



STATE OF MICHIGAN
DEPARTMENT OF CORRECTIONS
LANSING

RICK SNYDER
GOVERNOR

DANIEL H. HEYNS
DIRECTOR

January 13, 2014

Doug Ringler, Director
Office of Internal Audit Services
Office of the State Budget
George W. Romney Building
111 South Capitol, 6th Floor
Lansing, MI 48913

Dear Mr. Ringler:

In accordance with the State of Michigan, Financial Management Guide, Part VII, attached is a summary table identifying our responses and a corrective action plan to address the recommendations contained within the Office of the Auditor General's performance audit of Parole and Probation Services covering the period October 1, 2010 through March 31, 2013.

Please direct questions regarding the summary table or corrective action plans to Julie Hamp at (517) 335-6886.

Sincerely,

DEPARTMENT OF CORRECTIONS

Signature Redacted

Daniel Heyns, Director
Attachment
DH/22/cm

c: Executive Office
Office of the Auditor General
House Fiscal Agency
Senate Fiscal Agency
House Appropriations Sub-Committee on Corrections
Senate Appropriations Sub-Committee on Judiciary and Corrections
House Judiciary Committee
Senate Judiciary Committee
J. Hamp C. MacKenzie N. Martin
C. Sinclair R. Treacher

1. Audit recommendations the agency agrees and will comply with:

Finding #	Expected compliance Date
1	June 1, 2014
2	May 1, 2014
3	April 1, 2014

2. Audit recommendations the agency disagrees with:

None

1. Parole and Probation Supervision

The auditors recommended that DOC manage offenders in accordance with its established policies.

Agency Preliminary Response

DOC agrees with the recommendation. DOC is taking steps to comply by revising its operating procedures (work statements) to further an evolving approach to case management that focuses more on mentoring, motivating and correcting offender behavior through evidence-based case management practices and strategic interventions than on meeting minimum case contact quotas. DOC is also reviving a manual auditing/inspection tool (CFJ-237 Field Operations Administration Case Review) to enhance quality assurance through monthly supervisory inspections of select individual cases.

In addition, the DOC has begun a case management pilot that will test the effectiveness of the type of case supervision described above.

2. Electronic Monitoring Alerts

The auditors recommended that DOC field agents document that they investigate and resolve electronic monitoring alerts in the OMNI case notes.

Agency Preliminary Response

DOC agrees with the recommendation and is taking steps to comply. Agents need to document in their case notes the actions they take on electronic monitoring alerts that signal suspicious behavior and/or violations of the offender's supervision order. Not all alerts rise to this level; therefore, the electronic monitoring work statement is being revised accordingly. Monitoring of case supervision and documentation will continue with the monthly inspections and annual audits.

3. Review of GPS Points

The auditors recommended that DOC field agents review offenders' GPS points in a timely manner.

Agency Preliminary Response

DOC agrees with the recommendation and has complied. This audit revealed that there is a need to provide Agents and Supervisors with more detailed instruction regarding the GPS point review requirement. Therefore, DOC has revised the pertinent work statement to explain the proper protocol for reviewing GPS points, along with the supervisor's associated responsibilities. The work statement changes include specific guidance to Supervisors and Agents that will ensure consistency in the timing of the review as well as better oversight.