

Division of Investigative & Forensic Services

ANNUAL REPORT

Fiscal Year 2019-2020

FLORIDA DEPARTMENT OF FINANCIAL SERVICES



STANDARDS

PROFESSIONALISM

ETHICAL BEHAVIOR

PURSUIT OF FRAUD AND ABUSE



DIFS ANNUAL REPORT

2019–2020

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

LETTER FROM CFO Jimmy Patronis

Dear friends,

As the Chief Financial Officer (CFO) of Florida's Department of Financial Services, Division of Investigative & Forensic Services, it is my mission to fight for Florida's consumers and strengthen communities by eliminating financial schemes, removing arsonist from the streets, utilizing the great forensic service work from the lab, and improving the accountability of businesses around the state by removing the abuse of workers compensation premiums.

In this year's annual report, I'm excited to share the Division's accomplishments and highlight a few unique yearly statistics. I would also like to show how the detectives and prosecutors are collaborating to investigate, prosecute, and bring to justice those who would commit crimes and take advantage of Florida families, communities, and businesses. By working together and strengthening our partnerships with prosecutors, the insurance industry, law enforcement, and citizens who step up and report arson and fraud, so we can hold criminals accountable.

Our commitment to impacted areas around Florida has remained strong and we continue to work with local and state agencies in an effort to protect all local residents. I encourage you to take a moment to read about some of our achievements in the following pages.

Sincerely,

Sincerely,



Jimmy Patronis
Chief Financial Officer
State of Florida



LETTER FROM DIFS DIRECTOR SIMON BLANK

On behalf of Chief Financial Officer Jimmy Patronis, Deputy Chief Financial Officer Jay Etheridge, and the men and women of the Florida Division of Investigative & Forensic Services (DIFS), I am pleased to present the annual report for the division's Fiscal Year 2019/2020.

The COVID-19 pandemic had a devastating impact on us all and posed many challenges. Yet keeping true to our vision statement, "*United in a purpose to ensure a safer more prosperous Florida through leadership, accountability, and enforcement.*", members of the Division worked tirelessly to ensure the Division's goals were accomplished and the needs of our customers were met.

2019 saw many accomplishments; Detective Shaun Tyson received IAAI Investigator of the Year Award, Lt. Stacy McIntyre received the FBI Leeda Trilogy Award, Det. Angela Costello received FIFEC's Detective of the Year Award,

and Lt. Adam Kline, Det. Jason Clark, Det. James Gardner, Det. Bill Whittlesey and Det. Seth Shiefer received the WCTF Investigators of the Year Award.

During FY 2019/2020, DIFS received 15,991 referrals, arrested 509 suspects and obtained over \$43.1 million in restitution for victims. Division members also responded to 3,356 fire calls and made 277 related arrests.

None of this could be done without the cooperation of our many partners within the industry as well as local, state and the federal government .

On behalf of our members, thank you for your continued support and assistance in our efforts to protect all Floridians against acts of arson, fraud and abuse of state funds.

Sincerely,



Simon Blank
Director
Division of Investigative &
Forensic Services



OFFICE OF THE DIRECTOR



**Director
Simon Blank**



**Lieutenant Colonel
Ernie Stoll**



Bureau of Fire, Arson & Explosives Investigations



Chief
Mike Wood



District I Major
Thomas Bosco



District II Major
Brandon Ball



Bureau of Fire, Arson & Explosives Investigations

The Bureau of Fire, Arson & Explosives Investigations' core mission includes the 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 Mike Wood 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 North West and North East regions and is under the command of Major Thomas Bosco. 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 five regions are commanded by a law enforcement captain each. They contain 14 squads, each supervised by a lieutenant. The Bureau consists of 100 sworn officers and 15 civilian support staff members

FISCAL YEAR 2019/2020 STATISTICS

3,357	Cases Initiated
3,757	Cases Closed
256	Cases Presented for Prosecution
255	Arrests
202	Convictions

To report suspected arson, call 1-877-NO- ARSON (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 280
Jacksonville, FL 32290
(904) 798-5804

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

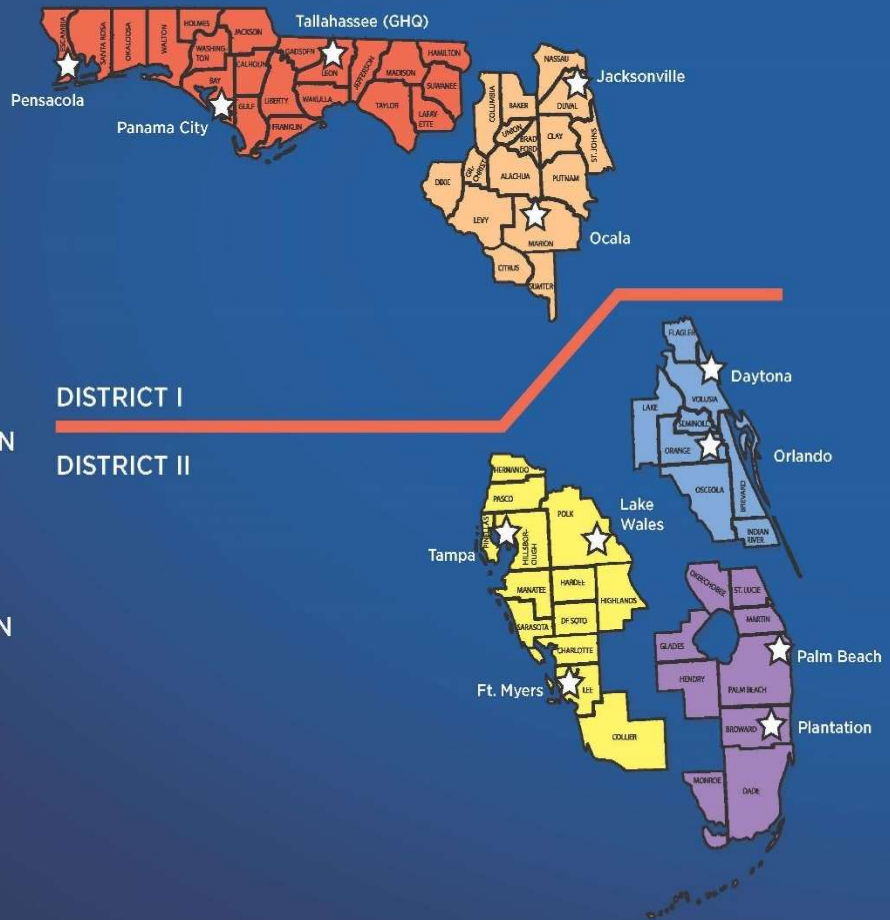
Ft. Myers Field Office
4700 Terminal Drive, Suite #4
Ft. Myers, FL 33907
(239) 278-7533



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 Thomas Bosco, Captain Chris Welch and Lieutenants David O’Dell, Matthew Streichert and Jason Roberts.

Squad	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
PENSACOLA OFFICE	215	225	11	18	6
PANAMA CITY OFFICE	160	180	13	17	6
TALLAHASSEE OFFICE	228	242	26	13	1



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



Wrong Region Map
 (too many counties)

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 Thomas Bosco, Captain Robert Stephens and Lieutenants Joseph Pietrafesa, Matthew Legler, and Ernest “Duane” Cooper.

Squad	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
JACKSONVILLE OFFICE #1	327	328	32	27	23
JACKSONVILLE OFFICE #2	316	273	16	15	2
OCALA OFFICE	232	211	8	17	3



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	307	378	10	11	21
DAYTONA OFFICE	223	245	16	18	20



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	300	345	6	14	3
LAKE WALES OFFICE	286	372	31	17	7
FORT MYERS OFFICE	207	206	4	1	30



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 Mozealous, Edwin Tapanes and James Milton.

Squad	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
PLANTATION OFFICE FORT LAUDERDALE	177	286	24	9	16
PLANTATION OFFICE MIAMI	157	219	37	58	33
WEST PALM BEACH OFFICE	221	229	24	33	31



SOUTH REGION Captain Ross Holt

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

WEST PALM BEACH FIELD OFFICE
Lieutenant Anthony Mozealous

PLANTATION FIELD OFFICE
Lieutenant Edwin Tapanes
Lieutenant James Milton



Bureau of Insurance Fraud



Chief
Evangelina Brooks



District I Major
Carl Lane



District II Major
Rafael Delgado



Bureau of Insurance Fraud

The Bureau of Insurance Fraud's core mission includes the investigation of 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 is under the direction of Chief Evangelina Brooks and is divided into two operational districts: District 1 and District 2. District 1 is comprised of three regions where District 2 is comprised of two regions. District 1 is comprised of the North, North Central and West Central regions and is under the command of Major Carl Lane. District 1 is comprised of the South Central and South regions and is under the command of Major Rafael Delgado.

The five regions are commanded by a law enforcement captain. They contain 19 squads, each supervised by a lieutenant. The Bureau consists of 117 sworn officers and 31 civilian support staff members

FISCAL YEAR 2019/2020 STATISTICS

14,876	Suspected Fraud Referrals
367	Cases Presented for Prosecution
328	Arrests
389	Convictions
\$28,991,232.39	Restitution Requested
\$42,950,614.55	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) 798-5202



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

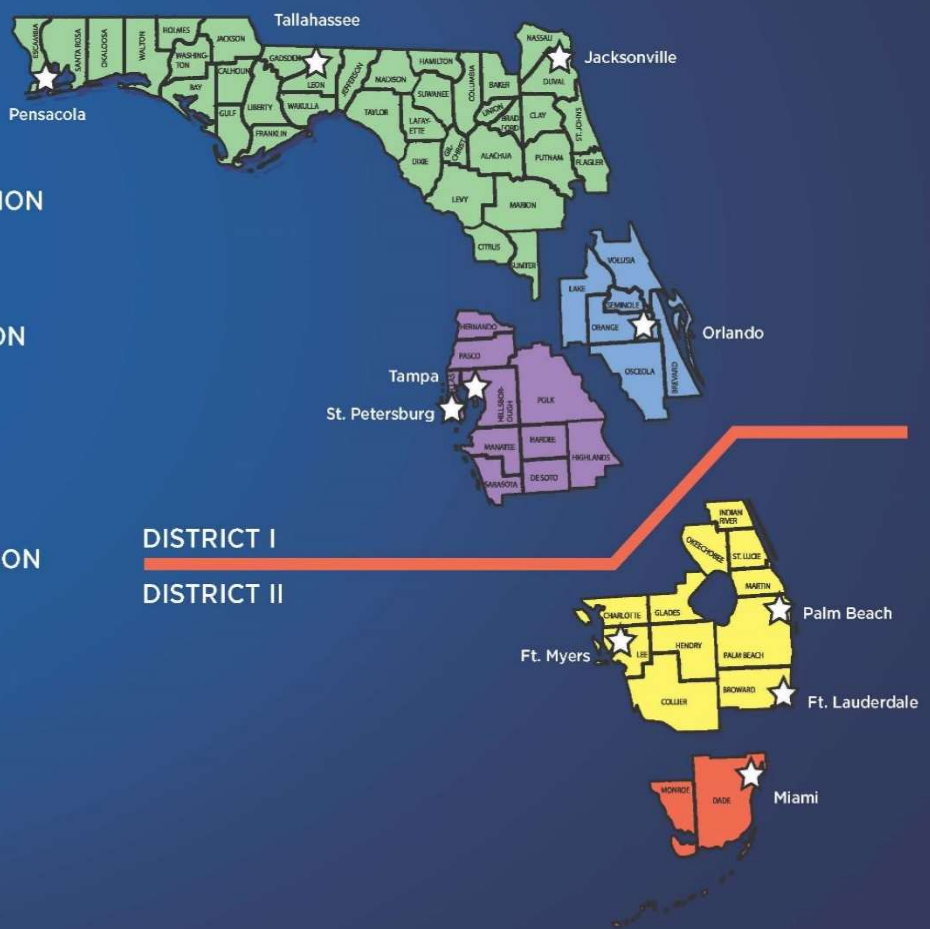
Ft. Lauderdale Field Office
1400 W Commercial Blvd, Suite 135
Ft. Lauderdale, FL 33309
(954) 958-5402

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



DISTRICT I

DISTRICT II

PANHANDLE REGION

The Panhandle 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 Carl Lane, Captain Krista Gaston and Lieutenants Sandra Fitzsimons, Richard Barineau, Seth Schiefer and Kevin Jones.

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
JACKSONVILLE SQUAD	617	67	48	39	22	28
JACKSONVILLE SQUAD (2)	765	84	71	54	41	36
PENSACOLA SQUAD	464	87	85	21	24	32
TALLAHASSEE SQUAD	469	25	36	8	12	9



PANHANDLE REGION

Captain Krista Gaston

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 Richard Barineau

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 Carl Lane, Captain John Savino and Lieutenants Robert Jackson, Craig Weaver and Erik Anderson.

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
ORLANDO SQUAD	252	50	76	13	12	15
ORLANDO AUTO SQUAD	1,738	29	65	13	12	19
ORLANDO AUTO SQUAD (2)	235	92	90	26	24	19



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 Robert Jackson, General Fraud

Lieutenant Craig Weaver, Auto Fraud #1

Lieutenant Erik Anderson, 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 Carl Lane, Captain Laquanda Green and Lieutenants Phillip Henry, Jada Roberson, and Michael Scott.

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
TAMPA SQUAD	791	94	74	16	15	40
TAMPA AUTO SQUAD	1,435	43	53	13	13	19
ST. PETERSBURG SQUAD	781	109	93	51	43	45



WEST CENTRAL REGION

Captain Laquanda Green

TAMPA FIELD OFFICE

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

Lieutenant Phillip Henry, Auto Fraud
Lieutenant Jada Roberson, General Fraud

ST. PETERSBURG FIELD OFFICE

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

Lieutenant Michael Scott, 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 Frank Briganti and Lieutenants Glen Clasen, Kevin Lashells, Jonathan Lent, Francisco Gonzalez, and Kerrian Lindsay.

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
FT. MYERS SQUAD	731	88	77	15	7	13
WEST PALM BEACH SQUAD	360	31	35	8	11	15
WEST PALM BEACH SQUAD (2)	769	4	11	1	2	5
FORT LAUDERDALE SQUAD	824	34	44	13	12	9
FORT LAUDERDALE AUTO SQUAD	883	31	42	9	10	7



SOUTH CENTRAL REGION

Captain Frank Briganti

FT. LAUDERDALE FIELD OFFICE

(954) 958-5402

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

Lieutenant Francisco Gonzalez, Auto Fraud

Lieutenant Kerrian Lindsay, General Fraud

WEST PALM BEACH FIELD OFFICE

(561) 837-5601

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

Lieutenant Kevin Lashells, Squad #1

Lieutenant Jonathan Lent, Squad #2

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 Erik Cruz and Lieutenants Oscar Sigler, Jonathan Patterson, Stanley Jean-Felix, and Thomas Fernandez.

Squad	Referrals	Cases Opened	Cases Closed	Presentations	Arrests	Successful Prosecutions
MIAMI AUTO SQUAD	969	16	40	18	26	28
MIAMI SQUAD (2)	395	30	48	24	14	17
MIAMI SQUAD (3)	1,052	32	56	11	11	9
MIAMI AUTO SQUAD (4)	1,138	31	54	14	17	24



SOUTH REGION Captain Erik Cruz

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 Jonathan Patterson, General Fraud Squad #2**
- Lieutenant Stanley Jean-Felix, General Fraud Squad #3**
- Lieutenant Thomas Fernandez, Auto Fraud Squad #4**



Office of Fiscal Integrity



Lieutenant
Charles Wade



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. When tax payer funds are misused, it’s not only illegal but it hurts the state’s ability to provide services taxpayers pay for and need. State employees, contracted employees and vendors are entrusted to use state tax payer funds for the good of Floridians. Reporting theft and fraud ensures Floridians receive the most from their tax dollars and help them have confidence in their state government.

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 INTEGRITY TOTAL	42	16	4	2	8

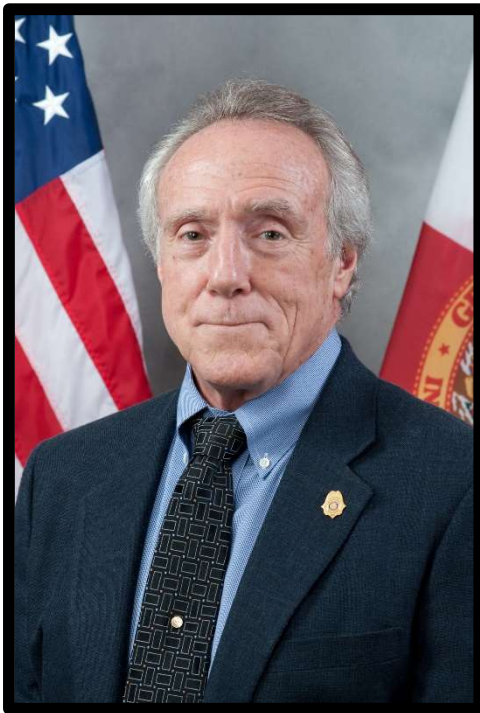
Contact

Phone: (850) 413-5514

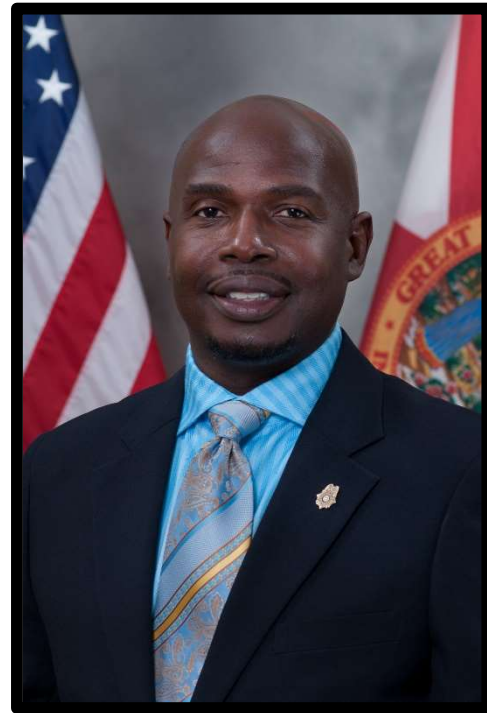
Email: OFI@myfloridacfo.com

Fax: (850) 413-5553

Bureau of Workers' Compensation Fraud



Chief
Brian McCoy



Captain
Darrell Wilson



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.

The Bureau of Workers' Compensation Fraud is made up of 26 sworn and 4 non-sworn, and four supervisors assigned to squads located in Miami, West Palm Beach, Orlando and Tampa. In addition to these dedicated squads, six 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	408	116	120	83	120
ORLANDO	242	39	25	27	40
WEST PALM BEACH	240	121	26	20	18
MIAMI	201	119	41	35	20
BUREAU OF WORKERS' COMP TOTAL	1,092	395	212	165	198

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

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

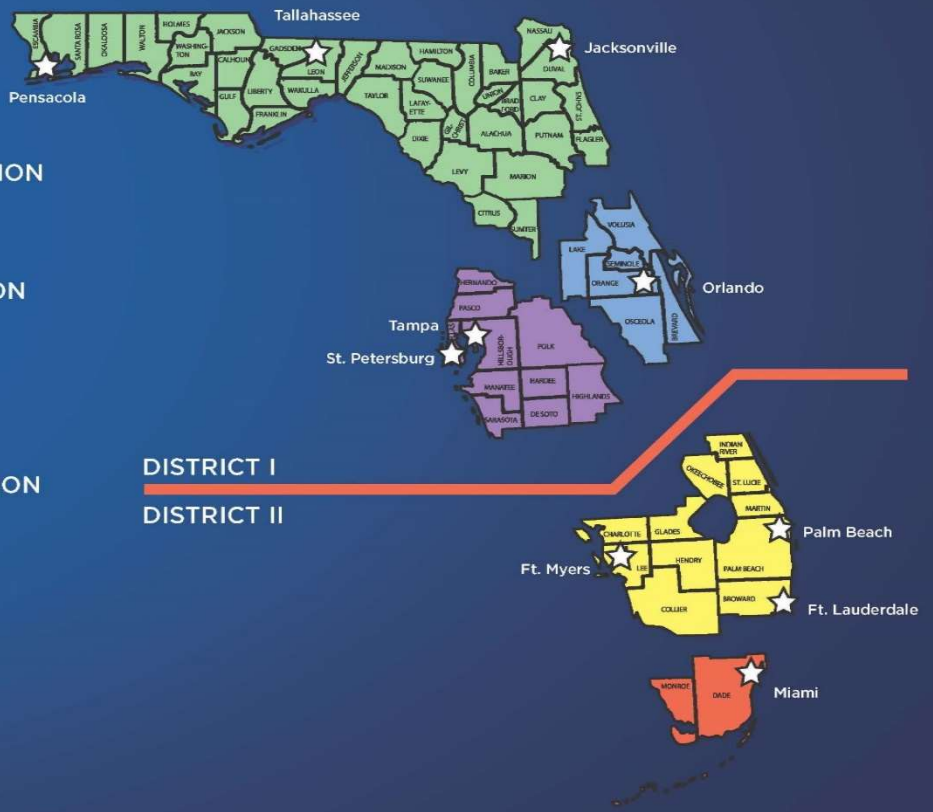
Ft. Lauderdale Field Office
1400 W Commercial Blvd, Suite 135
Ft. Lauderdale, FL 33309
(954) 958-5402

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



Workers Compensation Contact Information:

<https://www.myfloridacfo.com/Division/DIFS/WCFraud/BWCCContactUs.htm>

BUREAU OF FORENSIC SERVICES



Chief Carl Chasteen



BUREAU OF FORENSIC SERVICES



The Bureau of Forensic Services’ 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 was accredited in 2020 through the American Association for Laboratory Accreditation (A2LA). The accrediting body accredits to the International Organization for Standardization requirements for testing and calibration laboratories (ISO/IEC 17025:2017) as well as the organization’s separate requirements. Florida is one of only two States in the United States (Florida and Ohio) 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
4,734	6.9 Days	0	2,073	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 can also analyze evidence collected from explosions, incendiary events, and situations where a potentially hazardous chemical may be found. In 2020 there were none of these types of submissions.

Evidence from fire and explosions compared to other forensic evidence analysis disciplines is regarded as one of the most highly difficult forensic evidence types 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 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 Senior Crime Laboratory Analyst, 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. 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.

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. The Bureau can de-multiplex, separate cameras, filter, stabilize, and clean videos so that investigators can review them to determine if information present has value in concluding their investigation.



Operational Support Services



Major Burt Himmer



Operational Support Services Staff

ADMINISTRATION SUPERVISOR

OFFICE OF PROFESSIONAL DEVELOPMENT

OFFICE OF TECHNICAL SUPPORT & ADVANCED TRAINING



Linda Brooks



Captain
Bill Bierbaum



Captain
Karl Morgan



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



K-9 Unit

ACCELERANT DETECTION TEAM



Unit Commander
Capt. Ross Holt
& ADC Icy



Asst. Commander
Det. Jeff Batz
& ADC Booker



Det. David Young
& ADC Fresca



Det. Amelia Bowling
& ADC Penzy

EXPLOSIVES DETECTION TEAM



Det. Jim Stafford
& ADC Ginger



Det. Matthew Huffman
& ADC Shay Lea



Det. Monty Taylor
& EDC Oregon



Lt. Jason Roberts
& EDC Porsha



PROMOTIONS, AWARDS AND RECOGNITIONS

- July 2019
 - 26th – Captain Erick Cruz, Lieutenant Gina Narcisse, and Lieutenant Edwin Tapanes graduated from the Southern Police Institute 84th Command Officers Development Course.
- August 2019
 - 23rd – Bill Bierbaum was promoted to Captain over Operational Support Services.
- September 2018
 - 12th – Captain Carl Lane was promoted to Major over the Bureau of Insurance Fraud – District 1.
- October 2018
 - 30th – Michael “Mike” Scott was promoted to Lieutenant over the Bureau of Insurance Fraud – St. Petersburg Field Office.
- November 2018
 - 6th – Detective Shaun Tyson was recognized as the International Association of Arson Investigators (The Florida Chapter) Investigator of the Year.
 - 19th – Detective Eddie Goldbach who was announced as the 2019 Bureau of Workers Compensation Employee of the 3rd Quarter.
- December 2019
 - 11th – CIA Elaine Lowry graduated from the Florida Department of Law Enforcement’s Florida Law Enforcement Analyst Academy (FLEAA).
 - 18th – Lieutenant Laquanda Green was promoted to Captain over the Bureau of Insurance Fraud - West Central Region.
 - 18th – Lieutenant Krista Gaston was promoted to Captain over the Bureau of Insurance Fraud - Panhandle Region.
 - 18th – Cara “Michele” Yown was promoted to Inspector, overseeing the Operational Support Services Section in Tallahassee.

PROMOTIONS, AWARDS AND RECOGNITIONS

- February 2020
 - 18th - Detective DeWayne was nominated for the Attorney General's Law Enforcement Officer of the Year Award.
 - 28th – Detective Pat Ducheine who was announced as the 2019 Bureau of Workers Compensation Employee of the 4th Quarter.
- March 2020
 - 6th – Executive Senior Attorney Gina Smith received the Florida Advisory Committee on Arson Prevention (FACAP) 2019 Lifetime Membership Award.
 - 12th – Robert Jackson was promoted to Lieutenant in the Bureau of Insurance Fraud – Orlando.
 - 12th – John Bell was promoted to Lieutenant in the Bureau of Fire, Arson, and Explosives Investigations – Pensacola.
 - 12th – Kyle Barineau was promoted to Lieutenant in the Bureau of Insurance Fraud – Tallahassee
 - 16th - Criminal Intelligence Analyst Kelly was honored with the Exemplary Service Award, Detective Dietz was honored with the Director's Distinguished Service Award, and Detectives Precious and Gaghan were honored with the Medal of Honor.
 - 20th – Detectives Sarah Charbonneau and Stephen Rice graduated from the Federal Bureau of Investigation's Hazardous Devices School.
- May 2020
 - 14th - Captain Philip "Phil" Roman was promoted to Major, overseeing the Bureau of Fire, Arson, and Explosives Investigations – District 2.
- June 2020
 - 18th - Captain Bill Bierbaum was recognized as a member of The Law Enforcement Officer of the Year Committee.
 - 18th - Kimberly Wachter was recognized as a member of the committee board to vote on the winner of the sheriff's Civilian of the Year award.

CONGRATULATIONS TO DETECTIVE NICHOLAS INCONTRERA

Please join us in congratulating Detective Nicholas Incontrera on receiving the Florida Advisory Committee on Arson Prevention (FACAP) 2019 Arson Investigator of the Year award.

Det. Incontrera was recognized on March 6, 2019 for his tireless efforts and due diligence in working a commercial fire at a transmission repair business in Orlando. The case originated on March 21, 2015 and ended in a successful prosecution on August 3, 2018 thanks to Det. Incontrera's hard work, outstanding interview skills and professional testimony.

Det. Incontrera's dedication and contributions to the fight against arson in Florida are to be commended. His tireless efforts have lead him to have among the highest arrest and conviction rates in the North Central Region and highest case closure rates in the Orlando Office. In 2018, Det. Incontrera initiated 58 cases and closed 82 cases with 56% of incendiary cases resulting in an arrest.



We are proud of Detective Incontrera's accomplishments and know that his professional growth will continue to directly benefit our Division's mission



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.

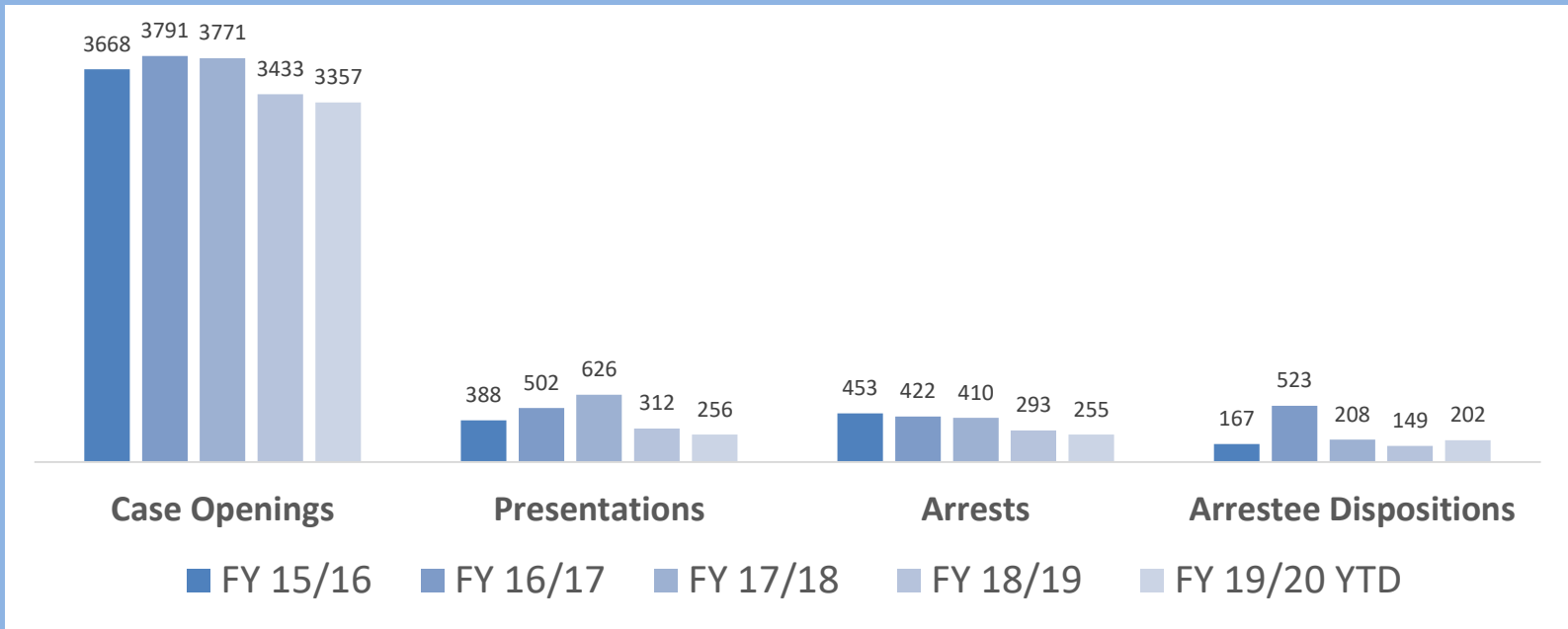
Further, Section 627.736(4)(i), Florida Statutes, provides that “[a]ll claims denied for suspected fraudulent insurance acts shall be reported to the Bureau of Insurance Fraud.”

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.

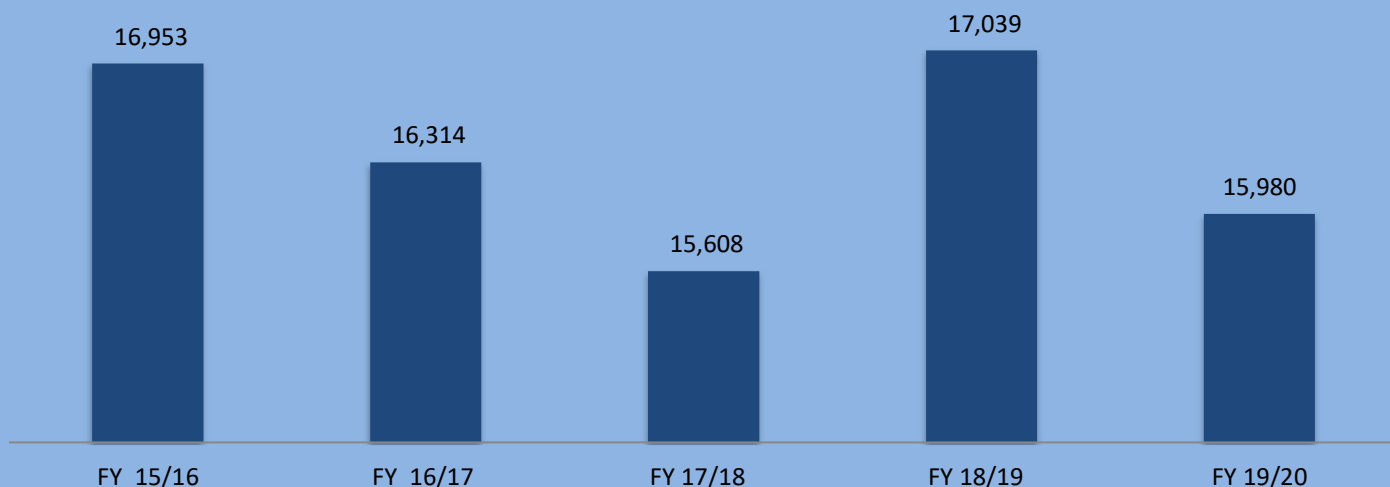
¹ Pursuant to s. 626.9891, Florida Statutes, each insurer admitted to do business in this state must either: (a) establish, if the insurer received \$10 million or more in direct premiums during the previous calendar year, a unit, commonly referred to as a Special Investigations Unit (SIU), to investigate 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.

Bureau of Fire, Arson, and Explosive Investigations Fiscal Year Stats



FISCAL YEAR STATS				
	Open Cases	Presentations	Arrests	Arrest Dispositions
FY 15/16	3668	388	453	167
FY 16/17	3791	502	422	523
FY 17/18	3771	626	410	208
FY 18/19	3433	312	293	149
FY 19/20	3357	256	255	202

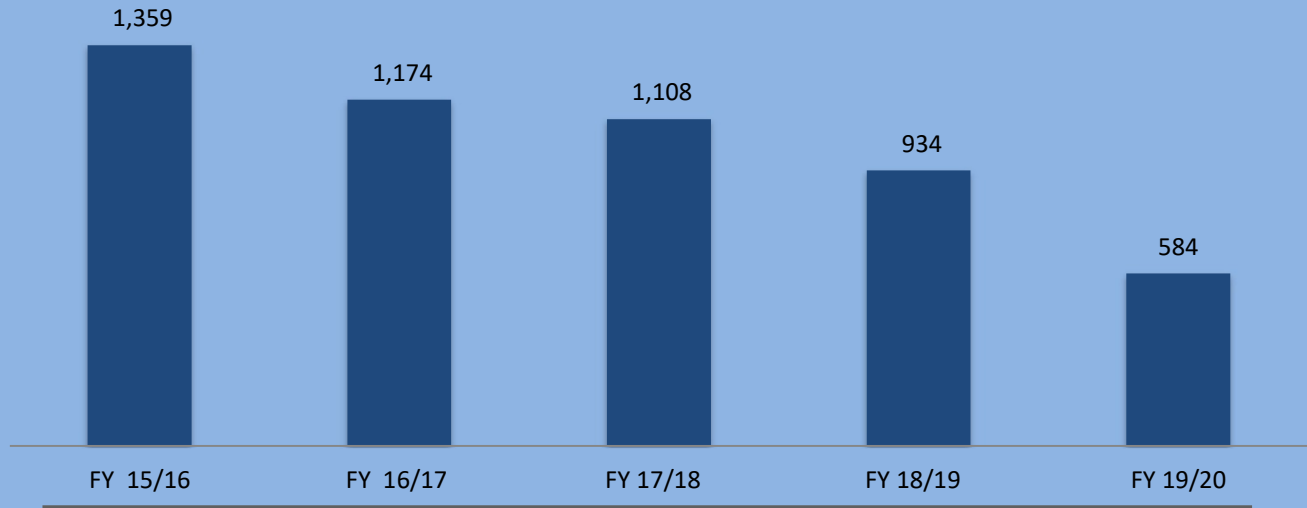
SUSPECTED FRAUD REFERRALS (TIPS)



NUMBER OF SUSPECTED FRAUD REFERRALS FOR EACH FRAUD TYPE

REFERRALS									
Fiscal Year	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
FY 15/16	6,202	2,164	1,819	2,505	1,052	1,161	458	1,592	16,953
FY 16/17	5,869	2,032	2,026	2,228	1,088	1,262	405	1,404	16,314
FY 17/18	4,756	1,999	1,803	2,753	882	1,463	425	1,514	15,595
FY 18/19	4,729	1,823	1,815	2,620	1,430	1,741	455	2,426	17,039
FY 19/20	4,487	1,532	2,135	2,635	1,171	1,911	271	1,838	15,980

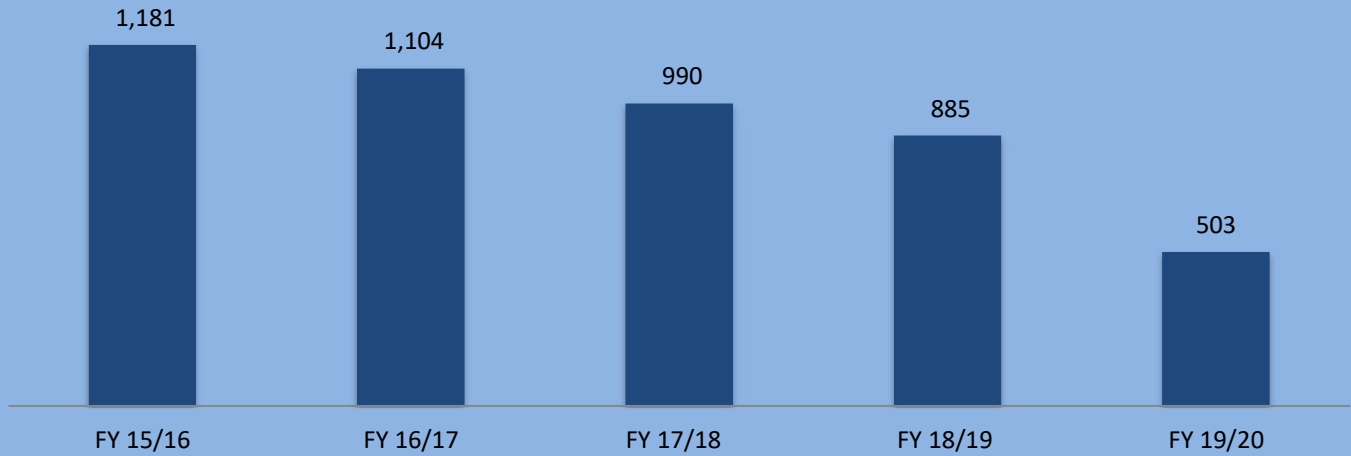
CASES PRESENTED FOR PROSECUTION



NUMBER OF CASES PRESENTED FOR PROSECUTION BY FRAUD TYPE

PRESENTATIONS									
	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
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
FY 18/19	143	497	56	65	32	53	34	52	934
FY 19/20	74	313	38	38	29	21	34	37	584

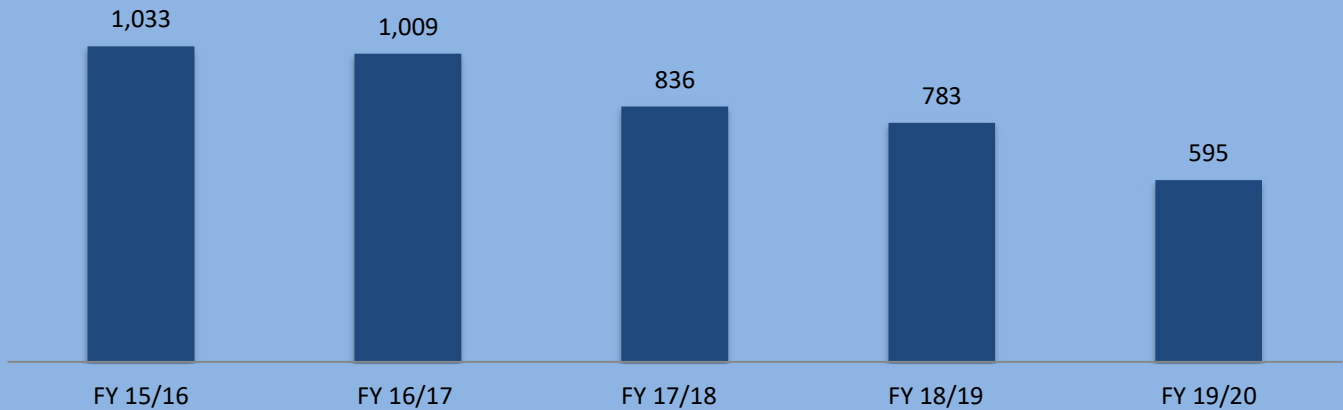
NUMBER OF ARRESTS



NUMBER OF ARRESTS MADE BY FRAUD TYPE

ARRESTS									
	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
FY 15/16	372	455	55	71	16	53	56	103	1,181
FY 16/17	262	407	73	98	58	35	42	129	1,104
FY 17/18	193	398	63	73	44	47	34	138	990
FY 18/19	136	437	61	57	55	47	30	62	885
FY 19/20	95	236	28	33	15	19	36	41	503

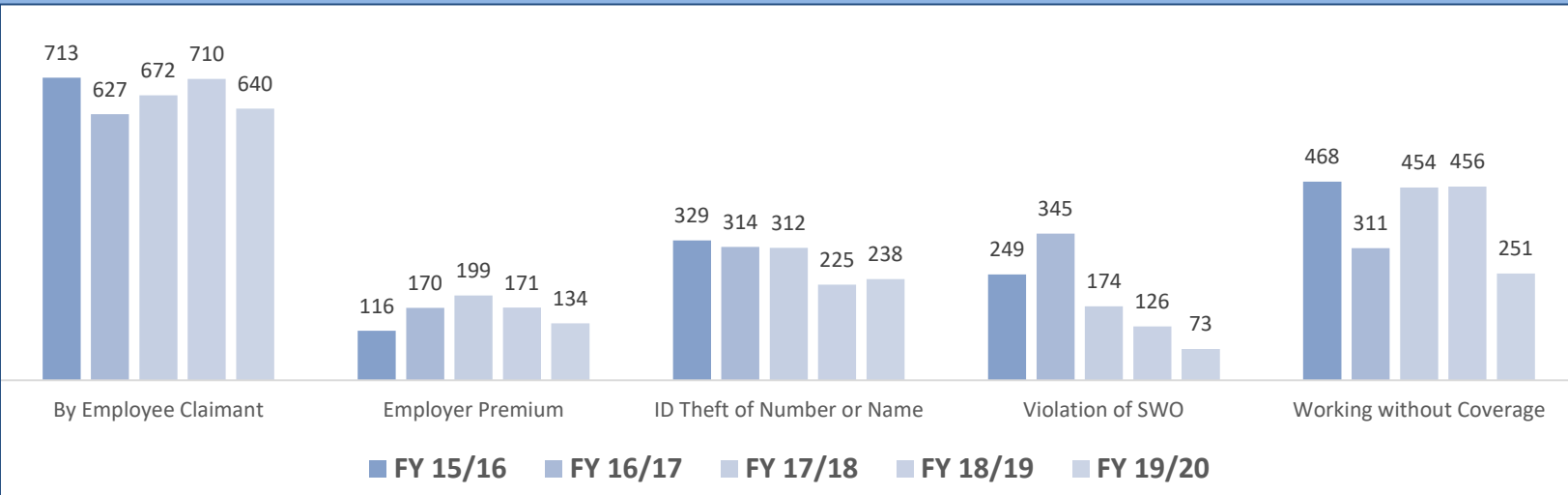
SUCCESSFUL PROSECUTIONS



NUMBER OF SUCCESSFUL PROSECUTIONS RECEIVED BY FRAUD TYPE

SUCCESSFUL PROSECUTIONS									
	PIP	WC	Vehicle	Application	Health	Home	Licensee	Other	Total
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	59	836
FY 18/19	153	383	39	65	32	41	20	50	783
FY 19/20	106	316	41	33	22	26	21	30	595

Workers Compensation Trends



WC Trends	FY 15/16	FY 16/17	FY 17/18	FY 18/19	FY 19/20
By Employee Claimant	713	627	672	710	640
Employer Premium	116	170	199	171	134
ID Theft of Number or Name	329	314	312	225	238
Violation of SWO	249	345	174	126	73
Working without Coverage	468	311	454	456	251

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
2015/2016	1,669	1,466	1,481	1,586	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
2018/2019	1,058	1,096	1,293	1,282	4,729
2019/2020	1,136	1,030	1,063	1,262	4,491

PIP Referrals



FISCAL YEAR 2019-2020 GENERAL APPROPRIATIONS ACT FOR THE DIVISION

Salary and Benefits	\$28,007,863
Other Personal Services	\$130,342
Expenses	\$4,570,935
Operating Capital Outlay	\$1,393,519
Transfer to Justice Administration Commission	\$2,077,071
Contracted Services	\$842,963
Operation of Motor Vehicles	\$343,253
Risk Management Insurance	\$370,432
Salary Incentive Payments (CJIP)	\$311,620
Lease or Lease -Purchase of Equipment	\$88,263
Fixed Capital Outlay	\$35,000
Transfer to Human Resources	\$92,954
TOTAL ALL FUNDS	\$39,742,841

REPORT SUSPECTED ARSON IN FLORIDA

REPORT ARSON

1-877-NO-ARSON

1-877-622-7766

If you have information regarding an ARSON or EXPLOSIVE DEVICE INCIDENT anywhere in the state of Florida, you can submit an anonymous tip through the online tip form OR call the number above. Your tip information will be relayed to the appropriate Bureau of Fire, Arson, and Explosives Investigations Regional Office.

arsonreporting.fldfs.com



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

