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Office of the Auditor General

Report Summary

Performance Audit

Michigan Veterans Affairs Agency (MVAA)

Department of Military and Veterans Affairs

Report Number:
511-0105-17

Released:
February 2018

MVAA was established under Executive Order No. 2013-2 within the Department of Military and Veterans Affairs. MVAA's mission is to serve as the central coordinating point, connecting those who have served in the United States Armed Forces and their families to services and benefits throughout the State of Michigan. In fiscal year 2016, Michigan had 608,271 veterans, the 11th largest veteran population compared with other states and the District of Columbia, Puerto Rico, and Guam.

Audit Objective			Conclusion
Objective #1: To assess the sufficiency of MVAA's outreach to Michigan veterans and their families.			Sufficient
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
MVAA had not implemented the necessary processes to identify and contact veterans enrolled in State assistance programs who may be eligible to begin or expand their U.S. Department of Veterans Affairs benefits (<u>Finding #1</u>).		X	Agrees

Audit Objective			Conclusion
Objective #2: To assess the sufficiency of MVAA's efforts to assist Michigan veterans and their families in obtaining benefits and services.			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
MVAA could improve contract monitoring by obtaining annual audit reports, establishing measurable performance standards, and validating the accuracy of claims and time reporting. We noted that 11% of Michigan Veterans Coalition claims activity was unsupported and that veterans service organization officers did not work their scheduled days 23% of the time or at their approved locations 8% of the time (<u>Finding #2</u>).		X	Agrees

Observations Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
Potential disparity between the level of effort incurred and the amount of funding received (<u>Observation #1</u>).	Not applicable for observations.		

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