



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit

Report Number:
431-0316-06

Training and Staff Development

Department of Human Services

Released:
March 2007

The Department of Human Services (DHS) has divided the responsibility for employee training among the Office of Professional Development, the Office of Training and Staff Development, and the Office of Child Support. In addition, the Purchased Services Division (PSD) and the Community Support Division (CSD) are responsible for ensuring that private agency contractors receive training as stated in their agreements with the contractors.

Audit Objective:

To assess the effectiveness and efficiency of DHS's administration of the training and staff development functions.

Audit Conclusion:

We concluded that DHS was moderately effective and was efficient in administering the training and staff development functions. We identified one material condition. DHS had not instituted initial instruction requirements for newly hired family independence specialists (FIS) and eligibility specialists (ES) and continuing education requirements for all services specialists, FIS, and ES (Finding 1). We also identified a reportable condition related to the monitoring of private agency training (Finding 2).

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Audit Objective:

To assess the effectiveness of DHS's efforts in evaluating its training programs.

Audit Conclusion:

We concluded that DHS was not effective in evaluating its training programs. We identified one material condition. DHS had not developed a comprehensive process to evaluate the effectiveness of its training programs for services specialists (Finding 3). We also identified a reportable condition related to child support specialist training (Finding 4).

While we did not identify any reportable conditions related to DHS's evaluation of training programs provided to FIS and ES, in reaching our conclusion, we considered the significant impact that critical decisions made by services specialists have on public safety and well-being. Effective training programs are crucial in providing these staff with the skills and knowledge needed to make consistent and accurate decisions.

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Audit Objective:

To assess the effectiveness of DHS's efforts to ensure that protective service workers met the bachelor's degree requirement.

Audit Conclusion:

We concluded that DHS was effective in ensuring that protective service workers met the bachelor's degree requirement. Our report does not include any reportable conditions related to this audit objective.

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Agency Response:

Our audit report contains 4 findings and 5 corresponding recommendations. DHS indicated that it agrees with the recommendations and has complied or will comply with them.

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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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