



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit

Report Number:
39-645-02

Office of Services to the Aging

Department of Community Health

Released:
May 2003

The Office of Services to the Aging (OSA) has defined its mission as promoting independence and enhancing the dignity of Michigan's older persons and their families. OSA was created by the Older Michiganians Act (Act 180, P.A. 1981) as the primary advocate for the aging in the State of Michigan. OSA monitors and allocates federal and State funds to a network of 16 area agencies on aging (AAAs) to provide services to the aging. The AAAs are responsible for assessing the needs of the aging and for coordinating services.

Audit Objectives:

1. To assess the effectiveness and efficiency of OSA and the aging service delivery network in identifying and providing services to meet the significant needs of the aging.
2. To assess the effectiveness of OSA's and the aging service delivery network's coordination of efforts with the aging services provided by various State agencies.
3. To assess OSA's efforts to evaluate the effectiveness of the delivery of services to the aging in relation to stated program goals and objectives.

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Audit Conclusions:

1. We concluded that OSA and the aging service delivery network were generally effective and efficient in identifying and providing services to meet the significant needs of the aging.

2. We concluded that OSA and the aging service delivery network were generally effective in coordinating their efforts with the aging services provided by various State agencies.
3. We concluded that OSA's efforts to evaluate the effectiveness of the delivery of services to the aging in relation to stated program goals and objectives were generally not effective.

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Noteworthy Accomplishments:

OSA was recognized in November 2001 by the Michigan Quality Council and attained the Lighthouse Award for quality improvement efforts involving internal operations within OSA.

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Reportable Conditions:

OSA should ensure that its contractors obtain criminal background checks of all paid staff or volunteers who enter client

homes and provide services to clients. These checks will help OSA ensure the safety of its clients. (Finding 1)

OSA should ensure that the area agencies on aging conduct required in-service training for staff responsible for in-home services programs (Finding 2).

OSA should complete an annual update of its three-year State plan as required by State law (Finding 3).

OSA needs to enhance its continuous quality improvement process relating to the evaluation of program effectiveness. This

would enable OSA to determine whether it is achieving its mission of promoting independence and enhancing the dignity of Michigan's older persons and their families. (Finding 4)

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Agency Response:

Our audit report contains 4 findings and 4 corresponding recommendations. OSA's preliminary response indicated that it agreed with our findings and that it had complied or will comply with our recommendations.

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A copy of the full report can be obtained by calling 517.334.8050 or by visiting our Web site at: www.state.mi.us/audgen/



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