



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit

Report Number:
 43-130-04

Office of Quality Assurance

Department of Human Services (DHS)

Released:
 December 2005

The Office of Quality Assurance's (OQA's) primary mission is to conduct quality control reviews of client case files in accordance with federal regulations governing the Food Assistance Program (FAP) and Medicaid. The objectives of the reviews are to provide a systematic method of measuring the validity of the program caseload, determining caseload error rates, and providing a continuous flow of information to all levels of management on which to base corrective action.

Audit Objective:

To assess the effectiveness of OQA's efforts to determine the accuracy of recipient eligibility and benefit decisions for FAP and Medicaid.

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Audit Conclusion:

We concluded that OQA was effective in determining the accuracy of recipient eligibility and benefit decisions for FAP and Medicaid. However, we noted reportable conditions related to FAP quality control review sample notification, identification of staff training needs, and Medicaid training (Findings 1 through 3).

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Agency Response:

Our report contains 3 findings and 4 corresponding recommendations. DHS indicated that it agrees with all 4 recommendations.

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A copy of the full report can be obtained by calling 517.334.8050 or by visiting our Web site at: <http://audgen.michigan.gov>



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