



AUDITOR GENERAL'S COMMENTS ON THE DEPARTMENT RESPONSE

The Joint Legislative Audit Committee requires all agencies to respond to whether they agree with our findings and plan to implement the recommendations. We appreciate the Department's response, including its agreement with all but 2 of the findings and its plan to implement or implement in a different manner all but 1 of the recommendations. However, the Department has included certain statements in its response that necessitate the following clarification:

In its response to Recommendation 29, the Department reported that it disagrees with the finding and will not implement the recommendation, explaining that "DIFI currently tracks team member performance, which is reviewed weekly, and has sufficient case management tools and procedures in place. DIFI will review its current processes and determine if there are more efficient tools and processes to improve its case management."

As discussed in Sunset factor 6 (see page 39), the Department's policies and procedures do not include time frames for generating reports to identify open cases that may be delayed or steps for supervisors to track and monitor the timeliness of open complaints and follow up with investigators to inquire about delays to facilitate complaint resolution. The lack of time frames and steps for supervisory oversight likely contributed to the Department not meeting its 80-day time frame goal for resolving some complaints we reviewed, such as a complaint that took more than 192 days to resolve, including Department staff taking 89 days to review the licensee's initial response and send a request for additional documentation. Our recommendation to revise and implement its case management procedures to include time frames and steps for supervisory oversight is designed to provide clear and consistent expectations and accountability mechanisms for all investigators and supervisors to help ensure the Department conducts timely complaint investigations.