



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit
Government Services and Customer
Satisfaction Office
Department of Education

Report Number:
 31-132-03

Released:
 April 2003

The Government Services and Customer Satisfaction Office, Department of Education, is responsible for providing assistance to the public and school district personnel to help ensure equal educational opportunity for all students; providing ongoing interpretation, analysis, and monitoring of educational legislation; allocating federal funds to reduce the barriers to educational success of homeless children and youth; and providing technical assistance regarding State and federal programs and leadership for nonpublic schools and home schoolers.

Audit Objective:

To assess the effectiveness of the Government Services and Customer Satisfaction Office.

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Audit Conclusion:

The Office was generally effective in its customer satisfaction, government services, and nonpublic and home schools operations. However, the Homeless Education Unit (HEU) was sometimes not effective in ensuring that homeless children and youth in Michigan have access to a free and appropriate public school education.

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Reportable Conditions:

1. Homeless Education Grants
 HEU did not distribute federal homeless education grant funds on the

basis of need in accordance with federal law, did not distribute some grant funds on a competitive basis, and did not comply with certain Department of Education grant award procedures (Finding 1).

2. Monitoring of Homeless Education Grants

HEU needs to establish an effective process for monitoring homeless education grantees for compliance with federal grant requirements (Finding 2).

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Agency Response:

The Department's response stated that it agrees with the recommendations and will comply.

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A copy of the full report can be
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www.state.mi.us/audgen/



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