



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
LANSING

GRETCHEN WHITMER  
GOVERNOR

ELIZABETH HERTEL  
DIRECTOR

July 26, 2024

Rick Lowe, Chief Internal Auditor  
State Budget Office  
Office of Internal Audit Services  
111 S. Capitol Avenue  
7th Floor, Romney Building  
Lansing, Michigan 48933

Dear Mr. Lowe:

In accordance with the State of Michigan, [Financial Management Guide, Part VII](#), enclosed is our final corrective action plan to address recommendations contained within the OAG report of the Michigan Department of Health and Human Services (MDHHS) State Child Abuse and Neglect Prevention Board (Children Trust Michigan).

All legislative inquiries should be directed to Chardae Burton, MDHHS Director of Legislative Affairs, at [burtonc5@michigan.gov](mailto:burtonc5@michigan.gov). All other inquiries regarding the corrective action plan should be directed to me at [havenss2@michigan.gov](mailto:havenss2@michigan.gov).

Sincerely,

Shannah Havens, CPA, MBA  
Director, MDHHS Bureau of Audit

Enclosure (1)

c: Executive Office  
Office of the Auditor General  
House and Senate Fiscal Agencies  
House Ethics and Oversight Committee and Senate Oversight Committee  
House and Senate Appropriations Subcommittees on MDHHS  
House Families, Children and Seniors Committee  
Senate Housing and Human Services Committee  
David Knezek, MDHHS, Chief Operating Officer  
Amy Epkey, MDHHS, Senior Deputy Director, Financial Operations Administration  
Chardae Burton, MDHHS, Director, Legislative Affairs  
Demetrius Starling, MDHHS, Senior Deputy Director, Children's Services Administration  
Laura Blodgett, MDHHS, Senior Deputy Director, Communications Administration

Michigan Department of Health and Human Services  
State Child Abuse and Neglect Prevention Board (Children Trust Michigan)  
431-0178-23

Issued By OAG

4/2/2024

Department Final Corrective Action Plan

**Summary Response Matrix**

	Complied	Will Comply	Partially Complied	Will Not Comply
Agrees	Finding 1 Finding 2 Finding 4	Finding 3		
Partially Agrees				
Disagrees				Finding 5

**Final Corrective Action Plan (CAP)**

**Finding Number 1**

Finding Title: Improvements needed in Children Trust Michigan's (CTM) site visit monitoring of local council grant programs.

Related IT system, if applicable: Not applicable.

**Department Response**

Management Views: CTM Agrees

Planned Corrective Action and Milestones (Management Response):

CTM agrees there are opportunities for improving compliance with site visit monitoring of local council grant programs. CTM updated its policy to utilize a risk-based approach for fiscal year 2024 to determine the appropriate level of grantee monitoring. CTM evaluated the current documentation procedure and made necessary improvements.

Anticipated Compliance Date: Completed

Responsible Individual: Suzanne Greenberg, Executive Director Children Trust Michigan

**Finding Number 2**

Finding Title: Improved compliance with the Open Meetings Act needed.

Related IT system, if applicable: Not applicable.

**Department Response**

Management Views: CTM Agrees

Planned Corrective Action and Milestones (Management Response):

CTM agrees there are opportunities for improving compliance with the Open Meetings Act Requirements. CTM has provided guidance to CTM staff about the Open Meetings Act requirements and will post the required meeting notices and meeting minutes to its current website. Also, CTM created a meeting minutes template to ensure all required information is included in the Board approved meeting minutes prior to posting. In addition, CTM updated its procedures to ensure improved compliance with the Open Meetings Act requirements.

Anticipated Compliance Date: Completed

Responsible Individual: Suzanne Greenberg, Executive Director Children Trust Michigan

**Finding Number 3**

Finding Title: Annual internal evaluations needed.

Related IT system, if applicable: Not applicable.

**Department Response**

Management Views: CTM Agrees

Planned Corrective Action and Milestones (Management Response):

CTM agrees there are opportunities to improve the evaluation process of the board. Beginning December 2020, CTM implemented a process that requires board members to complete annual self-evaluations. CTM plans to add an additional component to the annual board self-evaluation process to have each member evaluate the board's overall functions, responsibilities, and performance. CTM will develop a process to compile the results of the evaluations into an aggregate evaluation of the board.

Anticipated Compliance Date: July 30, 2024

Responsible Individual: Suzanne Greenberg, Executive Director Children Trust Michigan

**Finding Number 4**

Finding Title: Improvements needed in required distributions of CTM's State plan.

Related IT system, if applicable: Not applicable

**Department Response**

Management Views: MDHHS Agrees

Planned Corrective Action and Milestones (Management Response):

MDHHS documented detailed procedures for providing the biennial State plan to the legislature and the governor to ensure full compliance with State plan distribution requirements.

Anticipated Compliance Date: Completed

Responsible Individual: Suzanne Greenberg, Executive Director Children Trust Michigan

**Finding Number 5**

Finding Title: Improved monitoring of EGrAMS user access needed.

Related IT system, if applicable: EGrAMS

**Department Response**

MDHHS Disagrees, please refer to the Department's response in report 431-0178-23.