



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit

*Office of Services to the Aging's (OSA's)
Community Services Division (OSA-CSD) and
State Long Term Care Ombudsman (OSA-SLTCO)
Department of Community Health*

Report Number:
391-0645-10

Released:
June 2012

OSA is Michigan's designated State unit on aging as mandated by the federal Older Americans Act. OSA is responsible for addressing older adult issues; facilitating and funding programs and services for older adults; and supervising, monitoring, assessing, and evaluating the services provided to older adults by Michigan's 16 local area agencies on aging (AAAs). OSA-CSD provides direct guidance to the AAAs and monitors the AAAs' oversight activities related to the more than 1,200 local service providers. In addition, OSA houses OSA-SLTCO, which helps address the quality of care and quality of life experienced by residents of licensed long-term care facilities.

Audit Objective:

To assess the effectiveness of OSA-CSD's efforts to monitor AAAs in providing services to older adults in Michigan.

Audit Conclusion:

We concluded that OSA-CSD's efforts to monitor AAAs in providing services to older adults in Michigan were not effective. We noted two material conditions (Findings 1 and 2) and two reportable conditions (Findings 3 and 4).

Material Conditions:

OSA-CSD did not ensure that AAA subcontractors were effectively monitored to help ensure that service programs were operated in accordance with service contracts and in compliance with OSA operating standards for service programs (Finding 1).

OSA had not established effective internal control to help ensure that AAAs always conducted criminal background checks of all service program paid and volunteer staff. In addition, OSA did not provide AAAs with standardized guidelines for assessment of convictions identified during criminal background checks (Finding 2).

Reportable Conditions:

OSA-CSD needs to improve its monitoring of AAA service plans to ensure that the plans meet all OSA requirements. Also, OSA-CSD needs to strengthen controls to help ensure that it always retains complete documentation of AAA compliance and program outcome assessments. In addition, OSA-CSD needs to improve its process for evaluating and analyzing significant information reported by AAAs and following up on reported noncompliance (Finding 3).

OSA-CSD did not monitor the in-service training levels of AAA care managers (Finding 4).

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Audit Objective:

To assess the effectiveness of OSA's State Long Term Care Ombudsman's (OSA-SLTCO's) efforts to monitor the timely and appropriate resolution of complaints relating to services provided to older adults.

Audit Conclusion:

We concluded that OSA-SLTCO's efforts to monitor the timely and appropriate resolution of complaints relating to services provided to older adults were moderately effective. We noted one material condition (Finding 5).

Material Condition:

OSA-SLTCO had not established policies and procedures for monitoring the activities of local long term care ombudsmen (Finding 5).

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Agency Response:

Our audit report contains 5 findings and 8 corresponding recommendations. DCH and OSA's preliminary response indicates that OSA agrees with 3 recommendations (Findings 2, 3, and 4); partially agrees with 1 recommendation (Finding 5); and disagrees with 4 recommendations (Findings 1, 2, and 3).

DCH and OSA management informed us in January 2012, subsequent to our audit fieldwork and the issuance of our draft report to DCH and OSA, that OSA-CSD had been dissolved and former CSD responsibilities were realigned to other areas within OSA.

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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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