



# OAG

Office of the Auditor General

## Report Summary

### *Follow-Up Report*

*Michigan Long-Term Care Ombudsman  
Program (MLTCOP)*

*Health Services*

*Michigan Department of Health and Human  
Services (MDHHS)*

**Report Number:**  
**391-0571-21F**

**Released:**  
**July 2025**

We conducted this follow-up to determine whether MDHHS had taken appropriate corrective measures in response to the three material conditions noted in our May 2022 audit report.

Prior Audit Information	Follow-Up Results		
	Conclusion	Finding	Agency Preliminary Response
Finding 1 - Material condition  Improved monitoring of MLTCOP's long-term care facility visitation processes needed.  Agency agreed.	Complied	Not applicable.	
Finding 2 - Material condition  Oversight of MLTCOP's complaint investigation process needed.  Agency partially agreed.	Partially complied	Reportable condition exists. See <a href="#">Finding 2</a> .	Disagrees
Finding 3 - Material condition  Improved monitoring of MLTCOP's background checks needed.  Agency agreed.	Complied	Not applicable.	

---

**Obtain Audit Reports**

Online: [audgen.michigan.gov](http://audgen.michigan.gov)

Phone: (517) 334-8050

Office of the Auditor General  
201 N. Washington Square, Sixth Floor  
Lansing, Michigan 48913

**Doug A. Ringler, CPA, CIA**  
Auditor General

**Laura J. Hirst, CPA**  
Deputy Auditor General