



# OAG

Office of the Auditor General

## Report Summary

### Performance Audit

### Oversight of Selected Support, Information, and Referral Hotlines

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

**Report Number:**  
491-0211-24

**Released:**  
June 2026

MDHHS establishes and monitors agreements with several external organizations to provide hotline services to the public. These services include the statutorily required Michigan 211 information and referral hotline to serve residents seeking health and human services agencies' information and resources. MDHHS is also statutorily required to provide publicly available support, information, and referral hotline services for mental health needs, gambling disorder, and survivors of domestic violence and sexual assault. In total, these MDHHS hotlines receive 700,000 contacts per year, and MDHHS's contractor and grantee agreement expenditures for fiscal year 2025 totaled \$24 million for these hotline services.

Audit Objective			Conclusion
Objective 1: To assess the sufficiency of MDHHS's oversight of the Michigan 211 resource information and referral hotline.			Not sufficient
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
<p>MDHHS did not sufficiently monitor the Michigan 211 information and referral hotline despite the contractor reporting it did not achieve the required level of resource database accuracy for over 85% of the quarters reported and did not meet the average speed-to-answer target during any quarter of the 21-month audit period.</p> <p>Also, MDHHS did not obtain required independent third-party assurance reports designed to increase its assurance regarding the:</p> <ul style="list-style-type: none"> <li>• Availability of Michigan 211 hotline services.</li> <li>• Security, privacy, and confidentiality of hotline users' information.</li> <li>• Integrity of information the contractor provides in response to over 500,000 hotline contacts each year (<a href="#">Finding 1</a>).</li> </ul>	X		Agrees
See <a href="#">Finding 3</a> .			

Audit Objective			Conclusion
Objective 2: To assess the sufficiency of MDHHS's oversight of selected crisis intervention, information, and referral hotlines.			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
Neither MDHHS nor the Michigan Problem Gambling Helpline grantee obtained an annual comprehensive third-party audit or other assurance report of the grantee's information system controls during our audit period. In addition, weaknesses existed in other MDHHS measures to gain assurance regarding the soundness of grantee helpline system controls related to security, availability, processing integrity, confidentiality, and privacy ( <u>Finding 2</u> ).		X	Disagrees
For MDHHS employees who were responsible for monitoring hotline agreement performance or approving payments, 75% of those we reviewed had not completed a conflict-of-interest disclosure, or last completed one between 5 and 21 years prior to when the hotline agreements they were monitoring went into effect ( <u>Finding 3</u> ).		X	Agrees

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