



STATE OF MICHIGAN

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET
LANSING

RICK SNYDER
GOVERNOR

JOHN E. NIXON, CPA
DIRECTOR

May 7, 2013

Doug Ringler, Director
Office of Internal Audit Services
Office of the State Budget
George W. Romney Building
111 South Capitol, 6th Floor
Lansing, Michigan 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 corrective action plans to address recommendations contained within the Office of the Auditor General's audit report of the Office of Children's Ombudsman, Department of Technology, Management & Budget.

Questions regarding the attached summary table or corrective action plans should be directed to me.

Sincerely,

Signature Redacted

Michael R. Gilliland, Director
Financial Services

Attachment

c: Representative Joseph Haveman, Chair, House Appropriations
Senator Roger Kahn, Chair, Senate Appropriations
Dennis Muchmore, Executive Office
Dick Posthumus, Executive Office
House Fiscal Agency
Senate Fiscal Agency
Mark Freeman, Office of the Auditor General
Sharon Ellis, DTMB
Verlie Ruffin, DTMB
David Behen, DTMB
Chris Harkins, DTMB
John Juarez, DTMB
Kurt Weiss, DTMB
Rick Lowe, DTMB

Department of Technology, Management and Budget
Office of Children's Ombudsman
October 1, 2009 through March 31, 2012

Preliminary Plan to Address OAG Audit Recommendations

Summary of Agency Responses to Recommendations

1. Audit recommendations the agency complied with: None
2. Audit recommendations the agency agrees with and will comply: #1, 2, and 3
3. Audit recommendations the agency disagrees with: None

Agency's plan to address the OAG recommendations:

1. Access to DHS's Computer Networks

OCO agrees with the recommendation and will continue to work to obtain access to DHS' computer networks. Access to the Department of Human Services (DHS) child welfare computer system is statutorily required and a critical component for more thorough and expedient OCO investigations. Although OCO has pursued access to their computer network, access has been denied by DHS. In a December 2012 letter from the DHS director to the OCO director, the DHS director confirmed that the OCO "will have access to the Michigan Statewide Automated Child Welfare Information System (MiSACWIS) planned for implementation in the summer of 2013." Access to DHS' computer networks would help improve the timeliness of OCO investigations and ensure OCO has complete, up-to-date information for investigations. OCO is working with DHS to revise the OCO/DHS Memorandum of Understanding that describes the procedure both agencies will follow regarding access to MiSACWIS for OCO case investigations. The OCO has included, in the March 2013 amendments to the Children's Ombudsman Act (HB 4050), additional language that does not identify a specific computer system for the OCO to obtain access, in the event that DHS discontinues using MiSACWIS in the future. Going forward, OCO will report, via its annual report to the governor, legislature and

DHS, on its progress in working with DHS to obtain access to their computer system. The OCO will achieve full compliance with the audit recommendation by December 31, 2013.

2. Timeliness of Investigations

OCO agrees with the recommendation. Timely OCO investigations is crucial in helping to ensure DHS and private child placing agency compliance with laws and policies affecting children and their families involved in the child welfare system. OCO will continue to review its investigative processes and established procedures to ensure timely completion of investigations. OCO staff consists of the director, supervisor, support staff, and five investigators. The number of complaints received and cases opened for investigation in 2012 was 1,334/137 respectively. To do the best job possible with limited resources, OCO has begun streamlining its investigation processes which includes changing how it handles complaints and conducting intakes, created two investigative teams, creating a new case management process, and revising OCO policies and procedures to achieve the established timeframes more effectively. The OCO will achieve full compliance with the audit recommendation by August 31, 2013.

3. Follow-Up on Action Taken by DHS and/or Child Placing Agencies

OCO agrees with the recommendation. OCO follow-up with agencies who agree with OCO recommendations is important to ensuring the agreed upon action has taken place. OCO will ensure that its investigation process includes verification that DHS and/or the child placing agency have taken the agreed-upon corrective action necessary to address policy or procedure violations and child safety issues. OCO has met with DHS and submitted a draft revision to DHS for the OCO/DHS Memorandum of Understanding, to create a follow-up process for OCO to use with DHS regarding recommendations outlined in F&Rs and Requests for Action. Going forward, documentation or other verifiable information will be provided by DHS or the child placing agency. OCO will fully comply with the recommendation by June 30, 2013.