



Intake, Complaints, and Allegations





Presenter



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Miami-Dade County
Office of Inspector General
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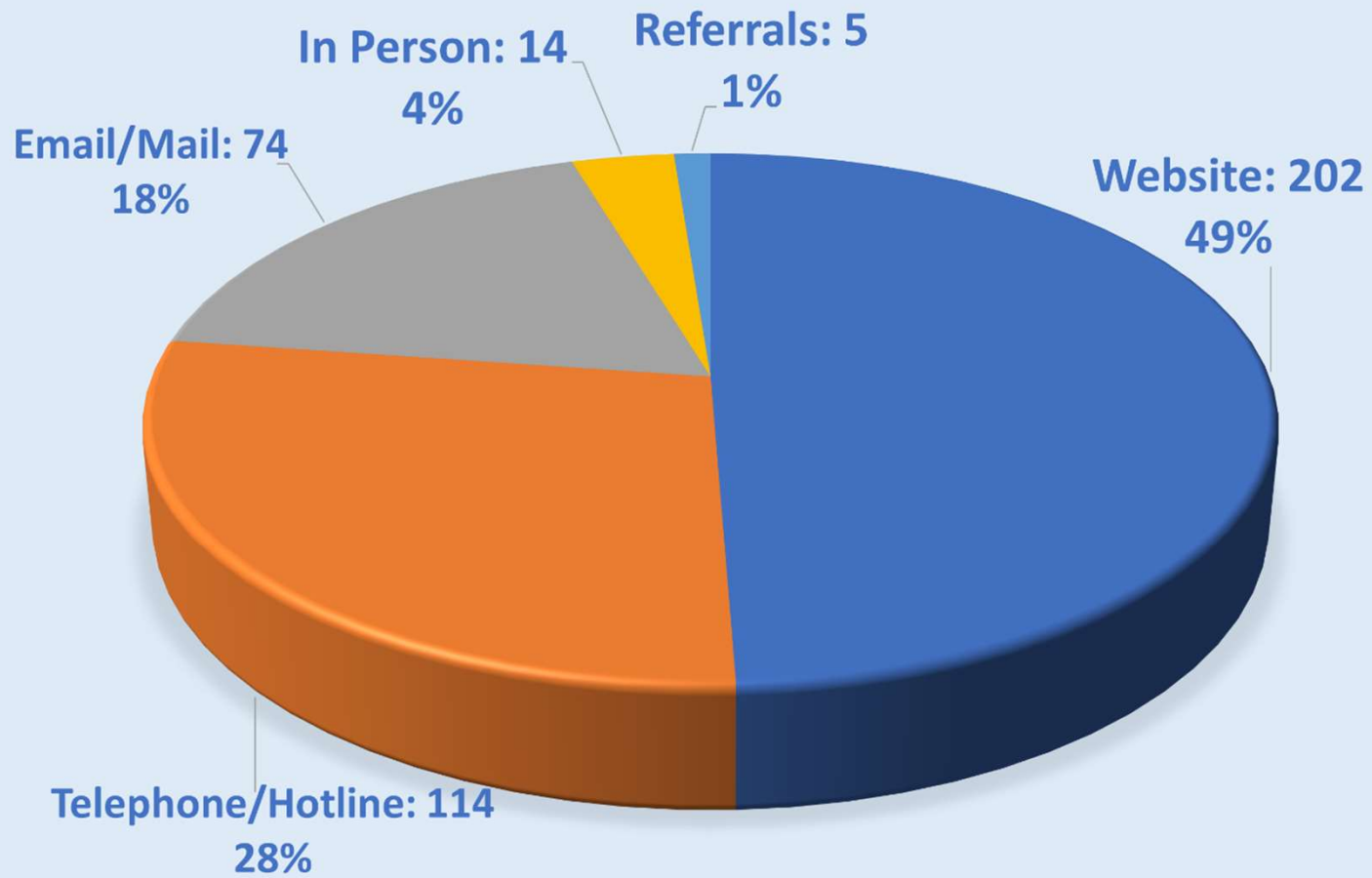
Advancing Professionalism, Accountability & Integrity

In a survey conducted of OIGs, besides investigations, audits, and evaluations, *complaint intake* was considered a duty consistent with oversight.

The Power of Accountability
Office of Inspector General at
the State and Local Levels
R. Kempf, Univ. Press of Kansas
2020



NUMBER OF COMPLAINTS RECEIVED FY 2021-2022





MIAMI-DADE COUNTY
OFFICE OF THE INSPECTOR GENERAL



*When you find it or
suspect it, REPORT it!*

**FRAUD
WASTE
ABUSE**

www.MiamiDadeIG.org

**24-hour Fraud
Hotline
305-579-2593**

ViewSonic





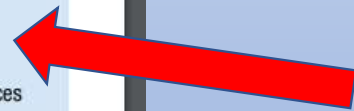
Miami-Dade County • Human Resources Department

TRAINING CURRICULUM

One of the many benefits which County employees enjoy is the opportunity to grow and develop their own skill sets through employee development training. This, of course, can open new horizons in possible promotional opportunities within Miami-Dade County. Below is a list of courses which are available.



CLASSROOM	CLASSROOM and VIRTUAL	ONLINE
<ul style="list-style-type: none"> • Art of Oral Presentation • Business Writing Level I • Business Writing Level II • Departmental Personnel Representative Certifications Program • Fair Employment Practices Liaison Certification • Grammar Writing • LGBTQ+ Awareness • Preventing Sexual Harassment • Preventing Unlawful Harassment • Progressive Discipline • Tackling Unconscious Bias • Workplace Civility and Respect 	<ul style="list-style-type: none"> • Conflict Management Relations • Communications Certificate Program • Creative Problem Solving Strategies • Cultural Diversity • Customer Service and Communication • Dealing with Difficult People • Engaging Employees In Changing Times • Employee Recognition • Frontline Leadership Development Program • Highly Effective Teams • Interviewing Made Easy • Keys to Unlocking County Services • Leadership • Maintaining Work-Life Balance • Making Meetings Work • Managing Multi-Generational Employees • Managing Across • Managing Up • Marketing Your Department • Mediating Workplace Disputes 	<ul style="list-style-type: none"> • Anti-Discrimination Policy • DAEs Check In/Out Application • Disaster Assistance DAE: Employee Volunteer Staging Area DAE: Evacuation Center DAE: Points of Distribution • Employee Volunteer Staging Area • Evacuation Center • Employee Protection Ordinance • Ethics • Keys to Unlocking County Services • Know Your County Government • Microsoft Office Suite • Points of Distribution • SecureIT • Service Excellence • Vendor-Provided, Technical and Professional



A billboard advertisement set against a blue sky with scattered white clouds. The billboard is supported by a tall, white cylindrical pole and a metal framework. The text is displayed on a white rectangular background.

Report Fraud, Waste, and Abuse

Call the OIG

CONTACT INFO:**First Name:** Kudret**Last Name:** Hankollari**Home Phone:** 305-878-6480**Cell Phone:** 305-878-6480**Work Phone:** 305-878-6480 **Email:** hankollari@gmail.com **Address:**

104 SW 9th Street #1205

Miami FL 33130

Are you are County employee: No, retirement**Identity:** Yes, include my contact information on a referral of my complaint **Contact or additional info:** Yes, I have provided my contact information above **Detailed Description:**

There are 80 families in the condo at 104 SW 9th Street MIAMI FL 33130 since 20 years ago. The condo is an investment of Miami Dade County government and Little Havana construction Company did construction without the standards by the Law. There is a big abuse, a big corruption, a big crime against the life of 80 families in The building. We are asking Miami Dade County and Miami City hall to investigate if we are safe in the building or not. They can not do investigations because they are involved in the corruption. We need investigations of the building. WE do not have USA government and USA justice in Florida since 20 years ago.

CONTACT INFO: First Name: Kudret **Last Name:** Hankollari **Home Phone:** 305-878-6480 **Cell Phone:** 305-878-6480 **Work Phone:** 305-878-6480 **Email:** hankollari@gmail.com **Address:** 104 SW 9th Street #1205 Miami Florida 33130 **Are you are County employee:** No, retirement **Identity:** Yes, include my contact information on a referral of my complaint **Contact or additional info:** Yes, I have provided my contact information above **Detailed Description:** 80 families with low income are in the building 104 SW 9th Street Miami Fl 33130 since 20 years ago.The building is an investment of Miami Dade County government and Little Havana construction Company did construction without the standards by the Law because of corruption.There is a big abuse,a big corruption, a big crime against the life of people in the building.The elevators,the roof, etc are out.We are paying more than \$100,000 so far.A private company is asking 80 families for \$2,719,000 to fix the problems in the building.We are asking Miami Dade County and Miami City hall to do investigations and they can not do because they are involved in the corruption and the crime against the life of people.They killed 6 people at FIU and they closed investigations because the are involved in the crime against the people.We need investigations and \$2,719,000 grants to fix the problems in the building.We are paying \$24,000 every month since 20 years ago and we do not know where are the \$-s.Kudret Hankollari104 SW 9th Street #1205 Miami Fl 33130 PH:305-878-6480

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CONTACT INFO: First Name: Kudret **Last Name:** Hankollari **Home Phone:** 305-878-6480 **Cell Phone:** 305-878-6480 **Work Phone:** 305-878-6480 **Email:** hankollari@gmail.com **Address:** 104 SW 9th Street #1205 Miami FL 33130 **Are you are County employee:** No, Retirement **Identity:** Yes, include my contact information on a referral of my complaint **Contact or additional info:** Yes, I have provided my contact information above **Detailed Description:** 2) 80 families are paying \$24,000 every month during 20 years for the building. We do not know where are the \$. \$24,000 times 240 months are \$5760000. We are asking the board of associates and they do not answer. William Maldonado LCAM 9000 S Heridian Street, suite 166 Pembroke Pines FL 33024 TEL:954-983-1221 Cel:954515-9355 1s asking for a Loan \$2,719,000 to change the elevator and services in the building and William Maldonado want to sell our elevator. We called a specialist from Miami Dade and he told us elevator is OK. Inspector general must stop the corruption. We know the corruption in Miami. Miami Dade killed 6 people at FIU because of the corruption and they are drinking coffee in the office. We need to stop the corruption of William Maldonado, the corruption of the board of associates in the building, the corruption of Miami Dade county government, the Corruption of Havana construction Company. We hope.

Sent: Tuesday, June 9, 2020 1:49 PM
To: Florida Housing OIG <FHRG.OIG@floridahousing.org>
Subject: safe the liftoff the people of 80 families at 104 SW 9th Street Miami FL 33130

Sent: Monday, March 25, 2019 5:28 PM
Subject: Fraud Complaints (OIG)
Re: Complaint Referral 19-0039-C

Subject: safe the liftoff the people of 80 families at 104 SW 9th Street Miami FL 33130
To: <halsey.beshears@dbpr.state.fl.us>

Unknown senders or unexpected emails. Please click here if this is a suspicious message
reports@mi.dade.fl.gov Enterprise Security Office

We need investigations of corruption and they want to kill the people of 80 families in the building 104 SW 9th Street Miami FL 33130. The building has no project by the Law. They stole millions of \$ and the construction is without the standards by the Law. We are asking Miami Dade county and Miami City Hall for investigations if we are safe in the building or not. Rene Diaz can not do investigations because they are involved in the crime against the people in the building. We do not have US government and US justice in Miami. You killed 6 people at FIU and you are drinking coffee in the office. We are going to go to the White House. Kudret Hankollari 104 SW 9th Street #1205, Miami FL 33130 PH: 305-878-6480

To Inspector General Miami Dade County
There are 80 families in the Condo at 104 S.W. 9th Street Miami FL 33130 since 20 years ago. We are paying for apartment \$130,000 so far. The building is an investment of Miami Dade County government and Little Havana construction company did the construction with out the standards by the Law. We are asking Miami Dade County government and Miami City Hall to do investigations and they do not want to do investigations because of corruption and the crime against the life of people in the building. Miami Dade county killed 6 people at FIU because of the corruption and they want to kill the life of people in the building. We need investigations if we are safe in the building or not. Fascist Rene Diaz want to sell our elevator and they want to kill the people. Rene Diaz told us that we do not have \$ to do investigations and we need investigations of associates in the building and private company William Maldonado LCAM 9000 Sheridan Street, suite 166 Pembroke Pines FL 33024 Tel 954-983-1221 Cel: 954-515-9355 are asking 80 families to get a loan \$2,719,000. We need investigations from the State of Florida. 80 families are paying \$24,000 every month since 20 years ago and we do not know where the \$ are. We need investigations for all services in the building from companies with licence. The Miami Dade county government told us that the building has the garancy 20 years. Miami Dade County government and Miami City Hall do not want to do investigations

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If so, your department:
Are you a Miami-Dade County Public Schools employee:
Do you wish to have your identity kept confidential:
May we release your Contact Info for a Referral: Yes, release my contact info
Do you wish to be contacted Yes, see my contact info above
Description of Fraud: We are living at 104 SW 9th street Miami FL 33130. Casa Grande Tower since 20 years ago. The water is coming inside the units through the walls. We are asking Miami Dade county and Miami City Hall for investigations if we are safe in the building or not. Rene Diaz can not do investigations because they are involved in the crime against the life of people. They killed 6 people at FIU and they are drinking coffee in the office. Miami Dade County did investment and Little Havana construction company did construction without the standards by the law. They stole millions of \$. We need investigations of Miami Dade County investments and the construction without standards

Managing Complaints



An automated case management and tracking system:

- Increases efficiency
- Reduces reporting time
- Manages workflow
- Provides comprehensive case metrics
- Designates confidentiality of complainants
- Provides compartmentalization of specially designated cases

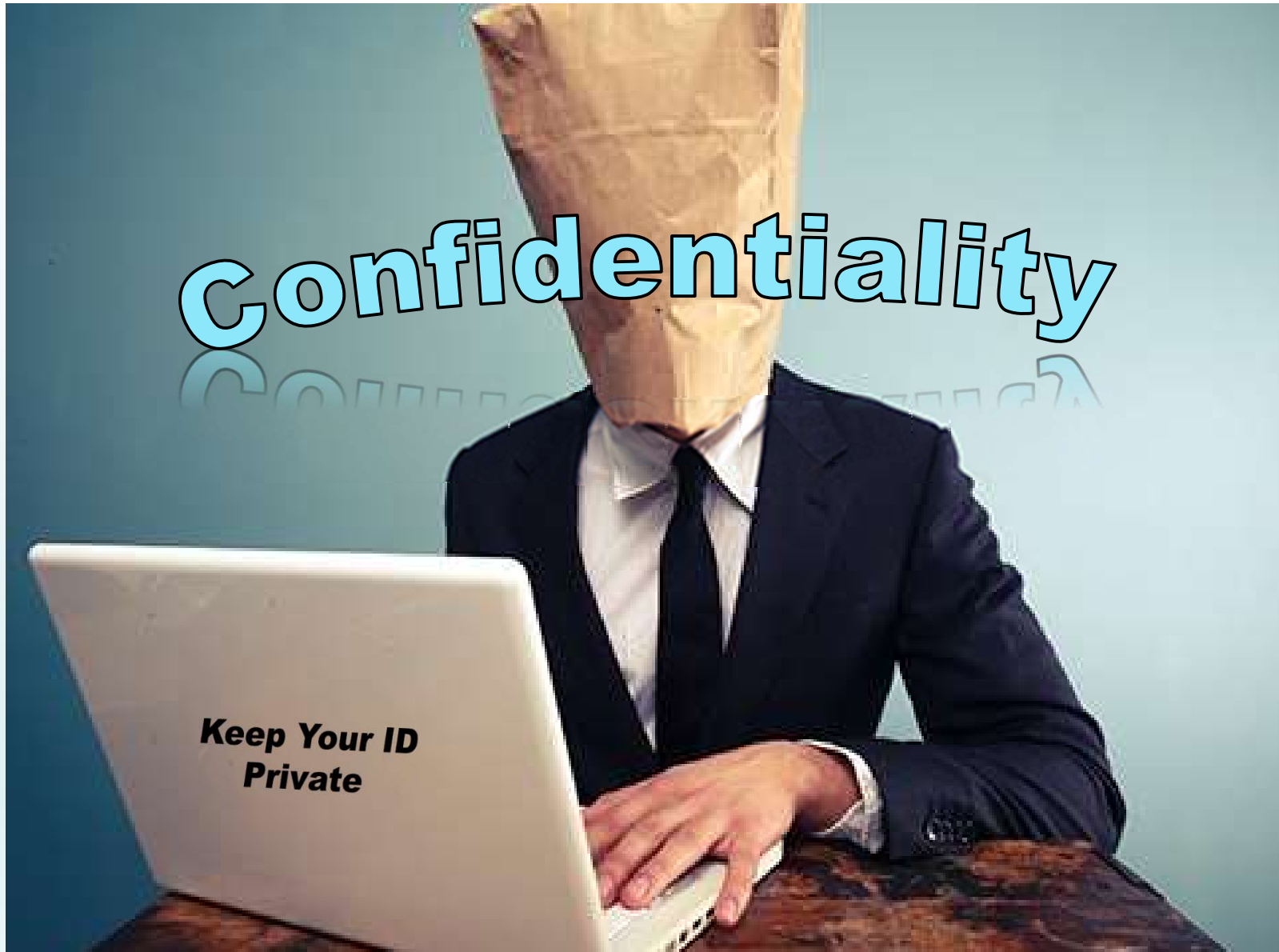


Manage Expectations



Confidentiality

**Keep Your ID
Private**



A conceptual photograph showing a massive leg and foot of a person in a black suit and shoe stepping down towards a tiny person sitting at a desk. The tiny person is looking up at the foot, symbolizing the power imbalance between an employer and an employee.

How do we protect the employee?

Employees Want Protection from Retaliation

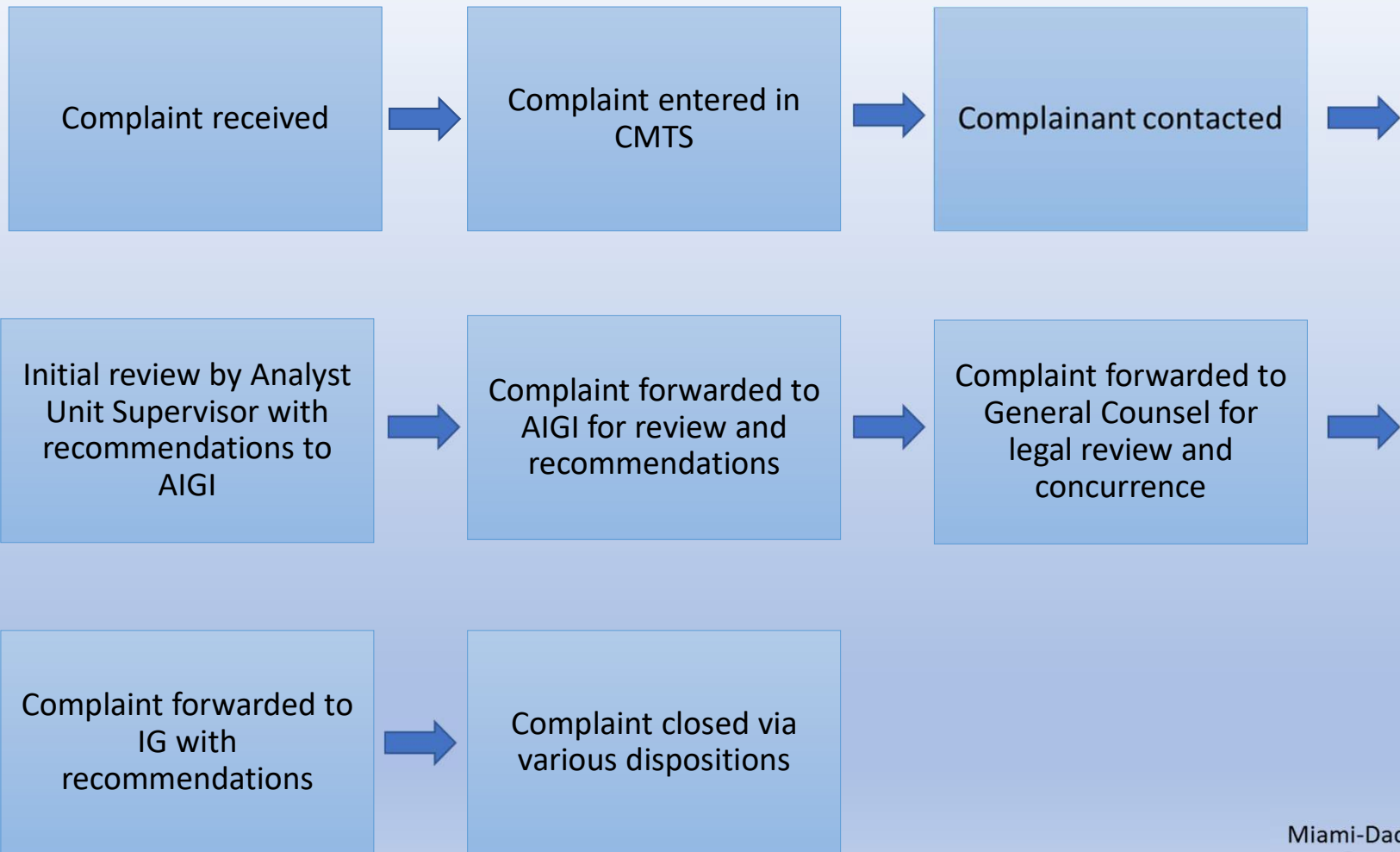
Anonymous vs Confidential



E. Personnel Investigations/Administrative Reviews

1. The Board shall take steps to ascertain the identity of the complainant, prior to authorization of an investigation. No investigation of an allegation against an employee shall be made on the basis of an anonymous complaint.

Complaint Intake



Dispositions of Complaints across the Different Intake Methods

October 1, 2019, to September 30, 2022

Intake Method	Closed	Complainant Assisted	Investigation Initiated	Preliminary Inquiry	Referred	Other
Email	43	0	8	7	24	2
IG Hotline	76	4	2	1	22	
In Person	17	3	5	3	3	2
Mail/Fax	34	0	2	2	29	1
Website	301	54	4	6	93	1
Referral	5	0	2	2	1	2
Self-Initiated	1	0	1	0	0	
Telephone	100	5	19	9	36	4

Referrals

- Referred with no response requested



- Response requested
 - 30 days, 60 days, 180 days



Preliminary Inquiry

The purpose of a preliminary inquiry is to verify that an investigation is needed, who will conduct the investigation, and whether there is enough information for investigation. The preliminary inquiry includes the following elements: conducting clarification interview, gathering evidence, consulting with subject matter experts, analyzing evidence, consulting with legal counsel, and determining whether to close or investigate. The preliminary inquiry is generally not to exceed 30 days from the date the complaint was received.



Source: GAO Analysis of DOD
military service IG office's
information.
GAO- 22-105316

Complaints regarding Law Enforcement Officers and Correctional Officers

- Statutory Requirement: §112.533, Fla. Stat., - Law Enforcement Officers Bill of Rights. Regarding investigations of Law Enforcement Officers and Correctional Officers, the statute requires that “any political subdivision that initiates or receives a complaint against a law enforcement officer or correctional officer must within 5 business days forward the complaint to the employing agency of the officer who is the subject of the complaint for review or investigation.” The Miami-Dade County Office of the Inspector General falls within the definition of a political subdivision under §112.533, Fla. Stat.

Timelines





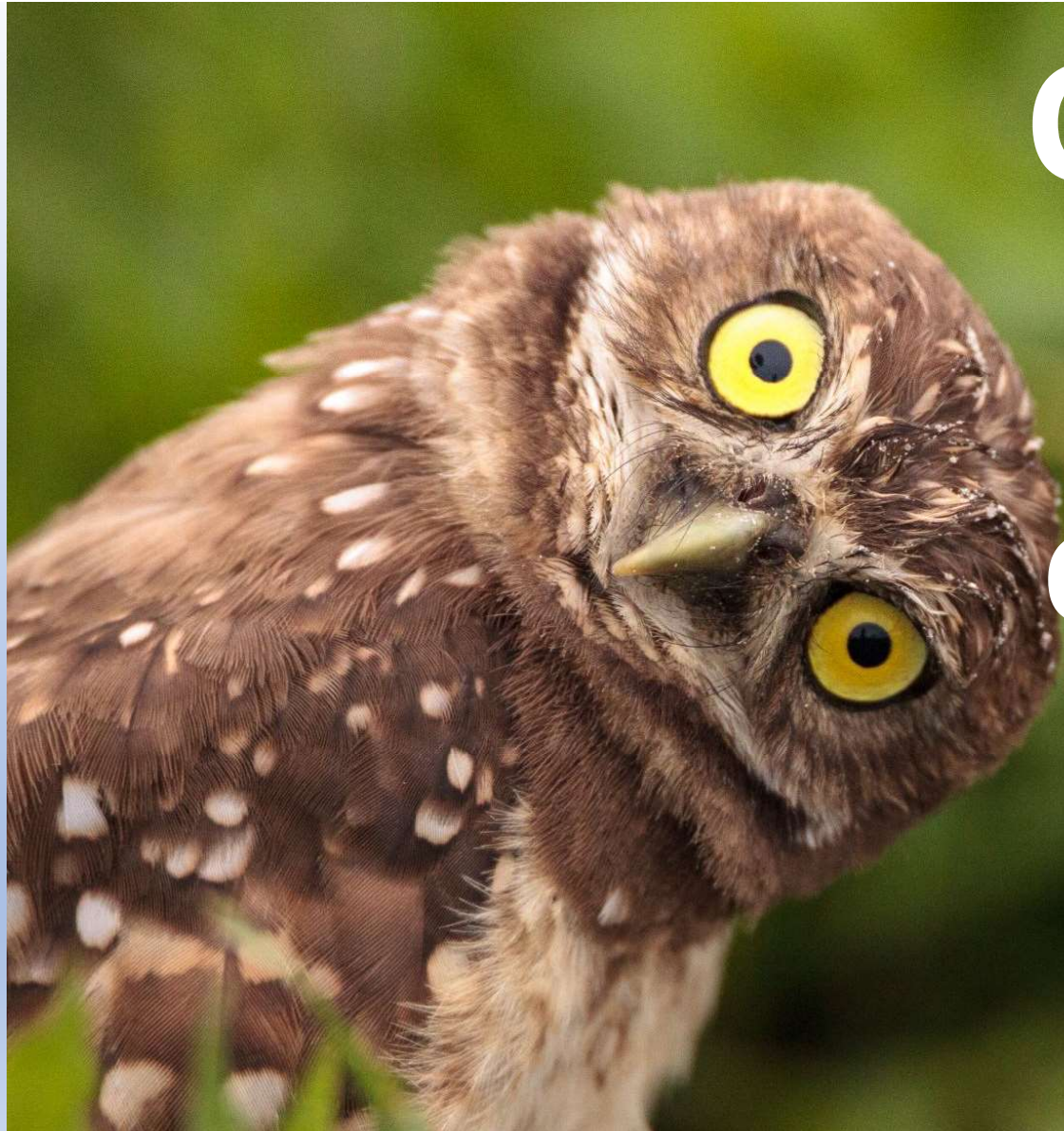


Days



Timelines

- 5 days for initiation of complaint review
- 5 business days to refer a LEO complaint (criminal allegations exempted)
- 30 days to determine disposition of a complaint
- 30 days to notify complainant (if known) of disposition
- 180 days to complete preliminary inquiry to further determine complaint disposition
- ? Days to complete an investigation
- ? Referral to law enforcement of a criminal complaint



**Complaints
against
employees
of the OIG
and the IG**

MANUAL OF OIG POLICIES AND PROCEDURES

SUBJECT: IG COMPLAINT NOTIFICATIONS

MANUAL SECTION: 3-2

STANDARD(S): CFA 7.06M

PURPOSE:

The purpose of this section is to establish procedures for the notification of appropriate officials of complaints or allegations of misconduct against the Office of the Inspector General and its employees.

SCOPE:

This section applies to all Office of the Inspector General staff.

POLICIES & PROCEDURES:

The Inspector General serves as the agency head of the Miami-Dade County Office of the Inspector General. The Inspector General does not report to the Mayor or Board of County Commissioners, nor does he/she report to the Chief Inspector General of the State of Florida. Pursuant to the Inspector General's statutory authority afforded by Section 2-1076(e)(2) of the Code of Miami-Dade County, the Inspector General has the authority to establish personnel procedures as deemed necessary for the efficient and effective administration of the activities of the Office.

Complaints against the Office of the Inspector General

Whenever the OIG receives a complaint of misconduct about the office or allegations of misconduct related to the Office, the OIG staff member receiving the complaint will process the complaint in accordance with the procedure established by Section 3-1 of this Manual. The complaint shall be considered sensitive and will be designated as such by selecting the flag labeled "OIG Sensitive" in CMTS. The complaint will be directed to the Assistant Inspector General for Investigations for review and assessment of the allegations.

