



STATE OF MICHIGAN  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ROBERT GORDON  
DIRECTOR

December 8, 2020

Rick Lowe, Chief Internal Auditor  
Office of Internal Audit Services  
George W. Romney Building  
111 South Capitol Avenue, 8<sup>th</sup> 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 Walter P. Reuther Psychiatric Hospital.

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***

Pam Myers, Director  
Bureau of Audit

PM:wb

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, Emily Schwarzkopf  
DHHS, Dr. George Mellos

PERFORMANCE AUDIT OF 2020 OAG  
WALTER REUTHER FOLLOW-UP

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: 12/09/20



## **AUDIT REPORT SUMMARY**

DEPARTMENT:           Mental Health, Substance Abuse

AUDIT PERIOD:        October 1, 2018 through November 30, 2019

REPORT DATED:        April 28, 2020

### **DISPOSITION OF AUDIT RECOMMENDATIONS**

CITATIONS COMPLIED WITH	CITATIONS TO BE COMPLIED WITH	CITATIONS DHHS DID NOT AGREE WITH
Finding 1		
Finding 4		

**Audit Response**  
**Performance Audit**  
**2020 OAG Walter Reuther Follow-up**  
**Department of Health and Human Services**  
**October 1, 2018 through November 30, 2019**

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Recommendation 1:     Finding #1 – WRPB should track and minimize direct care nursing staff overtime

We recommend that WRPB continue to pursue additional strategies to mitigate overtime.

Response

WRPB continues to pursue strategies to mitigate overtime within the constraints of available staffing and union contracts.

Recommendation 4:     Finding #4 - Improved controls needed over keys

We recommend that WRPB continue to improve controls over its keys and strengthen controls over its badge access system.

Response

Tracking of all keys and badge deactivation monitoring has been moved to the administrative office. In addition, the administrative office has implemented several new processes for new employee key issuance, protocols for key changes when an employee moves to a new position, keys that are damaged and need replacement, and finally for when an employee leaves WRPB employment.

Safety staff are beginning key ring audits and any findings will be reported to the Environment of Care Committee and Executive Staff Committee on a quarterly basis.