



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit

*Project Management of the Bridges Integrated Automated Eligibility Determination System
 Department of Human Services, Department of Community Health, and Department of Technology, Management & Budget*

Report Number:
 431-0592-10

Released:
 October 2010

The Bridges Integrated Automated Eligibility Determination System (Bridges) is an automated information system that replaced several existing systems that processed client intake applications; registration; eligibility determination; and issuance of cash assistance, medical assistance, food assistance, and child care assistance. The Departments began developing Bridges during 2004 and implemented it Statewide during September 2009. Fiscal year 2008-09 benefits paid totaled approximately \$12 billion or 45% of General Fund expenditures for the State of Michigan.

Audit Objective:

To assess the Department of Human Services (DHS), Department of Community Health (DCH), and Department of Technology, Management & Budget's (DTMB's) efforts at establishing an effective organizational structure over Bridges.

Audit Conclusion:

DHS, DCH, and DTMB's efforts at establishing an effective organizational structure over Bridges were not effective. We noted two material conditions (Findings 1 and 2).

Material Conditions:

DHS, DCH, and DTMB did not provide effective project administration over Bridges' system development (Finding 1).

DHS, DCH, and DTMB did not ensure that the State was able to independently maintain and operate Bridges (Finding 2).

~ ~ ~ ~ ~

Audit Objective:

To assess the effectiveness of DHS, DCH, and DTMB's efforts in assessing whether the Bridges project achieved the goals and objectives defined by the Departments.

Audit Conclusion:

DHS, DCH, and DTMB's efforts in assessing whether the Bridges project achieved the goals and objectives defined by the Departments were not effective. We noted one material condition (Finding 3).

Material Condition:

DHS, DCH, and DTMB did not conduct an implementation review of Bridges (Finding 3).

~ ~ ~ ~ ~

Audit Objective:

To provide a summary of the development and maintenance costs of Bridges.

Audit Conclusion:

We provided a summary of the development and maintenance costs of Bridges. Our report does not include any reportable conditions related to this audit objective.

~ ~ ~ ~ ~

Agency Response:

Our audit report contains 3 findings and 3 corresponding recommendations. DHS, DCH, and DTMB's preliminary responses indicate that they disagree with 1 recommendation and agree with 2 recommendations and have complied or will comply with them.

~ ~ ~ ~ ~

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>



Michigan Office of the Auditor General
201 N. Washington Square
Lansing, Michigan 48913

Thomas H. McTavish, C.P.A.
Auditor General

Scott M. Strong, C.P.A., C.I.A.
Deputy Auditor General