



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING



MAURA D. CORRIGAN
DIRECTOR

October 6, 2014

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

Dear Director:

In accordance with the State of Michigan, Financial Management Guide, Part VII, the Department of Human Services is enclosing a summary table identifying the department's responses and the corrective action plans to address findings identified in the Office of the Auditor General's Performance Audit of Bridges Decision Tables and Benefit Calculations for the period of October 1, 2010 through May 31, 2013.

If you have any questions concerning this information, please contact Julie Horn Alexander at 517-335-4659 or hornj@michigan.gov.

Sincerely,

Signature Redacted

Maura D. Corrigan

c: Executive Office
Office of the Auditor General
House Fiscal Agency
Senate Fiscal Agency
House and Senate Appropriation Sub-Committees
House and Senate Standing Committees



State of Michigan
DEPARTMENT OF HUMAN SERVICES
Response to the Auditor General's Report
Bridges Decision Tables and Benefit Calculations Performance Audit
OAG Reference No. 431-4101-12
DHS Reference No. 2012-094

1. Findings Agreed With – Corrective Action Implemented
1
2. Findings Agreed With – Corrective Action Will Be Implemented
none
3. Findings Agreed with In Part – Corrective Action Implemented
None
4. Findings Agreed with In Part – Corrective Action Will Be Implemented
None.
5. Findings Agreed with In Part – No Corrective Action Will be Implemented
None.
6. Findings Disagreed With – No Corrective Action Will be Implemented
None.

DHS Tracking System

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Audit Title	BRIDGES DECISION TABLES AND ELIGIBILITY CALCULATIONS (OAG)		
Auditing Agency	OFFICE OF THE AUDITOR GENERAL	Begin Date	10/1/2010
Report Issuance Date	4/1/2014	End Date	5/31/2013

Finding Description	Bridges Work Requests		
Administration Area	DTMB TECHNOLOGY		
Report Implementation Date	1/1/2015	Status Requested	6/24/2014
Status Contact	hoganj	Last Updated	6/24/2014
Status	Completed	Last Updated By	osgac

Corrective Action Plan	<p>Finding 1: Bridges Work Requests DHS did not track and monitor the progress and completion of open Bridges work requests established prior to January 2012. Tracking and monitoring open Bridges work requests could help DHS ensure that DHS corrects known Bridges functional issues in a timely manner. Untimely completion of Bridges work requests could result in an inefficient use of DHS and DTMB to apply manual resolutions and address recurring remedy tickets.</p> <p>DHS and DTMB had 1,163 open Bridges work requests for FIP, FAP, Medicaid, and CDC as of May 31, 2013. The OAG determined that 531 (46 percent) open work requests had been open for two years or more. The OAG determined that DTMB had not conducted any action on 43 of these 531 work requests.</p> <p>DHS created the 531 open prior to DHS's establishment of the information technology governance committee process in January 2012. However, DHS could not provide sufficient documentation that it tracked and monitored the 531 work requests from January 2012 through May 2013. DHS IT management stated it was not certain whether these work requests were appropriately categorized or remained necessary or should be closed. DHS IT management also stated that it had not established timeliness standards for monitoring these open work requests during the audit period because it dedicated its resources to resolve approximately 11,000 remedy tickets as of December 31, 2011, which were a higher priority that had an immediate effect on clients' benefits.</p> <p>Recommendation: Recommend that DHS track and monitor the progress and completion of open Bridges work requests established prior to January 2012.</p> <p>Response: DHS disagrees with the finding in part. DHS did not neglect the work requests over two years old but acknowledges it did not document what actions were being taken with the work requests prior to the establishment of the IT Governance Committee in January 2012.</p> <p>In September 2013, DTMB began providing the monthly Bridges Work Requests Report from ClearCase so that DHS can monitor the status of the number of open work requests. The December 6, 2013 report showed 175 work requests opened on or before 2010 compared to the September 11, 2013 report that showed 1,000 work requests on or before 2010. The December 6, 2013 report also showed 752 open work requests opened during 2011-2013 compared to the September 11, 2013 report that showed 1,320 work requests opened during 2011-2013. This represents a 60 percent decrease in open work requests from September to December. These numbers in the Bridges Work Request Reports identify work requests for all programs whereas the audit only looked at four programs. The open work requests have been prioritized in accordance with the IT Governance Committee process.</p> <p>Planned Implementation Date: Corrective action has been implemented. The open requests prior to January 2012 have been prioritized.</p> <p>Update June 2014: Per Nate Buckwalter email - DTMB has developed a CQ summary report which shows all open work requests, and includes a breakout of the work requests opened before January 1, 2012 and work requests opened after December 31, 2011. This report is provided to DHS on a weekly basis. This allows this allows the monitoring of the work requests opened prior to January 2012 and complies with the auditor's recommendation to monitor the work requests established prior to January 2012. This finding can be closed.</p> <p>Responsible Administration(s): DHS, BTPS DTMB, Customer Service</p> <p>Responsible Individual(s): Teresa Spalding, Director, BTPS Jim Hogan, General Manager for DHS Systems</p>
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Recoupment Recommended	N/A
Recoupment Comments	
OIA Status	Approved
OIA Comments	