy **compliance**, management and **operational matters**, and **human resources-related matters**.
- d. Evaluating the application of a corporation code of ethics, providing reviews and recommendations on the design and content of **ethics-related policy training** courses, educating employees on the code and on appropriate conduct, and checking for compliance.
- e. Evaluating the **activities of the senior management team** and management's compliance with recommended solutions.
- f. Cooperating and coordinating activities with the chief of internal audit.
- g. Maintaining **records of investigations and discipline** in accordance with established policies, or as otherwise required.
- h. Supervising and directing the tasks and assignments of the staff assigned to assist with the inspector general's projects, including regular review and feedback regarding work in progress and providing recommendations regarding relevant training and staff development activities.
- i. Directing, planning, preparing, and presenting **interim and final reports** and oral briefings which communicate the results of studies, reviews, and investigations.
- j. Providing the executive director with **independent and objective** assessments of programs and activities.
- k. Completing special projects, assignments, and other duties as requested by the Financial Services Commission.
- l. Reporting expeditiously to the Department of Law Enforcement or other law enforcement agencies, as appropriate, whenever the inspector general has reasonable grounds to believe there has been a violation of criminal law.

OIG Cases

An ***Investigation*** is conducted when the Inspector General has determined that the highest level of review by the OIG is necessary, and typically consist of multiple interviews of the complainant, witnesses, and other subjects, as well as detailed analysis of Citizens and non-Citizens documents, communications, data, and business processes and systems.

An ***Investigative Inquiry*** is a lower level of review conducted by the OIG. An investigative inquiry is conducted when circumstances dictate that an alternative to a full investigation is prudent. Examples also include, an employee filing and withdrawing a complaint or a complaint filed against an employee who resigns.

Substantive Projects

A **Compliance Review** attempts to determine if a specific Citizens Business unit, function, action, or process is compliant with applicable laws, rules policies, and procedures.

A **Process Review** analyzes a particular Citizens business unit's processes and attempts to determine if the actual or outlined processes are effective and efficient, or in need of improvement.

Administrative Projects

Administrative Closures occur when no additional investigative activity is warranted for a particular matter or the matter falls outside of the OIG's jurisdiction to handle or refer.

Consultation Services are provided to any Citizens individual or business unit upon request. This is an OIG engagement whereby best practices, appropriate responses, or necessary actions to ongoing corporate issues are discussed and analyzed. OIG input is provided and presented in a discretionary, advisory manner so as not to impair OIG independence.

Opinions are proactive determinations provided by the Inspector General to inquiries made by Citizens staff or business partners. Appropriate guidance is provided to facilitate compliance. May include ethics opinions.

Referrals can be made to internal Citizens business units or external parties. A referral is a request from the OIG for the recipient to review the matter, address the matter as appropriate, and advise the OIG of the intended response prior to the matter being closed.

Complaint Process

- Reporting Methods
 - *TellCitizens* Reporting Hotline
 - Anonymous complaints are accepted
 - Emails and Phone Calls
- All complaints are documented and tracked
- Whistle-blower determination made for each complaint
- Dispositions are made by the Triage Team

Triage Team

- Inspector General
- Chief of Internal Audit
- Director of Compliance and Ethics Officer
- Human Resources Representative

Non-triaged matters include Whistle-blower complaints, investigative requests, or as independently determined.

Confidentiality of Investigations

Several confidentiality situations exist in certain circumstances:

- Misconduct complaints and all information obtained as a result of an investigation are confidential and exempt during the course of the investigation [Section 119.071(2)(k) F.S.]
- Personal identifying information of an alleged victim of sexual harassment is confidential and exempt [Section 119.071(2)(k) F.S.]
- Identifying information of a Whistle-blower is confidential and exempt with exceptions for certain circumstances [Section 112.3188 F.S.]

Investigative Considerations

- Governing Directives / Applicable Laws, Rules, Policies, and Contract Provisions
- Documented Investigative Plan
- Interview staff and vendors
- Review documentation
- Allegations are *Supported* or *Not Supported*
- Legal review for sufficiency
- Goal is to fact-find, maintain objectivity

“I will work just as hard to *prove* the allegation as I will to *disprove* the allegation.”

Final Reports

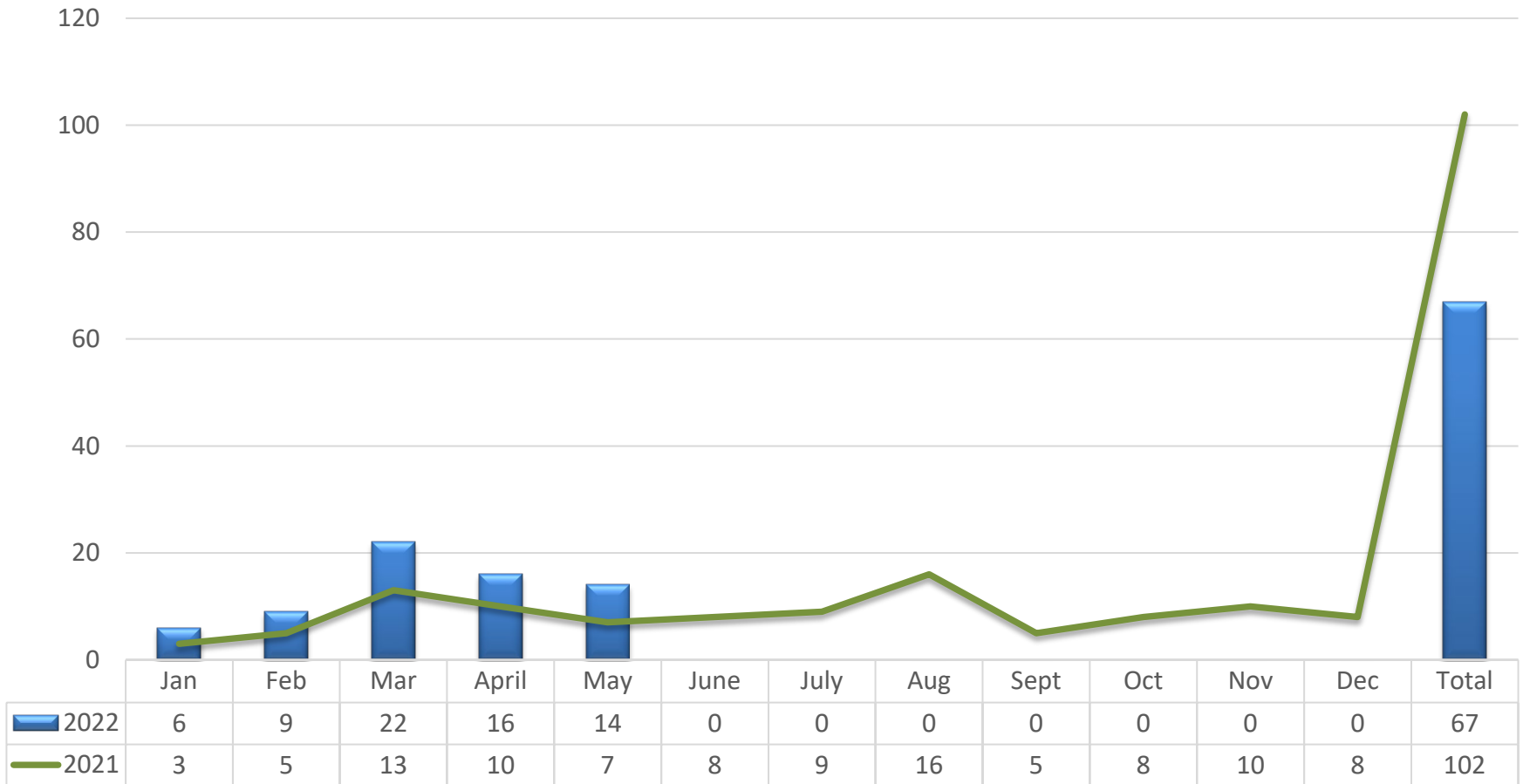
Issued to:

- Chair of the Board of Governors
- Executive Director
- ELT Member of the Business Unit
- Citizens' General Counsel
- Chief Human Resources Officer

Notifications to:

- Subject of Investigation
- Complainant
- Triage Team

Matters/Issues Received

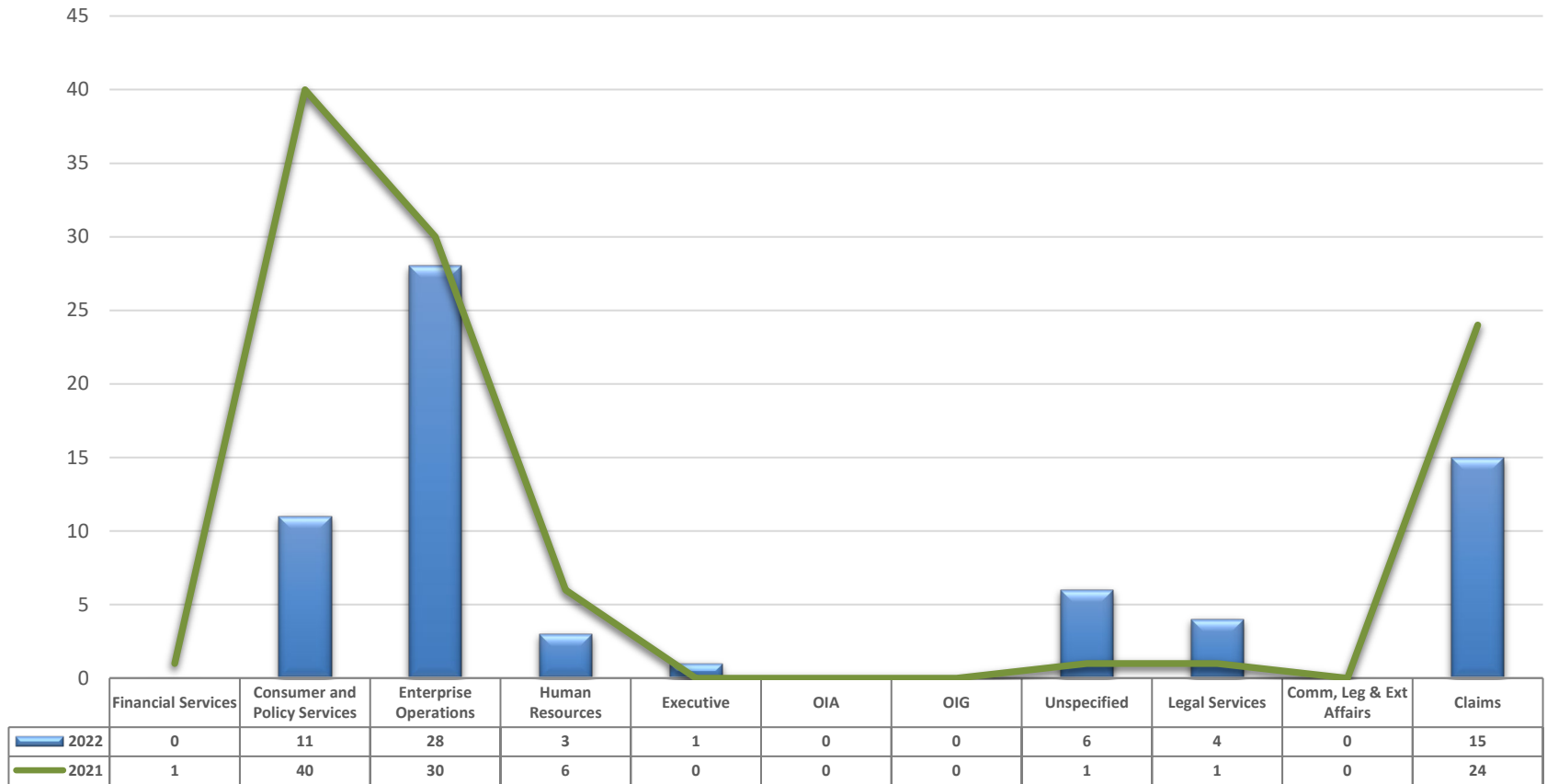


Matters/Issues Received by Type

	2018	2019	2020	2021	2022*
Discrimination/Harassment	7	4	4	3	2
Ethics	5	5	2	3	5
Misconduct	21	18	18	10	11
Mismanagement	1	11	9	4	2
Arrest/Disposition	0	0	59	2	1
Other	9	5	47	4	3
Records Request	Not previously tracked				2
Customer Inquiry/Complaint	Included in Other			76	38
Vendor Improprieties	0	6	6	0	3
Total	43	49	145	102	67

* January - May 2022

Matters/Issues Received by Division



* January - May 2022

Simply Put...

- The Office of Inspector General is an independent, investigative entity, which is administratively housed within Citizens.
- Our job is to help Citizens operate with Accountability, Integrity, and Efficiency.
- We do this by conducting objective, fact-based, analysis and developing impartial reports.

Know Where to Go!

Tell Citizens Hotline

www.tellcitizens.com

800.593.7420

Walk-In

Citizens Centre 1
2101 Maryland Circle
Tallahassee, FL 32303

OIG Phone Number

904-486-4338

Email

ask.inspectorgeneral@citizensfla.com



OIG

**Office of
Inspector
General**

