



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit

Report Number:
071-0176-12

Office of Children's Ombudsman

*Department of Technology, Management,
and Budget*

Released:
January 2013

The Office of Children's Ombudsman (OCO) was established as an autonomous State agency by Act 204, P.A. 1994 (the Children's Ombudsman Act). Organizationally, OCO is placed within the Department of Technology, Management, and Budget. OCO helps to ensure the safety and well-being of Michigan's children in need of protective services, foster care, adoption services, or juvenile justice through independent investigations of complaints and child advocacy.

Audit Objective:

To assess the effectiveness of OCO's efforts to ensure timely and effective reviews and investigations of complaints concerning a child involved with children's protective services, foster care, adoption services, or the juvenile justice system.

Audit Conclusion:

We concluded that OCO's efforts to ensure timely and effective reviews and investigations of complaints concerning a child involved with children's protective services, foster care, adoption services, or the juvenile justice system were moderately effective. We noted one material condition (Finding 1) and two reportable conditions (Findings 2 and 3).

Material Condition:

OCO, in conjunction with the Department of Human Services (DHS), did not obtain access to DHS's computer networks relating to children's protective services,

foster care, adoption services, and the juvenile justice system (Finding 1).

Reportable Conditions:

OCO's investigators did not always complete timely reviews and investigations as outlined in its established procedures (Finding 2).

OCO's investigators did not always verify that DHS and/or child placing agencies took the agreed-upon corrective action to address policy or procedure violations (Finding 3).

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Audit Objective:

To assess the effectiveness of OCO's efforts to report accurate and complete information to DHS, the Governor, and the Legislature.

Audit Conclusion:

We concluded that OCO's efforts to report accurate and complete information

to DHS, the Governor, and the Legislature were effective. Our audit report does not include any reportable conditions related to this audit objective.

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Agency Response:

Our audit report contains 3 findings and 3 corresponding recommendations. OCO's preliminary response indicates that it agrees with all 3 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>



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