



STATE OF MICHIGAN
DEPARTMENT OF CORRECTIONS
LANSING

RICK SNYDER
GOVERNOR

DANIEL H. HEYNS
DIRECTOR

August 15, 2014

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

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 the Prisoner Intake Process covering the period August 1, 2010 through September 30, 2013.

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

Sincerely,

Signature Redacted

Dan 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
B. Curtis J. Hamp
T. Finco C. MacKenzie
R. Treacher M. Warren
H. Washington

Audit recommendations the agency will comply with:

- 1 Expected Compliance Date: October 1, 2014
- 2 Expected Compliance Date: October 1, 2014

Audit recommendations the agency disagrees with:

None

1. Continuous Quality Improvement (CQI) Process

The auditors recommended that DOC develop a comprehensive CQI process to monitor and evaluate the effectiveness and efficiency of its prisoner intake process.

Agency Preliminary Response

DOC agrees with the recommendation and is taking steps to comply. DOC implemented policy directive 01.01.110, "Effective Process Improvement and Communication" (EPIC), effective April 1, 2014, to establish an ongoing means to evaluate and monitor process improvement and communication in work areas throughout DOC. The policy can be used determine where changes are warranted to improve an area's performance and efficiency. DOC has taken steps to establish an EPIC team to evaluate and monitor the prisoner intake process for improvements.

In addition, policy directive 01.05.100, "Self-Audit of Policies and Procedures," establishes a means to evaluate and monitor compliance with policies and to take proactive steps to correct any deficiencies. RGC and WHV will include policy directive 04.01.105, "Reception Facility Services," in the 2014 self-audit process that begins October 1 to monitor overall timeliness of the prisoner intake process and establish a plan of action to ensure that the process is made more efficient and effective as necessary.

2. Timeliness of Prisoner Intake Process

The auditors recommended that WHV coordinate the scheduling of its intake services. The auditors also recommended that WHV track data related to the timeliness of its overall intake process.

Agency Preliminary Response

WHV agrees with the recommendations and has taken steps to comply. Because several factors influence intake processing time at WHV, DOC is taking steps to update the policy directive to establish more realistic timeframe goals for female prisoners. For example, the WHV health service teams provide care to prisoners in intake and to the other 2,000 prisoners housed at WHV; consequently, health service teams schedule appointments on a priority basis.

In addition, WHV developed a database system to follow offenders through the intake process to ensure that each step is completed within required timelines and that scheduling conflicts are resolved. WHV began using this database in May 2014. The deputy warden supervising the intake process is monitoring the database for compliance. WHV has also reduced the time period for the second pregnancy urine test to 21 days in an effort to further expedite the intake process.