



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
MICHIGAN VETERANS AFFAIRS AGENCY
LANSING

JEFF BARNES
DIRECTOR

Memorandum for

Subject: Plan to address findings

The Michigan Veterans Affairs Agency in response to the Office of the Auditor General Report #511-0105-13 and dated December 2013; the MVAA has responded with the following:

1. VSO performance Standards (Complied; January 1, 2014)
 - a. Finding – DMVA did not issue performance standards to coalition and lacked a reasonable basis for assessing VSO performance and effectiveness.
 - b. MVAA Solution – Performance standards and reporting timelines were established in the contract development process with a combined workgroup of MVAA, coalition and county service officers and staff. Key measurements reported monthly include:
 - i. Types of Claim (i.e. Compensation, Pension, Other Death Related Claim, Fully Developed)
 - ii. Status of Pending Claims
 - iii. Approvals and Recoveries
2. VSO performance (Complied; January 1, 2014)
 - a. Finding – DMVA did not effectively monitor the performance of the VSOs that received the State grant funds.
 - b. MVAA Solution – Ensure monthly reporting and also time sheets verifying where service officers are during their duty time. Additionally, the traveling to multiple locations in a day has been canceled and all service offices have posted service hours. Also with regional coordinator weekly teleconferences, adjustments to service locations can be made to maximize veteran engagements
3. Accounting of Funds (Complied; January 1, 2014)
 - a. Finding – DMVA did not require the VSOs to separately account for expenditures incurred using State grant funds from the total VSO expenditures.
 - b. MVAA Solution – MVAA requires the MVC to complete an audit by an external audit team that is agreed upon by the Director of Targeted Outreach and Performance Management. Additionally, the MVCC is required to maintain financial records for seven years to ensure accurate accounting and audits were conducted.
4. Training of County Veteran Counselors (Will comply, June 10, 2014)

- a. Finding – DMVA had not developed and implemented a process to ensure that all county veterans counselors received the training and accreditation necessary to provide quality services to Michigan Veterans.
 - b. MVAA Solution – MVAA was required by PA 59 of 2013 to provide \$95,000 to Michigan Association of County Veteran Counselors for their attendance to the National Association of County Veteran Service Officers Conference in Grand Rapids. The MVAA has submitted a grant for approval. The grant places the MAC as the fiduciary and requires the MACVC to invite every county service officer. The MACVC is also required to submit all continuing education hours completed by each member that attended the conference.
5. Legislative Reporting Requirements (Complied; April 24, 2014)
- a. Findings – DMVA did not comply with legislative reporting requirements related to the veterans’ advice, advocacy, and assistance responsibilities.
 - b. MVAA Solution – MVAA requires the MVC to submit a quarterly report that provides monthly breakdown of reports. MVAA will then submit this quarterly report to the committees of jurisdiction to meet all reporting requirements.

In addition to the above, MVAA has sent all grants to the Ad Board for approval. This is the first time in the history of the grant program that this crucial oversight step has been completed. Secondly, the introduction of the Regional Coordinator in the service delivery model is a crucial step that encourages identification of underserved veterans and coordination of assets across state government. Finally, MVAA hired the Director of Targeted Outreach and Performance Management to oversee the grant process, provide guidance and ensure veterans are being properly served. This was a critical position to ensure compliance with audit findings.

The MVAA service delivery initiative is predicated on continuous improvement and MVAA will invite proposals and recommendations to that end. Comments and inquiries can be directed to the MVAA Director of Targeted Outreach and Performance Management at (517) 284-5239.

Signature Redacted

Jeff Barnes

Director

Michigan Veterans Affairs Agency