

Position Summary

This summary describes the organization, duties, and requirements of a State of Michigan vacancy.

Position Code: STDDADM1R02N

Civil Service Class and Level: STATE ADMINISTRATIVE MANAGER-1

Working Title (What the agency calls the position): Compliance, Fraud and Internal Audit Manager

Name and Position Code Description of Direct Supervisor: WELLS, DAPHNE L; STATE OFFICE ADMINISTRATOR

Department/Agency: LEO-MSHDA

Bureau (Institution, Board, or Commission): LEO/Michigan State Housing Development Authority

Division: Executive

Section: Auditing, Compliance and Fraud Investigations

Unit:

Work Location (City and Address)/Hours of Work: 735 E MICHIGAN AVE; LANSING, MI 48912 / Mon – Fri 8:00 a.m. – 5:00 p.m.

General Summary of Function/Purpose of Position: The Manager of the Office of Audit, Compliance, and Fraud Investigation leads the agency's fraud prevention, investigation, and internal audit functions. This position manages the agency-wide fraud investigation program including telephone, email and online fraud hotlines; leads full-time staff responsible for complex investigations into allegations of program noncompliance, fraud, waste, and abuse involving the Housing Choice Voucher (HCV) Program and other MSHDA programs; and oversees cases that may result in referrals to state, federal and/or local law enforcement agencies for criminal prosecution.

This position also serves as the Authority's audit liaison, overseeing all internal auditing activities to ensure compliance with regulations and internal procedures. This includes serving as the primary contact for internal and external auditors and monitors, overseeing the agency-wide biennial internal control evaluation, and identifying risks and opportunities for improvement.

This position develops and recommends strategies to improve efficiency, strengthen program integrity, and resolve identified deficiencies. The work requires knowledge of MSHDA programs, auditing and accounting regulations, legal requirements, personnel management, as well as sound judgment in making decisions with significant impact on both internal and external stakeholders.

Assigned duties and tasks for each duty.

Duty 1: Manage, direct and coordinate investigation cases and staff. Oversee all aspects of the agency's fraud investigation function, including case management, staff supervision, and cross-divisional collaboration to ensure timely, compliant, and effective investigative outcomes.

- Perform human resource and administrative functions for the office including hiring, approving leave and timesheets, conducting annual evaluations, and establishing performance goals and productivity metrics, etc.
- Assign and coordinate work, establish priorities and performance metrics, and outline methods for completing investigations.
- Identify and address staff development needs; ensure appropriate training is provided.
- Lead regular staff meetings and trainings; promote a cross-trained, team-oriented work environment.
- Foster a team environment where staff are cross trained to cover open assignments.
- Oversee fraud detection and investigative activities related to MSHDA programs -- including intake, assessment, and case management -- ensuring thorough documentation and timely resolution.
- Ensure agency compliance with program regulations, policies, and procedures.
- Collaborate with Rental Assistance Division to implement strategies related to HCV program integrity and participate in the review of potential program terminations.
- Regularly review Michigan Office of Administrative Hearings and Rules (MOAHR) hearing data ensuring timely processing of hearing requests for HCV participants.
- Recommend policy and procedure changes to program management, Legal, and internal stakeholders. Draft policy and procedure for Audit, Compliance, and Fraud Investigation.
- Analyze investigative findings to identify process or control vulnerabilities; recommend improvements, develop and promote methods to detect and deter fraud.
- Participate in multi-agency fraud workgroups and build collaborative relationships with other investigative agencies.
- Coordinate with law enforcement, prosecutors, and state and federal government agencies on identified investigations.
- Consult with Executive Director, Chief Legal Officer, and others as necessary on various legal issues that may arise from fraud complaints.
- Consult with MSHDA's Human Resources Director on personnel issues arising from fraud complaints and investigations.
- May occasionally perform other tasks as needed to support unit operations.

Duty 2: Oversee the agency's internal auditing activities, ensuring compliance with regulations, effective risk management, and process improvement.

- Set priorities for internal reviews and process improvement evaluations of MSHDA programs and procedures.
- Develop and implement monitoring schedules, testing plans, and audit checklists for state and federal audits and compliance reviews.
- Evaluate internal control structures, risks, and exposures; recommend improvements and mitigants.
- Work with Executive Director, Chief Operating Officer, and/or Operations Director and program management to communicate internal auditing procedures and priorities, particularly those related to federal audits and compliance requirements.
- Oversee completion of the agency-wide biennial Internal Control Evaluation (ICE) process.
- Track corrective action plans and resolution of identified issues.
- Develop and promote methods to detect and deter fraud, waste and abuse.

Duty 3: Serve as the primary liaison for internal and external audits and monitoring visits, ensuring accurate, timely, and effective communication throughout the audit process.

- Represent the Authority at all audit liaison meetings and trainings.
- Serve as the main point of contact for state, federal and contracted auditors. Coordinate data requests, site visits, and audit documentation.
- Organize and participate in audit entrance, exit and status update meetings.
- Follow-up with program staff and management to ensure auditor requests are addressed promptly.
- Address and resolve conflicts and concerns raised during the audit process.
- Review audit reports, memos and letters for accuracy.
- Draft official agency responses to audit and monitoring findings in consultation with relevant staff.
- Provide status update reports to MSHDA Audit, Review, and Risk Management committee as appropriate.
- Advise Executive Director and other leadership on audit matters, internal controls, and fraud detection and prevention issues as needed.

Types of decisions made independently and whom or what those decisions affect: Independent decisions regarding day-to-day staff management and oversight and related interaction, including but not limited to approving leave requests; approving time and attendance; coaching and motivating; assigning, reviewing and approving work or work methods; and training employees in the work.

Professional assessments and advisement on internal control and audit related matters.

Types of decisions that require the supervisor's review: • Responses to audits.

- Decisions outside of the scope of knowledge/experience and current job description.
- Significant changes to agency policies or procedures related to auditing, compliance, or fraud investigations.
- Referrals of high-risk, high-profile or legally sensitive investigations that could impact agency reputation.
- Major corrective actions impacting agency wide operations or compliance matters.
- Escalated personnel issues arising from investigations or compliance matters.
- Conflicts or disputes with auditors or other external agencies that cannot be resolved at manager level.

Physical effort used to perform this job and environmental conditions of this position: Typical office environment.

Statewide travel may be required for hearings or attendance in court. Adversarial situations may arise with those impacted by the actions of the ACFI unit.

Names and classes and levels of employees whom this position immediately supervises:

MOSTEK, FRANK A	DEPARTMENTAL SPECIALIST-2 13
VACANT	DEPARTMENTAL SPECIALIST-2
PARKER, QUOCSHAWN M	DEPARTMENTAL SPECIALIST-2 13
VACANT	DEPARTMENTAL SPECIALIST-2
VACANT	DEPARTMENTAL ANALYST-A
JENKS, MICHELLE R	DEPARTMENTAL ANALYST-A 12
HILLIKER, JONATHAN	DEPARTMENTAL MANAGER-3 14

The essential functions of this position: Oversee the daily operations of Auditing, Compliance and Fraud Investigation, including supervision of staff. Supervising the day-to-day activities of staff as well as monitoring federal compliances and leading external related fraud complaint investigations and responses. Ensuring compliance with federal housing regulations and participating on the HCV management team aiding with policy, procedure, and form development. Some specific managerial priorities for this position also including the ability to: mentor and train subordinate staff in policies, procedures and best practices; coordinate staff work activities, scheduling assignments, setting priorities and directing workflow. Serve as the Authority's audit liaison and lead internal control officer including coordination and tracking of all internal and external audits and monitoring, responding to audit findings and monitoring the completion of corrective action plans, advising on audit risk, internal controls and fraud detection and prevention related matters.

The function of the position's work area and how it fits into that function: The Office of Audit, Compliance, and Fraud Investigation (ACFI) safeguards the integrity of MSHDA's programs by preventing, detecting, and investigating fraud, waste, abuse, and noncompliance.

The ACFI manager leads this office, sets priorities, directs investigations, oversees compliance reviews, and serves as the primary liaison for internal and external audits. This position conducts internal audits, evaluates risks, ensures compliance with regulations, and coordinates across divisions and with external oversight entities to maintain transparency and accountability.

This position ensures that investigative and auditing activities are conducted effectively, on time, and in accordance with laws and agency policies. Centralized responsibility for internal auditing and external fraud complaints supports the Executive Director's mission by strengthening the agency's ability to respond effectively and timely to inquiries, maintain proper communication with staff, and uphold program integrity.

Minimum education, experience, and credentials typically needed to perform the position's essential functions:

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

State Administrative Manager 15

Four years of professional experience, including two years equivalent to the experienced (P11) level or one year equivalent to the advanced (12) level.

Alternate Education and Experience

State Administrative Manager 15

Education level typically acquired through completion of high school and two years of safety and regulatory or law enforcement experience at the 14 level; or, one year of safety and regulatory or law enforcement experience at the 15 level, may be substituted for the education and experience requirements.

Preference given to those with a background working with federal housing programs and/or compliance investigations.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of auditing and accounting best practices, rules and regulations

Knowledge of administrative hearing procedures.

Knowledge of investigation techniques.

Knowledge of legal terminology and what constitutes legal evidence.

Knowledge of supervisory techniques.

Ability to instruct, direct, and evaluate employees.

Ability to interpret and analyze complex policy, federal regulations, laws, and evidence.

Ability to plan, develop, and deliver training.

Excellent oral and written communication skills.

Ability to work independently with minimal direct supervision.

CERTIFICATES, LICENSES, REGISTRATIONS:

None