

Division of Investigative & Forensic Services

ANNUAL REPORT

Fiscal Year 2017-2018

FLORIDA DEPARTMENT OF FINANCIAL SERVICES



STANDARDS

PROFESSIONALISM

ETHICAL BEHAVIOR

**PURSUIT OF FRAUD
AND ABUSE**



DIFS ANNUAL REPORT

2017–2018

- Letter from Jimmy Patronis, Chief Financial Officer
- Letter From Simon Blank, DIFS Director
- Office of the Director
- Bureau of Insurance Fraud
 - North Region
 - North Central Region
 - West Central Region
 - South Central Region
 - South Region
- Bureau of Fire, Arson, & Explosives Investigations
 - North West Region
 - North East Region
 - North Central Region
 - South Central Region
 - South Region
- Workers' Compensation Bureau
- Bureau of Forensic Services
 - BFS Services: Chemical Analysis
 - BFS Services: Imaging
- Operational Support Services
 - Accelerant & Explosives K-9 Unit
- Office of Fiscal Integrity
- Awards and Recognition
- DFS Policy on Fraud Reporting Statute
- Statistics

LETTER FROM CFO Jimmy Patronis

Sincerely,

A handwritten signature in blue ink that reads "Jimmy Patronis". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Jimmy Patronis
Chief Financial Officer
State of Florida



LETTER FROM DIFS DIRECTOR SIMON BLANK

The Division of Investigative & Forensic Services serves and safeguards the public and businesses operating in the state of Florida, against acts of insurance fraud, arson and the misuse of state funds..



OFFICE OF THE DIRECTOR



**Director
Simon Blank**



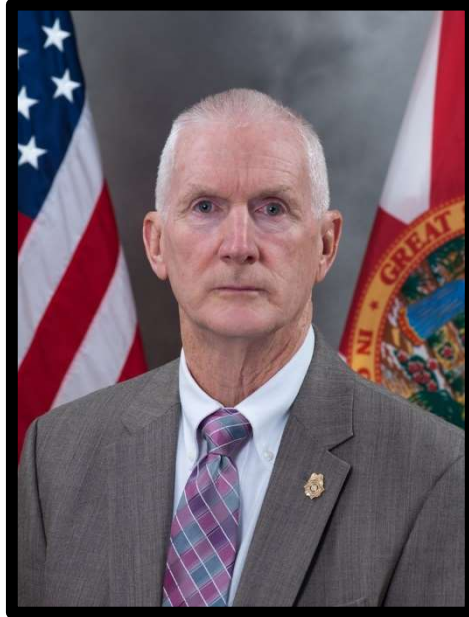
**Lieutenant Colonel
Ernie Stoll**



Bureau of Insurance Fraud



Chief Evangelina
Brooks



District I Major
Mike Byrne



District II Major
Rafael Delgado



Bureau of Insurance Fraud

The Bureau of Insurance Fraud investigates alleged acts of insurance fraud not categorized under workers' compensation fraud, including; licensee, healthcare, application, vehicle, homeowners, commercial, disability, arson, and life insurance fraud. Within these categories are; organized schemes to defraud the public and insurers, insolvency of insurance companies due to internal fraud, criminal activity by unauthorized entities illegally doing business in Florida, and viatical related fraud.

The Bureau of Insurance Fraud has five regions located throughout the state of Florida, each commanded by a law enforcement captain; and 19 squads, each supervised by a lieutenant. Additionally, the Bureau consists of 120 sworn officers and 32 civilian support staff members

FISCAL YEAR 2017/2018 STATISTICS

15,584	Suspected Fraud Referrals
1,108	Cases Presented for Prosecution
985	Arrests
835	Convictions
\$79,882,157.64	Restitution Requested
\$37,750,406.12	Court Ordered Restitution

To report suspected insurance fraud, call 1-800-378-0445.

DISTRICT AND REGIONAL BOUNDARIES

BUREAU OF INSURANCE FRAUD

NORTH REGION
 Pensacola Field Office
 610 Burgess Road, Suite 100
 Pensacola, FL 32504
 (850) 453-7802

Tallahassee Field Office
 200 East Gaines Street
 Tallahassee, FL 32399-0324
 (850) 413-3115

Jacksonville Field Office
 921 N Davis Street, Bldg. B, Ste.149
 Jacksonville, FL 32209
 (904) 798-5802

NORTH CENTRAL REGION
 Orlando Field Office
 400 West Robinson Street, Suite 5-823
 Hurston Building, Orlando, FL 32801
 (407) 835-4402

WEST CENTRAL REGION
 Tampa Field Office
 8600 Hidden River Parkway, Suite 100
 Tampa, FL 33637-1016
 (813) 972-8602

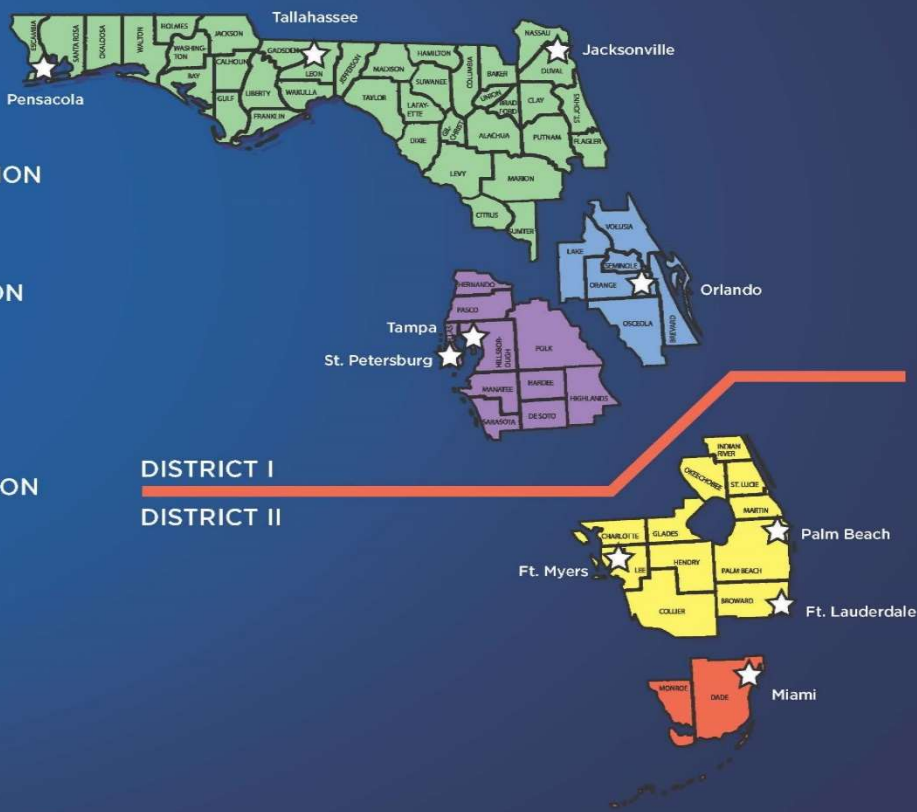
St. Petersburg Field Office
 St. Lucie Building
 9800 4th Street, Suite 100
 St. Petersburg, FL 33702
 (727) 563-1142

SOUTH CENTRAL REGION
 West Palm Beach Field Office
 400 N Congress Avenue, Suite 250
 West Palm Beach, FL 33401
 (561) 837-5601

Ft. Lauderdale Field Office
 1400 W Commercial Blvd, Suite 135
 Ft. Lauderdale, FL 33309
 (954) 958-5402

Ft. Myers Field Office
 4700 Terminal Drive, Suite #5
 Fort Myers, FL 33907
 (239) 278-7527

SOUTH REGION
 Miami Field Office
 401 N. W. 2 Avenue, Suite N-321
 Miami, FL 33128
 (305) 536-0302



NORTH REGION

The North Region is responsible for the enforcement of insurance related crimes committed in Alachua, Baker, Bay, Bradford, Calhoun, Citrus, Clay, Columbia, Dixie, Duval, Escambia, Flagler, Gadsden, Gilchrist, Gulf, Hamilton, Holmes, Jackson, Jefferson, Lafayette, Leon, Levy, Liberty, Madison, Marion, Nassau, Okaloosa, Putnam, Santa Rosa, St. Johns, Sumter, Suwannee, Taylor, Union, Wakulla, Walton and Washington Counties.

The region is divided into four general fraud squads, directed by Major Mike Byrne, Captain David Lindsay and Lieutenants Sandra Fitzsimons, Krista Gaston, Seth Schiefer and Kevin Jones.

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
JACKSONVILLE SQUAD	36	22	4	6	1	2
JACKSONVILLE SQUAD (2)	41	12	2	11	3	11
PENSACOLA SQUAD	19	10	17	2	3	6
TALLAHASSEE SQUAD	12	14	3	4	4	1



NORTH REGION

Captain David Lindsay

PENSACOLA FIELD OFFICE

(850) 453-7802
610 Burgess Road, Suite 100, Pensacola, FL 32504

Lieutenant Sandra Fitzsimons

TALLAHASSEE FIELD OFFICE

(850) 413-3115
200 East Gaines Street, Tallahassee, FL 32399

Lieutenant Krista Gaston

JACKSONVILLE FIELD OFFICE

(904) 798-5802
921 N Davis Street, Bldg. B, Jacksonville, FL 32209

Lieutenant Seth Schiefer, Squad #1

Lieutenant Kevin Jones, Squad #2



NORTH CENTRAL REGION

The North Central Region is responsible for the enforcement of insurance related crimes committed in Brevard, Lake, Orange, Osceola, Seminole and Volusia Counties.

The region is divided into two auto fraud squads and one general fraud squad, directed by Major Mike Byrne, Captain John Savino and Lieutenants Laquanda Green, Craig Weaver and Jada Roberson.

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
ORLANDO SQUAD	35	7	5	1	2	1
ORLANDO AUTO SQUAD	10	13	7	1	2	1
ORLANDO AUTO SQUAD (2)	65	1	7	2	2	0



NORTH CENTRAL REGION

Captain John Savino

ORLANDO FIELD OFFICE (407) 835-4402

400 West Robinson Street,
Suite S-823 Hurston Building
Orlando, FL 32801

Lieutenant Laquanda Green, General Fraud
Lieutenant Craig Weaver, Auto Fraud #1
Lieutenant Jada Roberson, Auto Fraud #2



WEST CENTRAL REGION

The West Central Region is responsible for the enforcement of insurance related crimes committed in Desoto, Hardee, Hernando, Highlands, Hillsborough, Manatee, Pasco, Pinellas, Polk, and Sarasota Counties.

The region is divided into an auto fraud squad and two general fraud squads, directed by Major Mike Byrne, Captain Darrell Wilson and three Lieutenants Carlos Rosario, Dwight Murphy, and Carl Reschke.

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
TAMPA SQUAD	35	16	11	2	1	3
TAMPA AUTO SQUAD	55	2	3	0	1	2
ST. PETERSBURG SQUAD	47	14	9	15	13	3



WEST CENTRAL REGION

Captain Darrell Wilson

TAMPA FIELD OFFICE

(813) 972-8602
 8600 Hidden River Parkway, Suite 100
 Tampa, FL 33637

Lieutenant Carlos Rosario, Auto Fraud
Lieutenant Dwight Murphy, General Fraud

ST. PETERSBURG FIELD OFFICE

(727) 563-1142
 St. Lucie Building
 9800 4th Street, Suite 100
 St. Petersburg, FL 33702

Lieutenant Carl Reschke, General Fraud



SOUTH CENTRAL REGION

The South Central Region is responsible for the enforcement of insurance related crimes committed in Broward, Charlotte, Collier, Glades, Hendry, Indian River, Lee, Martin, Okeechobee, Palm Beach and St. Lucie Counties.

The region is divided into one auto fraud squad and four general fraud squads, directed by Major Rafael Delgado, Captain Carl Lane and Lieutenants Francisco Gonzalez, Frank Briganti and Glen Clasen.

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
FT. MYERS SQUAD	33	0	1	3	1	0
WEST PALM BEACH SQUAD	19	8	2	3	5	0
WEST PALM BEACH SQUAD (2)	49	5	3	2	2	1
FORT LAUDERDALE SQUAD	78	5	1	3	3	1
FORT LAUDERDALE AUTO SQUAD	49	10	14	1	1	2



SOUTH CENTRAL REGION

Captain Carl Lane

FT. LAUDERDALE FIELD OFFICE

(954) 958-5402

1400 West Commercial Boulevard, Suite 135, Ft. Lauderdale, FL 33309

Lieutenant Francisco Gonzalez, Auto Fraud

WEST PALM BEACH FIELD OFFICE

(561) 837-5601

400 N Congress Ave, Suite 250, West Palm Beach, FL 33401

Lieutenant Frank Briganti, General Fraud

FT. MYERS FIELD OFFICE

(239) 278-7527

4700 Terminal Drive, Suite #5, Fort Myers, FL 33907

Lieutenant Glen Clasen, General Fraud



SOUTH REGION

The South Region is responsible for the enforcement of insurance related crimes committed in Miami-Dade and Monroe Counties.

The region is divided into two auto fraud squads and two general fraud squads, directed by Major Rafael Delgado, Captain Missal Diaz and Lieutenants Oscar Sigler, Thomas Fernandez, Stanley Jean-Felix and Erik Cruz.

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
MIAMI AUTO SQUAD	141	6	1	0	2	1
MIAMI SQUAD (2)	11	1	3	0	2	2
MIAMI SQUAD (3)	11	2	1	1	1	1
MIAMI AUTO SQUAD (4)	9	1	0	0	0	5



SOUTH REGION Captain Missal Diaz

MIAMI FIELD OFFICE

(305) 536-0302
401 N.W. 2nd Avenue, Suite N-321,
Miami, FL 33128

- Lieutenant Oscar Sigler, Auto Fraud Squad #1**
- Lieutenant Thomas Fernandez, General Fraud Squad #2**
- Lieutenant Stanley Jean-Felix, Auto Fraud Squad #3**
- Lieutenant Erik Cruz, General Fraud Squad #4**



Bureau of Fire, Arson & Explosives Investigations



Chief Joseph Steadman



District I Major Karl Morgan



District II Major Brandon Ball



Bureau of Fire, Arson & Explosives Investigations

The Bureau of Fire, Arson & Explosives Investigations is a law enforcement branch of the Division of Investigative and Forensic Services. The sworn law enforcement and nonsworn personnel within the Bureau perform functions within the criminal justice system. The core missions of the personnel within the Bureau include detection, investigation, apprehension and prosecution of offenders of arson and explosive related crimes. The Bureau also works to enhance investigations and prosecutions and to deter arson and explosive related crimes through education and training.

The Bureau is under the direction of Chief Joseph Steadman and is divided into two operational districts: District One and District Two. District One is comprised of two regions where District Two is comprised of three regions. These five regions respond to requests for service and provide investigative support to fire, police, citizens and visitors of Florida. District 1 is comprised of the Northwest and Northeast regions and is under the command of Major Karl Morgan. District 2 is comprised of the North Central, South Central and South regions and is under the command of Major Brandon Ball. The Bureau also supports the Division's Special Operations EOD and K-9 units.

The Bureau of Fire, Arson & Explosives Investigations has five regions located throughout the state of Florida, each commanded by a law enforcement captain; and 14 field offices, each supervised by a lieutenant. Additionally, the Bureau consists of 100 sworn officers and 15 civilian support staff members

FISCAL YEAR 2017/2018 STATISTICS

3,771 Cases Initiated
3,990 Cases Closed
628 Cases Presented for Prosecution
415 Arrests
209 Convictions

To report suspected arson, call 1-877-662-7766

DISTRICT AND REGIONAL BOUNDARIES

BUREAU OF FIRE, ARSON & EXPLOSIVES INVESTIGATIONS



NORTH WEST REGION

Pensacola Field Office
610 E. Burgess Road
Pensacola, FL 32504
(850) 453-7803

Panama City Field Office
1022 W 23rd St., Ste 670
Hancock Center
Panama City, FL 32405

Tallahassee Field Office
Alexander Building, Suite 210
Tallahassee, Florida 32301
(850) 413-3900



NORTH EAST REGION

Jacksonville Field Office
921 North Davis Street
Building B, Suite 250
Jacksonville, FL 32290
(904) 796-5804

Ocala Field Office
11655 NW Gainesville Rd, Bldg 8
Ocala, FL 34482



NORTH CENTRAL REGION

Daytona Field Office
210 N Palmetto Ave, Ste 210
Daytona Beach, FL 32114

Orlando Field Office
400 West Robinson Street, Suite N402
Orlando, FL 32801
(407) 316-4790



SOUTH CENTRAL REGION

Tampa Field Office
8600 Hidden River Pkwy, Ste 200
Tampa, FL 33637

Lake Wales Field Office
1750 Longleaf Blvd, Ste 7
Lake Wales, FL 33859

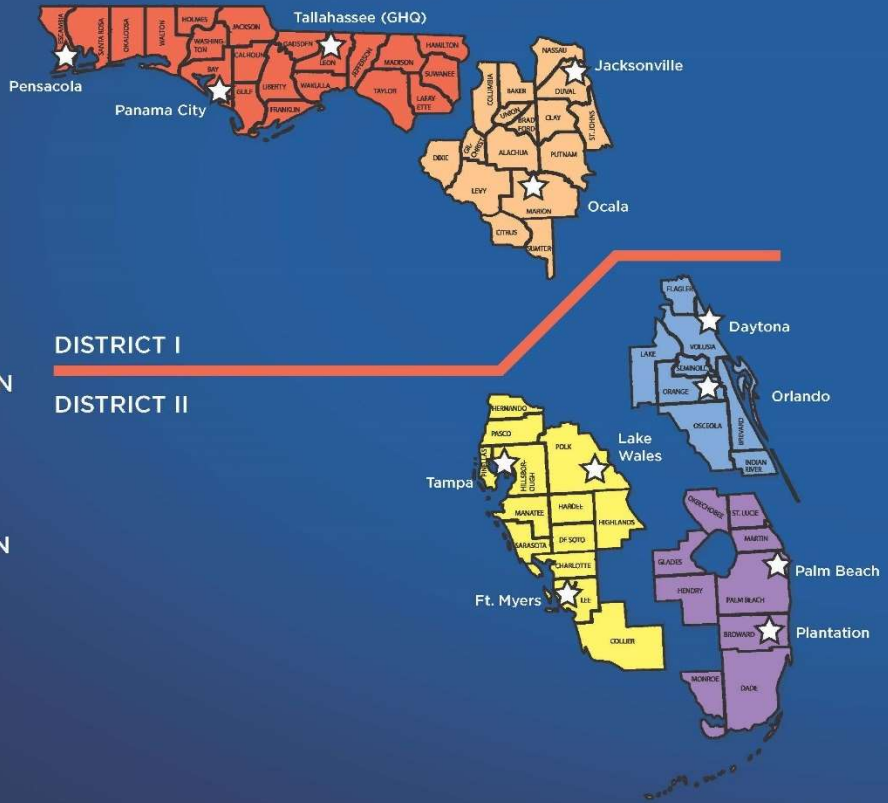
Ft. Myers Field Office
4700 Terminal Drive, Suite #4
Ft. Myers, FL 33907
(239) 278-7533



SOUTH REGION

Plantation Field Office
6851 W. Sunrise Blvd Suite 1
Plantation, FL 33313
(954) 321-3704

West Palm Beach Field Office
400 N Congress Ave, Ste 230
West Palm Beach, FL 33401



NORTH WEST REGION

The North West Region is responsible for the enforcement of arson related crimes committed in Bay, Calhoun, Escambia, Gadsden, Gulf, Hamilton, Holmes, Jackson, Jefferson, Lafayette, Leon, Liberty, Madison, Okaloosa, Santa Rosa, Suwannee, Taylor, Wakulla, Walton and Washington Counties.

The region is divided into three field offices, directed by Major Karl Morgan, Captain Chris Welch and Lieutenants David O’Dell, Matthew Streichert and Jason Roberts.

Squad	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
PENSACOLA OFFICE	294	316	21	13	13
PANAMA CITY OFFICE	192	189	22	23	7
TALLAHASSEE OFFICE	1	0	1	0	0



NORTH WEST REGION

Captain Chris Welch

(850) 747-5888
 1022 W 23rd Street, Suite 670
 Panama City, FL 32504

PENSACOLA FIELD OFFICE
Lieutenant David O’Dell

PANAMA CITY FIELD OFFICE
Lieutenant Matthew Streichert

TALLAHASSEE FIELD OFFICE
Lieutenant Jason Roberts



NORTH EAST REGION

The North East Region is responsible for the enforcement of arson related crimes committed in Alachua, Baker, Bradford, Citrus, Clay, Columbia, Dixie, Duval, Gilchrist, Levy, Marion, Nassau, Putnam, St. Johns, Sumter and Union Counties.

The region is divided into three field offices, directed by Major Karl Morgan, Captain Robert Stephens and Lieutenants Joseph Pietrafesa, Ernest “Duane” Cooper and Matthew Legler.

Squad	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
JACKSONVILLE OFFICE #1	332	458	50	35	0
JACKSONVILLE OFFICE #2	342	289	70	38	9
OCALA OFFICE	301	288	61	24	5



NORTH EAST REGION

Captain Robert Stephens

(904) 798-5804
 921 N Davis Street, Bldg. B Suite 280
 Jacksonville, FL 32290

JACKSONVILLE FIELD OFFICE
 Lieutenant Joseph Pietrafesa
 Lieutenant Ernest “Duane” Cooper

OCALA FIELD OFFICE
 Lieutenant Matthew Legler



NORTH CENTRAL REGION

The North Central Region is responsible for the enforcement of arson related crimes committed in Brevard, Flager, Indian River, Lake, Orange, Osceola, Seminole and Volusia Counties.

The region is divided into three field offices, directed by Major Brandon Ball, Captain Jason Herrman and Lieutenants Paul Patterson and Cynthia Campina.

Squad	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
ORLANDO OFFICE	403	509	38	44	13
DAYTONA OFFICE	249	283	25	23	13



NORTH CENTRAL REGION

Captain Jason Herrman

(407) 316-4790
 400 W Robinson Street, Suite N402
 Orlando, FL 32801

ORLANDO FIELD OFFICE
 Lieutenant Cynthia Campina

DAYTONA BEACH FIELD OFFICE
 Lieutenant Paul Paterson



SOUTH CENTRAL REGION

The South Central Region is responsible for the enforcement of arson related crimes committed in Charlotte, Collier, Desoto, Hardee, Hernando, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk and Sarasota Counties.

The region is divided into three field offices, directed by Major Brandon Ball, Captain Phil Roman and Lieutenants Randy St. Clair, Stacy McIntyre and Joseph Minervini.

Squad	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
TAMPA OFFICE	204	210	29	34	5
LAKE WALES OFFICE	329	221	15	11	14
FORT MYERS OFFICE	332	323	43	21	18



SOUTH CENTRAL REGION

Captain Phil Roman

(239) 278-7533
 4700 Terminal Drive, Suite 4
 Fort Myers, FL 33907

TAMPA FIELD OFFICE
Lieutenant Randy St.Clair

LAKE WALES FIELD OFFICE
Lieutenant Stacy McIntyre

FORT MYERS FIELD OFFICE
Lieutenant Joseph Minervini



SOUTH REGION

The South Region is responsible for the enforcement of arson related crimes committed in Broward, Dade, Glades, Hendry, Martin, Monroe, Okeechobee, Palm Beach and St. Lucie Counties.

The region is divided into three field offices, directed by Major Brandon Ball, Captain Ross Holt and Lieutenants Anthony Stafford, Edwin Tapanes and James Milton.

Squad	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
PLANTATION OFFICE FORT LAUDERDALE	203	256	35	44	10
PLANTATION OFFICE MIAMI	145	195	115	60	70
WEST PALM BEACH OFFICE	254	255	68	22	4



SOUTH REGION

Captain Ross Holt

(954) 321-3704
6851 W Sunrise Blvd, Suite 1
Plantation, FL 33313

WEST PALM BEACH FIELD OFFICE

Lieutenant Anthony Stafford

PLANTATION FIELD OFFICE

Lieutenant Edwin Tapanes
Lieutenant James Milton



BUREAU OF WORKERS' COMPENSATION FRAUD

BUREAU OF FORENSIC SERVICES



Chief Brain
McCoy



Chief Carl
Chasteen



OPPERATIONAL SUPPORT SERVICES

OFFICE OF FISCAL INTEGRITY



Major Mike Wood



Lieutenant
Michael Smith



WORKERS' COMPENSATION BUREAU

The Bureau of Workers' Compensation Fraud investigates suspected criminal violations of Florida's Workers' Compensation laws. Workers' compensation insurance is a significant expense for Florida businesses, and fraud pushes the price even higher. Understanding the consequences of workers' compensation fraud and knowing how to report it can help reduce the cost of doing business.

The Bureau of Workers' Compensation Fraud is made up of 21 detectives, and four (4) supervisors assigned to squads located in Miami, West Palm Beach, Orlando and Tampa. In addition to these dedicated squads, six (6) squads in the Bureau of Insurance Fraud also investigate workers' compensation fraud cases in their designated areas. These squads are located in Pensacola, Tallahassee, Jacksonville, St. Petersburg, Fort Myers and Fort Lauderdale.

The bureau participates in joint efforts with the Florida Department of Business and Professional Regulation (DBPR), the Internal Revenue Service, the Department of Homeland Security, the Department of Labor, and multiple local law enforcement agencies throughout the state to prevent and prosecute:

- Unlicensed contractors
- Businesses employing workers without appropriate workers' compensation coverage
- Employees who file false on-the-job injuries or exaggerate their injuries
- Employees working other jobs while receiving workers' compensation benefits

	Referrals	Cases Opened	Presentations	Arrests	Successful Prosecutions
TAMPA	520	188	165	141	73
ORLANDO	292	102	71	54	45
WEST PALM BEACH	221	63	41	31	50
MIAMI	210	110	52	45	41
BUREAU OF WORKERS' COMP TOTAL	1,246	463	329	271	209

TAMPA (813) 972-8602
Lieutenant Doreen Rivera

MIAMI (305) 536-0302
Lieutenant Gina Narcisse

WEST PALM BEACH (561) 837-5601
Lieutenant Stacey Spirn

ORLANDO (407) 835-4402
Lieutenant Ruthell Harris

BUREAU OF FORENSIC SERVICES



The Bureau’s Mission is to provide the highest quality of relevant and reliable forensic services, while maintaining the most efficient fiscal impact possible. Public agencies, the courts, and the people demand that forensic laboratories provide quality analyses that can be relied on to assist with investigations. The Bureau has achieved re-accreditation in 2015 through the American Society of Crime Laboratory Directors Laboratory Accreditation Board International (ASCLD/LAB). In late 2016, it was determined that a secondary accreditation from a separate independent accrediting organization was necessary and received accreditation by the American Association for Laboratory Accreditation (A2LA) in early 2017. Both accrediting bodies accredit to the International Organization for Standardization requirements for testing and calibration laboratories (ISO/IEC 17025:2005). The Bureau’s Lab is one of the few laboratories in the nation with dual accreditations at this time. Florida is also one of only three States in the United States (Florida, Ohio, and Texas) to have their own dedicated forensic laboratory specializing in the analysis of evidence from fires and explosions.

Fire Investigation and Quality Assurance Samples Initiated for Analysis	Case Average Completion Time	Explosives/Clandestine Sample Analyses	Photos Cases Processed for Storage	Special Requests and Videos processed
4,481	8.03 Days	208	2,328	142

Forensic Laboratory

38 Academy Drive

Havana, FL 32333

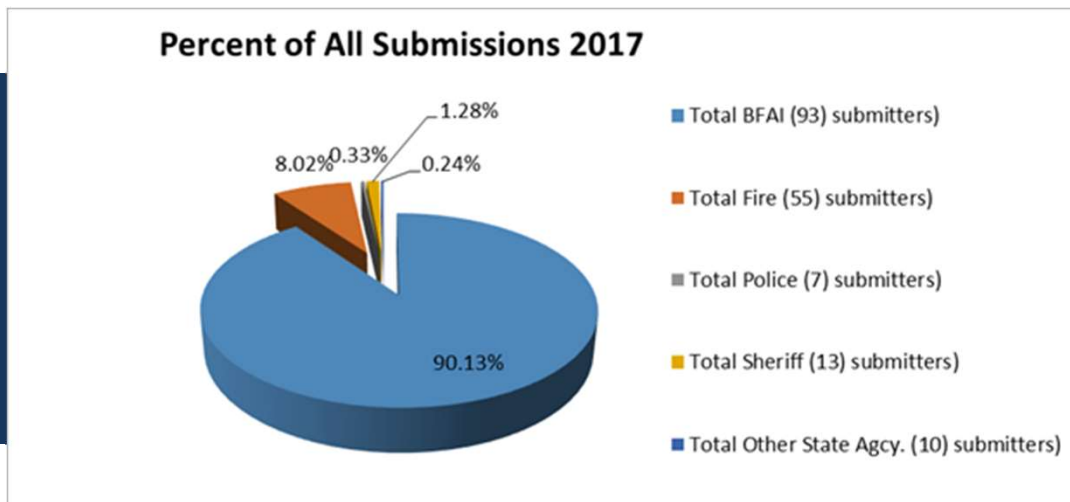
(850) 539-2700

BFS SERVICES CHEMICAL ANALYSES

The primary work of the Bureau is the analysis of evidence collected within a fire scene to determine the presence and identity of ignitable liquids. The Bureau also analyzes evidence collected from explosions, incendiary events, and situations where a potentially hazardous chemical may be found.

Evidence from fire and explosions compared to other forensic evidence analysis disciplines is regarded by most as highly difficult forensic evidence to examine and interpret. Our methods are attempting to extract and identify a post-burn or post-explosion mixture of chemical residues from a background substrate after it also has burned or has been affected by an explosion. The background substrate often contains a mixture of many of the same compounds as are found in the ignitable liquids or other chemical residues of interest. The difficulty lies in determining what is extraneous (or added by the criminal) and what is inherent to the substrate. Our analysts must have the correct combination of skill, equipment, and knowledge to be able to characterize ignitable liquids or explosive residues. They exercise extreme caution in making final determinations. If the data is insufficient, the analyst will report the sample as negative. BFS performs a technical review of 100% of all samples. This means that a second equally trained analyst experienced in the same discipline performs the review.

Fire debris analysis is conducted by the Bureau’s two Senior Crime Laboratory Analysts, Carl Lugviel, BS and Perry “Mike” Koussiafes, MS and two Crime Laboratory Analysts, Dee Ann Turner, PhD, and Samuel Blittman, BS. Staff have also attended additional trainings from one or more of the following: The National Center for Forensic Science, the Federal Bureau of Investigation, the Bureau of Alcohol, Tobacco, Firearms and Explosives, American Academy of Forensic Science and the National Fire Academy.



BFS SERVICES IMAGING

The Bureau of Forensic Services' imaging section has three primary duties.

First, it is the central archive of digital images of crime scene investigations conducted by the Division's Bureau of Fire, Arson and Explosives Investigations (BFAEI). The Bureau stores images collected since 1992 when it was the film processing laboratory for BFAEI. This archive allows for the retrieval of images and photographs from cases even if the detective who conducted the investigation is no longer with the Bureau. When digital cameras were first issued to BFAEI in 1998, the Bureau transitioned into working with and archiving digital images. The Bureau of Forensic Services can also scan conventionally developed photographs into a digital format for archival and processing purposes.

Second, the Bureau is often requested to provide copies of images or laboratory case files as part of a public records request or subpoena. These may be used to assist with additional investigations or in the presentation of evidence at trial. These special reproduction requests are performed by Administrative Assistant Pamela Kenon.

Third, the Bureau operates a section where forensic video processing is performed. As video surveillance and recordings have become commonplace, the occasions where video has captured some aspect of a crime has also increased. These videos are often of poor quality or are presented in a confusing multi-camera or multiplexed format. With the assistance of Detective Brock Dietz, from the Bureau of Fire, Arson and Explosives Investigations, Crime Laboratory Analyst Melissa Stephens can de-multiplex, separate cameras, filter, stabilize, and clean the videos so that investigators can review them to determine if information present has value in concluding their investigation.



OPERATIONAL SUPPORT SERVICES

Operational Support Services (OSS) within the Division of Investigative and Forensic Services encompasses all support functions, both law enforcement and non-law enforcement related, for the entire division. Duties/business functions that fall under the unit include:

- Special Operations
 - K9 Accelerant and Explosives Detection Unit Administrative Oversight
 - Explosive Ordinance Disposal (EOD) Unit Administrative Oversight
 - Forensic Investigative Support Team (FIST)
 - Ten Computer Voice Stress Analysis Operators (CVSA)
 - Honor Guard
 - Emergency Support Functions 4 (Firefighting), 9 (Search and Rescue) and 16 (Law Enforcement) in conjunction with the State Emergency Operations Center in the event of a man-made or natural disaster
- Training
- Reserve Detective Program
- Law Enforcement Accreditation
- Fleet Management
- Property
- Human Resources
- Budget and Purchasing
- Public Records Requests
- Information Technology



OSS STAFF

ADMINISTRATION SUPERVISOR

OFFICE OF PROFESSIONAL DEVELOPMENT

SPECIAL OPERATIONS



Linda Brooks



Captain Burt
Himmer



Captain Thomas
Bosco



K-9 Unit

ACCELERANT DETECTION TEAM



Capt. Ross Holt &
ADC Icy



Det. David Young &
ADC Fresca



Det. Jeff Batz &
ADC Booker



Det. Tony Gray &
ADC Mumsie

EXPLOSIVES DETECTION TEAM



Det. Amelia
Hitchcock & ADC
Penzy



Det. Jim Stafford &
ADC Ginger



Det. Monty Taylor
& EDC Oregon



OFFICE OF FISCAL INTEGRITY

The Office of Fiscal Integrity’s (OFI) mission is to detect and investigate the misappropriation or misuse of state assets to safeguard the State of Florida and its taxpayers. State employees, contracted employees and vendors are entrusted to use state tax payer funds for the good of Floridians.

OFI works to ensure the proper use of taxpayer funds by investigating allegations of:

- State contract and grant fraud
- Unclaimed Property fraud
- Theft of state property
- Electronic Fund Transfer (EFT) fraud
- State travel reimbursement, credit card and payroll fraud
- Fraud through counterfeit warrants and fraudulent debits to state treasury accounts

	Referrals	Cases Opened	Presentations	Arrests	Successful Prosecutions
OFFICE OF FISCAL INTEGRITYTOTAL	108	23	6	6	8

Contact

Phone: (850) 413-5514

Email: OFI@myfloridacfo.com

Fax: (850) 413-5553

AWARDS AND RECOGNITIONS

- August 2017
 - 29th - Lieutenant Glen Clasen received the United States Attorney's Office - Fort Myers Division: 2016 Outstanding Law Enforcement Officer for Economic Crimes award
- December 2017
 - 6th - Detectives Jeffery Ruland, Jennifer Ruland, and Kyle Routt received the DIFS Director's Distinguished Service award
 - 6th - CIA Fayson Smith received the DIFS Exemplary Service award
 - 6th - Lieutenant Laquanda Green received the DIFS Life Saving award
 - 6th - Detective Alex Galan received the DIFS Medal of Honor award
- February 2018
 - 28th - Detective Jeff Batz received the FACAP Investigator of the Year award
- March 2018
 - 29th - Lieutenant Paul Paterson received the 2017 State Law Enforcement Chiefs' Association Leadership award
 - 29th - Lieutenant Stacy McIntyre received the 2017 State Law Enforcement Chiefs' Association Lifesaving award
 - 29th - Detective Jeff Batz was nominated for the 2017 State Law Enforcement Chiefs' Association Investigator of the Year award
 - 29th - Detective Mike Perkins was nominated for the 2017 State Law Enforcement Chiefs' Association Outstanding Trainer award
 - 29th - Detective Administrative Assistant Sondra Mutchler was nominated for the 2017 State Law Enforcement Chiefs' Association Distinguished Civilian Support award
- May 2018
 - 2nd - Cynthia Kelly and Helen Campbell graduated FDLE's Analyst Academy – Class XXVIII
- June 2018
 - 7th - Detective Robert Jackson received the FIFEC 2018 Detective of the Year award
 - 19th - Detective Shane Gaghan received the FFMIA 2018 Fire Investigator of the Year award

FLORIDA INSURANCE EDUCATION COMMITTEE AWARD RECIPIENTS

DIFS

DIVISION OF INVESTIGATIVE & FORENSIC SERVICES

**IS PLEASED TO ANNOUNCE THE FIFEC 2018
DETECTIVE OF THE YEAR AWARD RECIPIENT**

On June 7th 2018, Detective Robert Jackson received the Florida Insurance Fraud Education Committee (FIFEC) 2018 Detective of the Year award for his work investigating into Dr. Steven Perelmutter for submitting fraudulent claims and billing insurance companies for services never rendered to patients between the years of 2008 to 2015. Dr. Perelmutter obtained \$889,907 in total from reimbursements that he was not entitled to receive.

Through Detective Jackson's investigation, it was discovered that Dr. Perelmutter obtained the personal information from fifty-one individuals in order to fabricate false dental claims. The majority of the victims were former patients of Dr. Perelmutter who were billed for services that they were never made aware of nor were ever provided. However, of those fifty-one victims, seventeen of those victims had never even been patients of Dr. Perelmutter. It was also discovered that Dr. Perelmutter filed fraudulent claims with two different insurance providers totaling \$1,676,413.

From this case, Dr. Perelmutter was arrested and was successfully prosecuted by Assistant Statewide Prosecutor John Roman. Dr. Perelmutter was adjudicated guilty for; Organized Scheme to Defraud and Criminal Use of Personal Identification Information. Dr. Perelmutter was sentenced to 45 days in jail and 10 years on probation and was required to voluntarily relinquish his Dental License, ordered to pay restitution in the amount of \$745,493 and to pay investigative costs in the amount of \$7,437.



The Division has a formal networking and training relationship with The Florida Insurance Fraud Education Committee (FIFEC) which was created to foster a favorable working environment between the public and private sectors involved in the fight against insurance fraud.

DFS POLICY ON FRAUD REPORTING STATUTE

Policy Relating to the Reporting of Suspected Fraud and Claim Denial Based Upon Fraud

Section 626.9891(8), Florida Statutes, authorizes the Department of Financial Services, Bureau of Insurance Fraud (DIF) to adopt rules relating to Insurer Special Investigative Units (SIUs) and Anti-Fraud Plans. These rules are set forth in Ch. 69D-2, F.A.C.

Rules 69D-2.003(1) and 2.004(1), F.A.C., specifically require each insurer to file, as applicable, with the Division a detailed description of its SIU or its Anti-Fraud Plan, which filing must also include an acknowledgment that the insurer shall report all suspected fraudulent insurance acts directly to the Division.

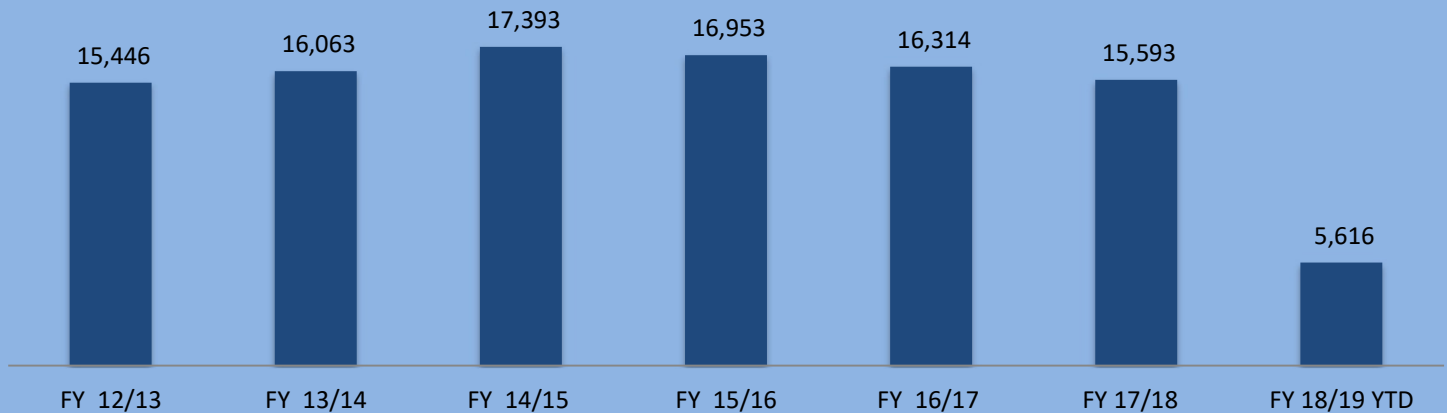
Further, Section 627.736(4)(i), Florida Statutes, provides that “[a]ll claims denied for suspected fraudulent insurance acts shall be reported to the Bureau of Insurance Fraud.”

Section 626.989(4)(c), Florida Statutes, grants civil immunity, in the absence of fraud or bad faith, for providing the aforementioned required reports of suspected fraudulent insurance acts. In an effort to eliminate the reporting of duplicate suspected fraudulent insurance acts, it shall be the policy of the Division, consistent with the procedures established in Ch. 69D-2, F.A.C., that:

- 1) The reporting of all suspected fraudulent insurance acts shall continue to be processed electronically on the “Suspected Fraud Referral Form” on the Division’s website as in the past;
- 2) An electronically generated response with a Tip # (T#) will acknowledge receipt of the report of the suspected fraudulent insurance act and that such electronically generated response will continue to have the Law Enforcement Captain’s identifying information indicating the individual who is responsible for reviewing the information (Tip) provided;
- 3) The insurer, if it determines at any time after initially reporting suspected fraud that evidence has been developed that the suspected fraudulent insurance acts and/or claims **are not** fraudulent, will notify the responsible Law Enforcement Captain by email of such evidence and information;
- 4) The insurer, if it determines at any time after initially reporting suspected fraud that evidence has been developed that the suspected fraudulent insurance acts and/or claims *are* fraudulent and, therefore, the claim will be denied for the suspected fraudulent insurance acts, will notify the responsible Law Enforcement Captain by email of such evidence and denial; and
- 5) The insurer, to avoid duplication of reports, shall not provide case updates through the online “Suspected Fraud Referral Form” once an initial report of a suspected fraudulent insurance act has been made online through such form. Updates on cases referred in scenarios 3) and 4) above shall only be made by direct email to the responsible Law Enforcement Captain.

¹ Pursuant to s. 626.9891, Florida Statutes, each insurer admitted to do business in this state must either: (a) establish, if the insurer received \$10 million or more in direct premiums during the previous calendar year, a unit, commonly referred to as a Special Investigations Unit (SIU), to investigate possible insurance fraud or to contract with others to investigate such fraud; or (b) submit, if the insurer received less than \$10 million in direct premiums during the previous calendar year, an anti-fraud plan to the Division, which describes its procedures to detect, investigate, and report suspected insurance fraud, its plan for anti-fraud training for its personnel, and its organizational arrangement of anti-fraud personnel.

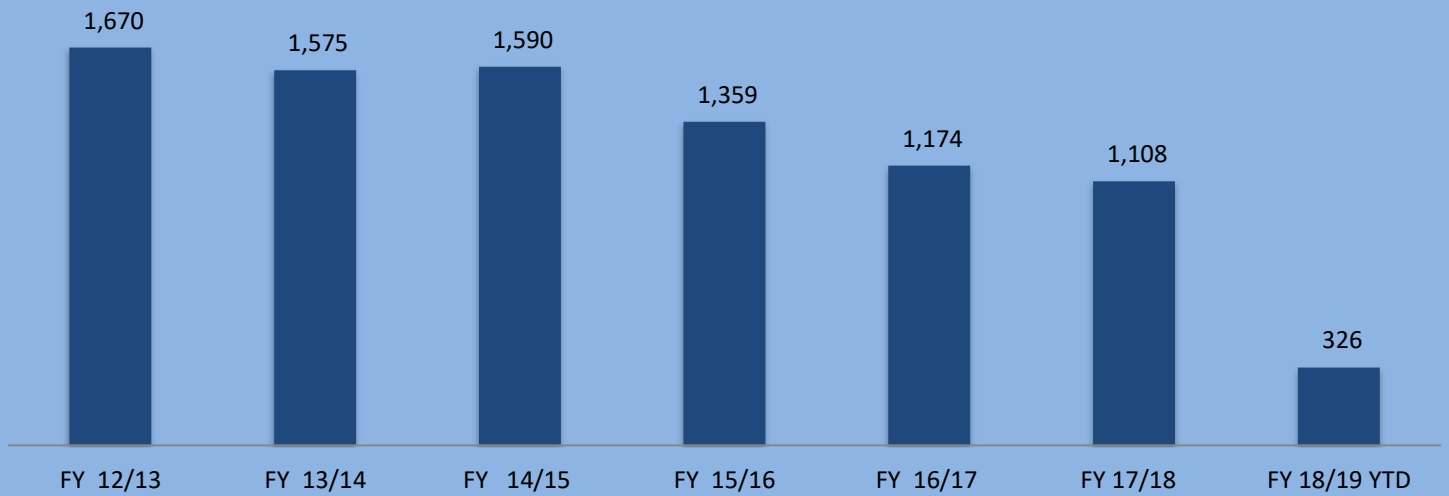
SUSPECTED FRAUD REFERRALS (TIPS)



NUMBER OF SUSPECTED FRAUD REFERRALS FOR EACH FRAUD TYPE

REFERRALS									
Fiscal Year	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
FY 06/07	3,608	2,195	1,398	650	1,805	610	458	1,098	11,822
FY 07/08	3,158	1,984	1,215	533	853	436	493	1,242	9,914
FY 08/09	3,624	1,497	1,513	726	680	445	577	3,022	12,084
FY 09/10	5,543	1,676	1,237	823	433	644	706	1,760	12,822
FY 10/11	6,699	1,495	1,008	883	486	584	765	1,532	13,452
FY 11/12	7,748	1,388	1,167	974	426	663	704	2,071	15,141
FY 12/13	7,346	1,733	1,390	1,227	536	765	905	1,545	15,447
FY 13/14	6,639	2,162	1,465	1,445	1,289	788	832	1,443	16,063
FY 14/15	7,240	2,038	1,545	2,830	864	832	596	1,447	17,392
FY 15/16	6,202	2,164	1,823	2,503	1,052	1,162	456	1,591	16,953
FY 16/17	5,869	2,032	2,026	2,228	1,0188	1,262	405	1,404	16,314
FY 17/18	4,761	1,999	1,808	2,742	882	1,444	444	1,513	15,593

CASES PRESENTED FOR PROSECUTION

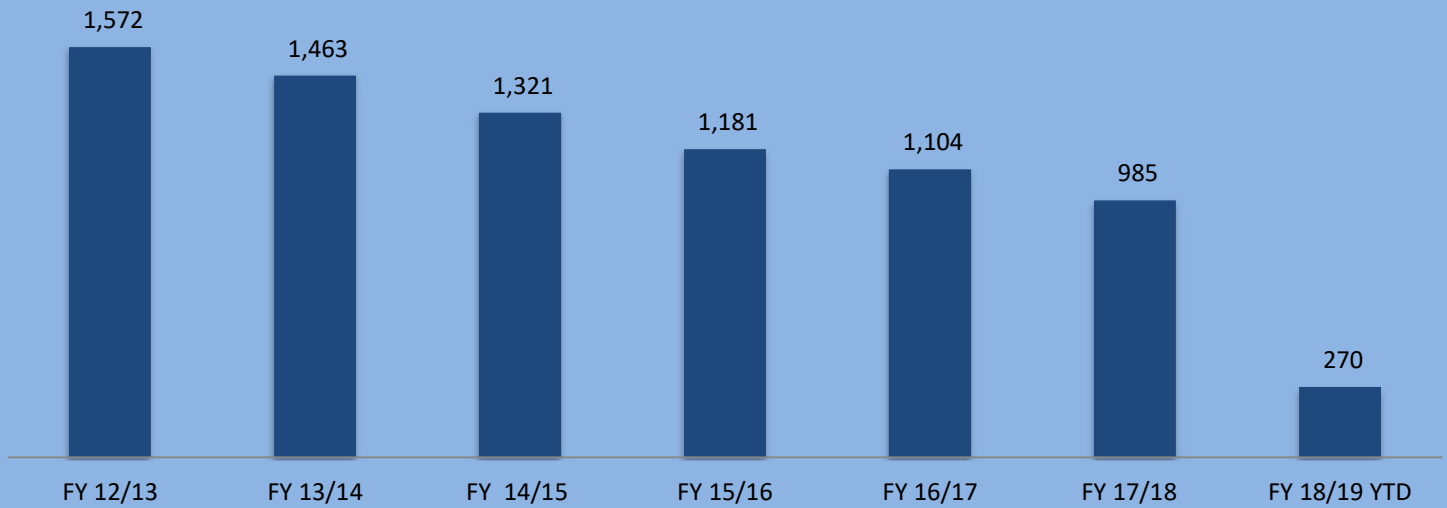


NUMBER OF CASES PRESENTED FOR PROSECUTION BY FRAUD TYPE

PRESENTATIONS

	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
FY 06/07	187	259	55	25	34	52	52	75	739
FY 07/08	228	324	54	61	37	40	45	109	898
FY 08/09	368	258	78	40	44	24	61	115	988
FY 09/10	440	306	91	35	21	52	114	178	1,237
FY 10/11	429	336	56	48	50	44	103	148	1,214
FY 11/12	526	352	42	29	73	41	50	128	1,241
FY 12/13	802	474	58	34	39	50	86	127	1,670
FY 13/14	610	530	86	68	32	58	78	113	1,575
FY 14/15	502	661	78	45	34	57	90	123	1,590
FY 15/16	468	519	70	79	22	61	72	68	1,359
FY 16/17	278	490	76	117	57	44	49	63	1,174
FY 17/18	214	502	85	85	58	63	30	71	1,108

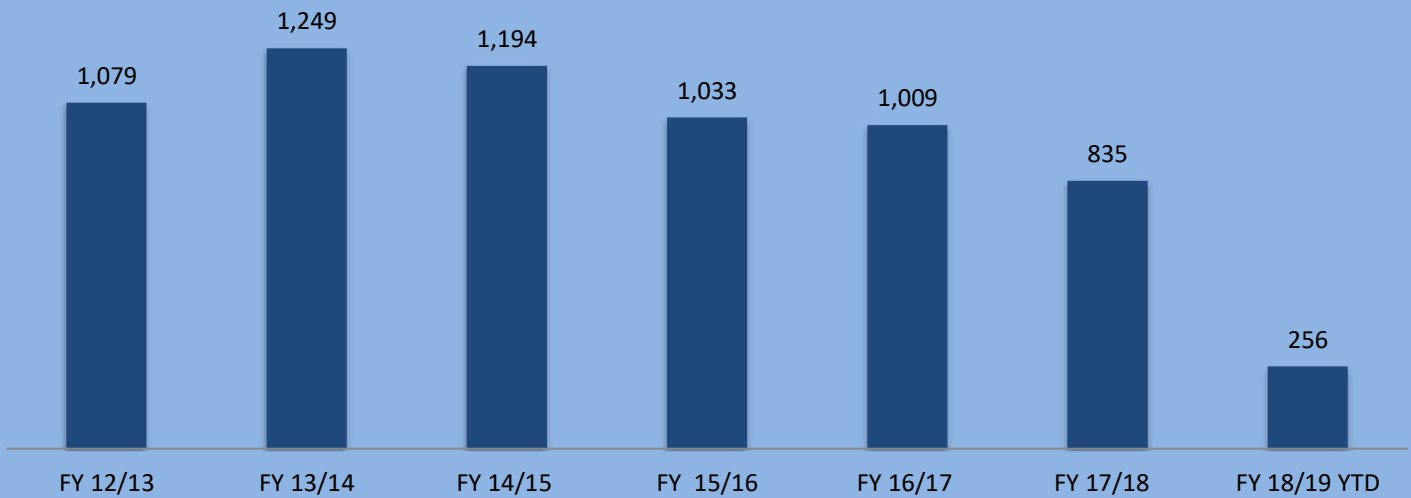
NUMBER OF ARRESTS



NUMBER OF ARRESTS MADE BY FRAUD TYPE

ARRESTS									
	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
FY 06/07	318	234	51	18	32	54	36	74	817
FY 07/08	221	325	56	45	42	31	51	69	840
FY 08/09	329	237	60	19	32	21	43	93	834
FY 09/10	336	274	76	25	26	37	63	196	1,033
FY 10/11	352	271	56	40	38	30	70	140	997
FY 11/12	496	274	42	28	60	35	151	142	1,228
FY 12/13	651	418	57	34	43	41	141	186	1,571
FY 13/14	558	480	73	58	29	45	59	163	1,465
FY 14/15	402	549	65	30	27	46	87	112	1,318
FY 15/16	370	455	55	71	16	53	56	103	1,179
FY 16/17	262	407	73	98	58	35	42	129	1,104
FY 17/18	193	398	63	73	44	47	34	133	985

SUCCESSFUL PROSECUTIONS



NUMBER OF SUCCESSFUL PROSECUTIONS RECEIVED BY FRAUD TYPE

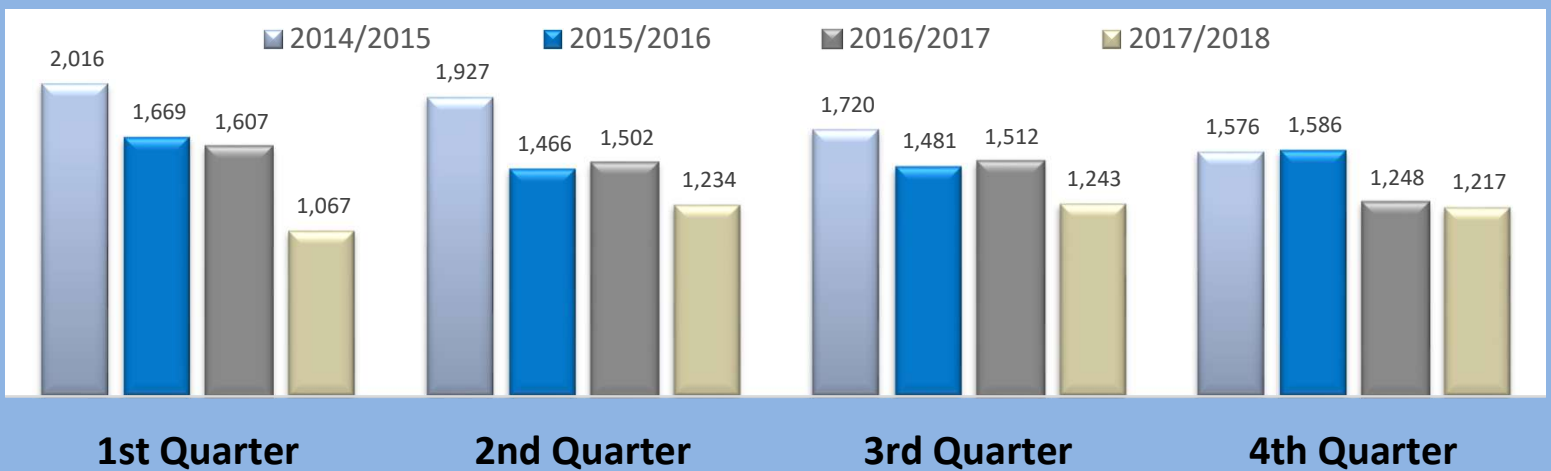
SUCCESSFUL PROSECUTIONS									
	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
FY 06/07	203	187	41	13	25	18	45	59	591
FY 07/08	259	184	44	26	24	40	51	43	671
FY 08/09	169	179	42	20	30	23	27	46	536
FY 09/10	240	198	54	18	21	22	49	102	704
FY 10/11	295	242	73	28	27	34	49	92	840
FY 11/12	355	208	32	32	33	27	55	103	845
FY 12/13	442	259	44	19	43	26	146	100	1,079
FY 13/14	574	360	49	41	21	23	72	109	1,249
FY 14/15	424	452	52	35	28	42	75	87	1,194
FY 15/16	334	386	49	34	31	44	101	54	1,033
FY 16/17	316	360	64	92	31	39	44	63	1,009
FY 17/18	223	335	61	63	28	32	35	58	835

THE DIVISION'S AUTOMOBILE/PERSONAL INJURY PROTECTION FRAUD STATISTICS

PIP Referrals Broken down by Fiscal Year/Quarter

Fiscal Year	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Grand Total
2003/2004	233	146	172	148	699
2004/2005	749	646	575	655	2,625
2005/2006	718	513	1143	992	3,366
2006/2007	973	843	989	803	3,608
2007/2008	758	776	904	720	3,158
2008/2009	751	869	940	1,064	3,624
2009/2010	1,083	1,351	1,455	1,654	5,543
2010/2011	1,662	1,467	1,706	1,864	6,699
2011/2012	2,048	1,734	1,920	2,046	7,748
2012/2013	2,085	1,714	1,900	1,647	7,346
2013/2014	1,637	1,556	1,682	1,764	6,639
2014/2015	2,016	1,926	1,720	1,578	7,240
2015/2016	1,669	1,466	1,482	1,585	6,202
2016/2017	1,607	1,502	1,512	1,248	5,869
2017/2018	1,067	1,234	1,243	1,217	4,761

PIP Referrals



FISCAL YEAR 2017-2018 GENERAL APPROPRIATIONS ACT FOR THE DIVISION

Salary and Benefits	\$14,475,248
Other Personal Services	\$45,000
Expenses	\$2,242,900
Operating Capital Outlay	\$406,900
Transfer to Justice Administration Commission	\$1,935,519
Contracted Services	\$430,115
Operation of Motor Vehicles	\$150,253
Risk Management Insurance	\$204,281
Salary Incentive Payments (CJIP)	\$202,496
Lease or Lease -Purchase of Equipment	\$47,247
Transfer to Human Resources	\$58,771
TOTAL ALL FUNDS	\$20,198,730

DOG TIRED OF YOUR INSURANCE RATES?

LOWER THEM

REPORT INSURANCE FRAUD!

**You may be eligible for a
REWARD 1-800-378-0445**



FOAA



STANDARDS

PROFESSIONALISM

ETHICAL BEHAVIOR

PURSUIT OF FRAUD AND ABUSE

