



Michigan  
Office of the Auditor General  
**REPORT SUMMARY**

*Performance Audit  
Bridges Decision Tables and Benefit  
Calculations for Selected Public Assistance  
Programs  
Department of Human Services and  
Department of Technology, Management,  
and Budget*

Report Number:  
431-4101-12

Released:  
April 2014

*The Bridges Integrated Automated Eligibility Determination System (Bridges) is a social services computer system that processes client intake applications, registration, eligibility determination, and benefit calculations and the issuance of assistance benefits. In fiscal year 2011-12, benefit expenditures for the Food Assistance Program (FAP), Family Independence Program (FIP), Medicaid Program, and Child Development and Care (CDC) Program totaled \$11.0 billion.*

**Audit Objective:**

To assess the effectiveness of the Department of Human Services' (DHS's) efforts to identify, authorize, and monitor necessary changes to Bridges decision tables.

**Audit Conclusion:**

We concluded that DHS's efforts to identify and authorize necessary changes to Bridges decision tables were effective. We also concluded that DHS's efforts to monitor necessary changes to Bridges decision tables were moderately effective. We noted one reportable condition (Finding 1).

**Reportable Condition:**

DHS did not track and monitor the progress and completion of open Bridges work requests established prior to January 2012 for FAP, FIP, the Medicaid

Program, and/or the CDC Program (Finding 1).

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**Audit Objective:**

To assess the effectiveness of DHS and the Department of Technology, Management, and Budget's (DTMB's) efforts to ensure the accuracy of selected Bridges decision tables for FAP, FIP, Medicaid Program, and CDC Program eligibility determinations.

**Audit Conclusion:**

We concluded that DHS and DTMB's efforts to ensure the accuracy of selected Bridges decision tables for FAP, FIP, Medicaid Program, and CDC Program eligibility determinations were effective. Our audit report does not include any reportable conditions related to this audit objective.

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**Audit Objective:**

To assess the effectiveness of DHS and DTMB's efforts to ensure the accuracy of Bridges benefit calculations for FAP, FIP, and the CDC Program.

**Audit Conclusion:**

We concluded that DHS and DTMB's efforts to ensure the accuracy of Bridges benefit calculations for FAP, FIP, and the CDC Program were effective. Our audit report does not include any reportable conditions related to this audit objective.

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**Audit Objective:**

To assess the effectiveness of DHS and DTMB's efforts to ensure the accuracy of Bridges long term care (LTC) patient pay amount calculations for the Medicaid Program.

**Audit Conclusion:**

We concluded that DHS and DTMB's efforts to ensure the accuracy of Bridges LTC patient pay amount calculations for the Medicaid Program were effective. Our audit report does not include any reportable conditions related to this audit objective.

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**Agency Response:**

Our audit report contains 1 finding and 1 corresponding recommendation. DHS's preliminary response indicates that it disagrees with the finding in part.

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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: <http://audgen.michigan.gov>



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

**Thomas H. McTavish, C.P.A.**  
Auditor General

**Scott M. Strong, C.P.A., C.I.A.**  
Deputy Auditor General