



STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ROBERT GORDON
DIRECTOR

November 14, 2019

Rick Lowe, Chief Internal Auditor
Office of Internal Audit Services
George W. Romney Building
111 South Capitol Avenue, 8th Floor
Lansing, Michigan 48913

Dear Mr. Lowe:

In accordance with the State of Michigan, Financial Management Guide, Part VII, attached are the summary table identifying our responses and corrective action plans to address recommendations contained within the Office of the Auditor General's Performance Audit of the Statewide Child Support Program: Establishment of Child Support Cases and Orders.

Questions regarding the summary table or corrective action plans should be directed to me at 517-241-4237 or MyersP3@michigan.gov.

Sincerely,

Pam Myers, Director
Bureau of Audit

PM:kk

Enclosure

c: Office of the Auditor General
House Fiscal Agency
Senate Fiscal Agency
Executive Office
DHHS, Elizabeth Hertel
DHHS, Farah Hanley

House Appropriations Committee
House Standing Committee
Senate Appropriations Committee
Senate Standing Committee
DHHS, Erin Frisch
DHHS, Emily Schwarzkopf

PERFORMANCE AUDIT OF
STATEWIDE CHILD SUPPORT PROGRAM:
ESTABLISHMENT OF CHILD SUPPORT CASES AND ORDERS

DEPARTMENT OF HEALTH AND HUMAN SERVICES

AUDIT RESPONSE

Approved: Farah A. Hanley
Farah A. Hanley, Senior Deputy Director
Department of Health and Human Services

Date: 11/14/19



AUDIT REPORT SUMMARY

DEPARTMENT: Field Operations Administration

AUDIT PERIOD: October 1, 2012 through August 22, 2016

REPORT DATED: January 8, 2019

DISPOSITION OF AUDIT RECOMMENDATIONS

CITATIONS COMPLIED WITH	CITATIONS TO BE COMPLIED WITH	CITATIONS MDHHS DID NOT AGREE WITH
	Finding 1	

Audit Response
Performance Audit
Statewide Child Support Program:
Establishment of Child Support Cases and Orders
Department of Health and Human Services
October 1, 2012 through August 22, 2016

Recommendation 1: Improvements needed in making timely determinations for good cause claims.

The OAG recommended that MDHHS make timely determinations of custodial parents' good cause claims for not cooperating with establishing paternity and/or child support orders. The OAG also recommended that MDHHS properly reduce or terminate the public assistance benefits of custodial parents who do not cooperate in establishing paternity and/or child support orders.

Response

MDHHS agrees with the recommendations. However, the Office of Child Support (OCS) does not determine good cause for clients, nor does it terminate assistance benefits. MDHHS's OCS and the Economic Stability Administration (ESA) (formally Field Operations Administration) have convened a workgroup to look at the process and recommend training and system improvements. However, OCS and ESA have not been able to implement any changes to systems, policy or training. Once the Work Requests, that include alerts for overdue pending good cause determinations, MiCSES/Bridges interface updates and correspondence updates are prioritized, OCS and ESA will be able to implement changes recommended by the work group. Currently, MDHHS is unable to have these WRs prioritized. OCS and ESA will continue to provide guidance and support to local office workers to ensure policy is followed. The workgroup has written work requests for technical changes within Bridges and MiBridges, however, the work requests are not scheduled to be prioritized until 2020 or later.

OCS and ESA are currently working on updating trainings as well as language on applications and forms.