



# OAG

Office of the Auditor General

## Report Summary

*Performance Audit  
Selected Activities Related to Investigation  
Timeliness and Complaint Intake  
Michigan Department of Civil Rights  
(MDCR)*

**Report Number:**  
151-0200-22

**Released:**  
August 2023

MDCR's primary purpose is to receive, initiate, and investigate allegations of discrimination in employment, education, housing, public accommodation, and public service based on an individual's religion, race, color, national origin, genetic information, sex, age, height, weight, familial or marital status, or disability. MDCR receives complaints via its website, telephone, e-mail, mail, and other sources and gathers information necessary to determine whether to assign the complaint for a civil rights investigation, as required by law. For the 18-month period ended June 30, 2022, MDCR received 9,003 complaints and assigned 1,867 complaints for investigation.

Audit Objective			Conclusion
Objective 1: To assess the effectiveness of MDCR's efforts to timely complete civil rights complaint investigations.			Not effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
MDCR completed investigations of alleged civil rights complaints, on average, 19 months after receipt of the complaint, which significantly exceeded its established six-month goal. MDCR's lack of certain actions and periods of investigation inactivity resulted in significant delays in 62% of the investigations we reviewed ( <u>Finding 1</u> ).	X		Agrees

Audit Objective			Conclusion
Objective 2: To assess the sufficiency of MDCR's efforts to assign civil rights complaints for investigation, when required.			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
MDCR's management did not approve 31% of sampled complaint assignment decisions and did not require secondary approval for appealed complaint assignment decisions ( <u>Finding 2</u> ).		X	Agrees

<b>Findings Related to This Audit Objective (Continued)</b>	<b>Material Condition</b>	<b>Reportable Condition</b>	<b>Agency Preliminary Response</b>
MDCR did not have a process to reconcile all e-mailed civil rights complaints and did not have a process to track and monitor all incoming telephone contacts ( <u>Finding 3</u> ).		X	Agrees
MDCR did not document its verbal intake interview with the claimant for 15% of applicable complaints reviewed; interview documentation serves as MDCR's account and record of the claimant's allegations and the basis of MDCR's intake decision ( <u>Finding 4</u> ).		X	Agrees
Although MDCR had a key goal of outstanding customer service, it did not establish formalized processes for receiving, documenting, addressing, and analyzing customer service complaints ( <u>Finding 5</u> ).		X	Agrees
MDCR did not request the Department of Technology, Management, and Budget to remove or disable Civil Rights Information System (CRIS) access in a timely manner for 37% of the CRIS users who permanently or temporarily departed employment ( <u>Finding 6</u> ).		X	Agrees

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