



RICK SNYDER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING



MAURA D. CORRIGAN
DIRECTOR

July 23, 2014

Director
Office of Internal Audit Services
Office of the State Budget
George W. Romney Building
111 South Capitol, 6th Floor
Lansing, Michigan 48913

Dear Director:

In accordance with the State of Michigan, Financial Management Guide, Part VII, the Department of Human Services is enclosing a summary table identifying the department's responses and the corrective action plans to address findings identified in the Office of the Auditor General's Performance Audit of the Families First of Michigan Program for the period of October 1, 2010 through April 30, 2013.

If you have any questions concerning this information, please contact Julie Horn Alexander at 517-373-4659 or hornj@michigan.gov.

Sincerely,

Signature Redacted

Maura D. Corrigan

c: Executive Office
Office of the Auditor General
House Fiscal Agency
Senate Fiscal Agency
House and Senate Appropriation Sub-Committees
House and Senate Standing Committees



State of Michigan
DEPARTMENT OF HUMAN SERVICES
Response to the Auditor General's Report
Families First of Michigan Performance Audit
OAG Reference No. 431-2784-13
DHS Reference No. 2013-015

1. Findings Agreed With – Corrective Action Implemented

1, 3

2. Findings Agreed With – Corrective Action Will Be Implemented

2

3. Findings Agreed with In Part – Corrective Action Implemented

None

4. Findings Agreed with In Part – Corrective Action Will Be Implemented

None.

5. Findings Agreed with In Part – No Corrective Action Will be Implemented

None.

6. Findings Disagreed With – No Corrective Action Will be Implemented

None.

DHS Tracking System

Print Screen | Audit List

Log Out

View Audit 2013015 Finding 001 - 7/7/2014

Audit Title	FAMILIES FIRST OF MICHIGAN (OAG)		
Auditing Agency	OFFICE OF THE AUDITOR GENERAL	Begin Date	10/1/2010
Report Issuance Date	3/11/2014	End Date	4/30/2013
Finding Description	Contract Compliance Case Record Reviews		
Administration Area	CHILDREN'S SERVICES		
Report Implementation Date	4/1/2014	Status Requested	5/29/2014 
Status Contact	heddenc	Last Updated	5/29/2014
Status	Completed	Last Updated By	osgac
Corrective Action Plan	<p>Finding 1: Contract Compliance Case Record Reviews [material] DHS did not always perform contract compliance case record reviews of contractual agencies or review the required minimum number of case records during these reviews. In addition, contract compliance case record reviews did not ensure that contractual agencies complied with the contract provisions.</p> <p>Recommendation: Recommend that DHS perform contract compliance case record reviews of all contractual agencies and review the minimum number of case record reviews during the reviews and ensure contractual agencies comply with contract provisions.</p> <p>Response: DHS generally agrees. DHS has developed a workgroup to evaluate the requirements of the Families First of Michigan Handbook, which was last updated in 1999, so the program can be effectively managed with the available resources and newer technology. Program management has implemented a process to track the case file reviews and met with DHS training staff so core training and supervisor training can place emphasis on the deficiencies cited.</p> <p>Finding 1a: DHS did not perform 47 (65 percent) of 72 required contract compliance case record reviews during the period of October 1, 2010 through September 30, 2012. During the period of October 1, 2012 through April 30, 2013, DHS central office family preservation staff performed all 36 required contract compliance case reviews.</p> <p>Corrective Action Update May 2014: Process changes made in October 2012 are effective.</p> <p>Implementation Date: Corrective action was implemented in October 2012.</p> <p>Finding 1b: DHS did not meet the minimum review of four cases for each contractual agency contract for 9 of the 36 reviews performed during the period of October 1, 2012 through April 30, 2013. The Families First of Michigan Handbook requires staff to review a minimum of four case records during each compliance case record review.</p> <p>Corrective Action Update May 2014: DHS evaluated the Families First of Michigan Handbook and made changes to better effectively manage the program with existing resources and newer technologies. DHS developed a tracking tool to monitor contract compliance case record reviews to ensure compliance with policy.</p> <p>Implementation Date: Corrective action was implemented in December 2013.</p> <p>Finding 1c: DHS did not ensure that contractual agencies performed 94 (25 percent) of the 375 3-month, 6-month, and 12-month follow-up evaluations in accordance with the contract requirements. The review disclosed that the contractual agencies' records did not support that the contractual agency worker made an in-person contact or attempted a home visit or documented who the work contacted for the follow-up evaluations.</p> <p>Corrective Action Update May 2014: DHS increased its emphasis in core and supervisory training regarding compliance with follow-up procedures and documenting the follow-up visit attempts and the visit itself. Contract agency compliance will be monitored by site visits and case record reviews.</p> <p>Implementation Date:</p>		

Corrective action was implemented in March 2014.

Finding 1d:

DHS did not ensure that contractual agency workers made the initial required contact with the referring DHS worker within four days of the referral in 15 (12 percent) of 125 case records reviewed.

Corrective Action Update May 2014:

DHS increased its emphasis in core and supervisory training regarding compliance with the four day meeting requirement as well as documenting the referring workers acceptance of the meeting request and the actual meeting. Contract agency compliance will be monitored by site visits and case record reviews.

Implementation Date:

Corrective action was implemented in March 2014

Finding 1e: DHS did not ensure that contractual agency workers met with the DHS local office referring worker at a time no later than seven days prior to the anticipated case closure in 9 (7 percent) of 125 cases reviewed.

Corrective Action Update May 2014:

DHS increased its emphasis in core and supervisory training regarding compliance with the seven day meeting requirement as well as documenting the referring workers acceptance of the meeting request and the actual meeting. Contract agency compliance will be monitored by site visits and case record reviews.

Implementation Date:

Corrective action was implemented in March 2014.

Finding 1f:

DHS did not ensure that contractual agency workers documented in the case records the date or reason of prior Families First of Michigan program referrals in 11 (9 percent) of 125 case record reviews. In addition, the contractual agency workers did not obtain DHS central office family preservation specialist approval for 3 of the 11 cases.

Corrective Action Update May 2014:

DHS amended the procedural language in the contracts regarding re-referrals to include case record documentation of the family preservation specialist approval of the re-referral by the supervisor, and inclusion of program office approval of re-referrals prior to 90 days or re-referrals in excess of two interventions.

Implementation Date:

Corrective action was implemented in December 2013.

Responsible Administration(s):

Children's Services

Responsible Individual(s):

Steve Yager, Director, Children's Services
 Stacie Bladen, Acting Deputy Director, Children's Services
 Colin Parks, Manager, Children's Protective Services
 Guy Thompson, Family Preservation Manager

Recoupment Recommended

N/A

Recoupment Comments

OIA Status

Approved

OIA Comments

DHS Tracking System

Print Screen | Audit List

Log Out

View Audit 2013015 Finding 002 - 7/7/2014

Audit Title	FAMILIES FIRST OF MICHIGAN (OAG)		
Auditing Agency	OFFICE OF THE AUDITOR GENERAL	Begin Date	10/1/2010
Report Issuance Date	3/11/2014	End Date	4/30/2013
Finding Description	Contractual Staff Training Record Reviews		
Administration Area	CHILDREN'S SERVICES		
Report Implementation Date	10/1/2014	Status Requested	5/29/2014
Status Contact	heddec	Last Updated	5/29/2014
Status	Open	Last Updated By	osgac
Corrective Action Plan	<p>Finding 2: Contractual Staff Training Record Reviews DHS did not always review contractual agencies' staff training records to ensure the contractual agencies complied with the contract requirements for staff training.</p> <p>a. Three (60 percent) of the five contractual agency new hire staff who had completed their core training did not attend the required training courses for working with substance affected families, self-awareness, and domestic violence training within one year of their core training.</p> <p>b. Four (40 percent) of ten contractual agency staff who required job shadowing did not have documentation in the case record to support the job shadowing took place.</p> <p>c. Two (18 percent) of eleven contractual agency staff required to complete special topics training did not complete the training.</p> <p>Recommendation: Recommend that DHS review contractual agency staff training records to ensure the contractual agencies comply with the staff training requirements.</p> <p>Response: DHS generally agrees. DHS will evaluate the core and supervisory training frequency and class size so that new contractual agency staff can meet the training requirements. In addition, DHS will evaluate the core and supervisory training content to better address job shadowing documentation. Further, DHS will evaluate its processes so it can better monitor compliance with the training requirements.</p> <p>Corrective Action Update May 2014: DHS initiated a tracking process to ensure compliance with the training requirements. DHS revised its protocol for site visits and contract compliance reviews. DHS is revising its core and supervisory training content to address documenting in the weekly summary and case notes of the case record that the case is a shadowing case.</p> <p>Implementation Date: October 1, 2014</p> <p>Responsible Administration(s): Children's Services</p> <p>Responsible Individual(s): Steve Yager, Director, Children's Services Stacie Bladen, Acting Deputy Director, Children's Services Colin Parks, Manager, Children's Protective Services Guy Thompson, Family Preservation Manager</p>		
Recoupment Recommended	N/A		
Recoupment Comments			
OIA Status			
OIA Comments			

DHS Tracking System

Print Screen | Audit List

Log Out

View Audit 2013015 Finding 003 - 7/7/2014

Audit Title	FAMILIES FIRST OF MICHIGAN (OAG)		
Auditing Agency	OFFICE OF THE AUDITOR GENERAL	Begin Date	10/1/2010
Report Issuance Date	3/11/2014	End Date	4/30/2013
Finding Description	Program Evaluation		
Administration Area	CHILDREN'S SERVICES		
Report Implementation Date	4/1/2014	Status Requested	5/29/2014 
Status Contact	heddec	Last Updated	5/29/2014
Status	Completed	Last Updated By	osgac
Corrective Action Plan	<p>Finding 3: Families First of Michigan Program Evaluation DHS did not consistently use complete and accurate information in its evaluation of the program. The contractual agency is required to input follow-up evaluation data from the case record logs into FFIS.</p> <p>The review of DHS's processes to evaluate program effectiveness disclosed:</p> <p>a. DHS did not include all families served in the program evaluation. The contractual agencies submit monthly utilization reports of case closure activity to DHS. The review showed that 224 (15 percent) of 1,538 families who received program services were included in the utilization reports but not in FFIS. DHS did not complete a reconciliation of the utilization reports to FFIS data.</p> <p>b. DHS did not complete the FFIS placement status data for all families served in its program evaluation. Contractual agencies reported the status of children at 3-month, 6-month, and 12-month intervals after intervention services were completed. However, DHS did not ensure that contractual agencies consistently reported the number of children with home, relative home, or adopted home placement. The review showed that the placement status data fields were blank for 4 percent, 6 percent, and 13 percent respectively.</p> <p>c. DHS did not use accurate FFIS placement data in its program evaluation. Case record notes for 40 (11 percent) of 375 follow-up evaluations did not accurately support the placement codes recorded in the 3-month, 6-month, and 12-month follow-up evaluation logs in the case records. In addition, the 3-month, 6-month, and 12-month follow-up evaluation log placement codes for 43 (12 percent) of 375 follow-up evaluations did not agree with the placement codes in FFIS.</p> <p>Recommendation: Recommend that DHS consistently use complete and accurate information in its evaluation of the Families First of Michigan program.</p> <p>Response: DHS agrees. DHS, in conjunction with DTMB, will develop ad hoc reports from the FFIS data warehouse to compare with the contract agency utilization reports. DHS will follow-up with the contractual agencies, as necessary, to resolve differences between the reports so reporting information is consistent.</p> <p>Corrective Action Update May 2014: DHS, in conjunction with DTMB, implemented a process whereby the system analyst notifies the family preservation specialist when errors by contractor agency staff are identified. The family preservation specialist requests the contract agency to correct the information and tracks to ensure completion. System changes to FFIS were made to generate unique identifiers (case numbers specific to domestic violence, tribal and juvenile referrals which previously did not have case numbers) so the information is included as part of the program evaluation.</p> <p>Implementation Date: Corrective action was implemented in April 2014.</p> <p>Responsible Administration(s): Children's Services</p> <p>Responsible Individual(s): Steve Yager, Director, Children's Services Stacie Bladen, Acting Deputy Director, Children's Services Colin Parks, Manager, Children's Protective Services Guy Thompson, Family Preservation Manager</p>		
Recoupment Recommended	N/A		
Recoupment Comments			
OIA Status	Approved		
OIA Comments			