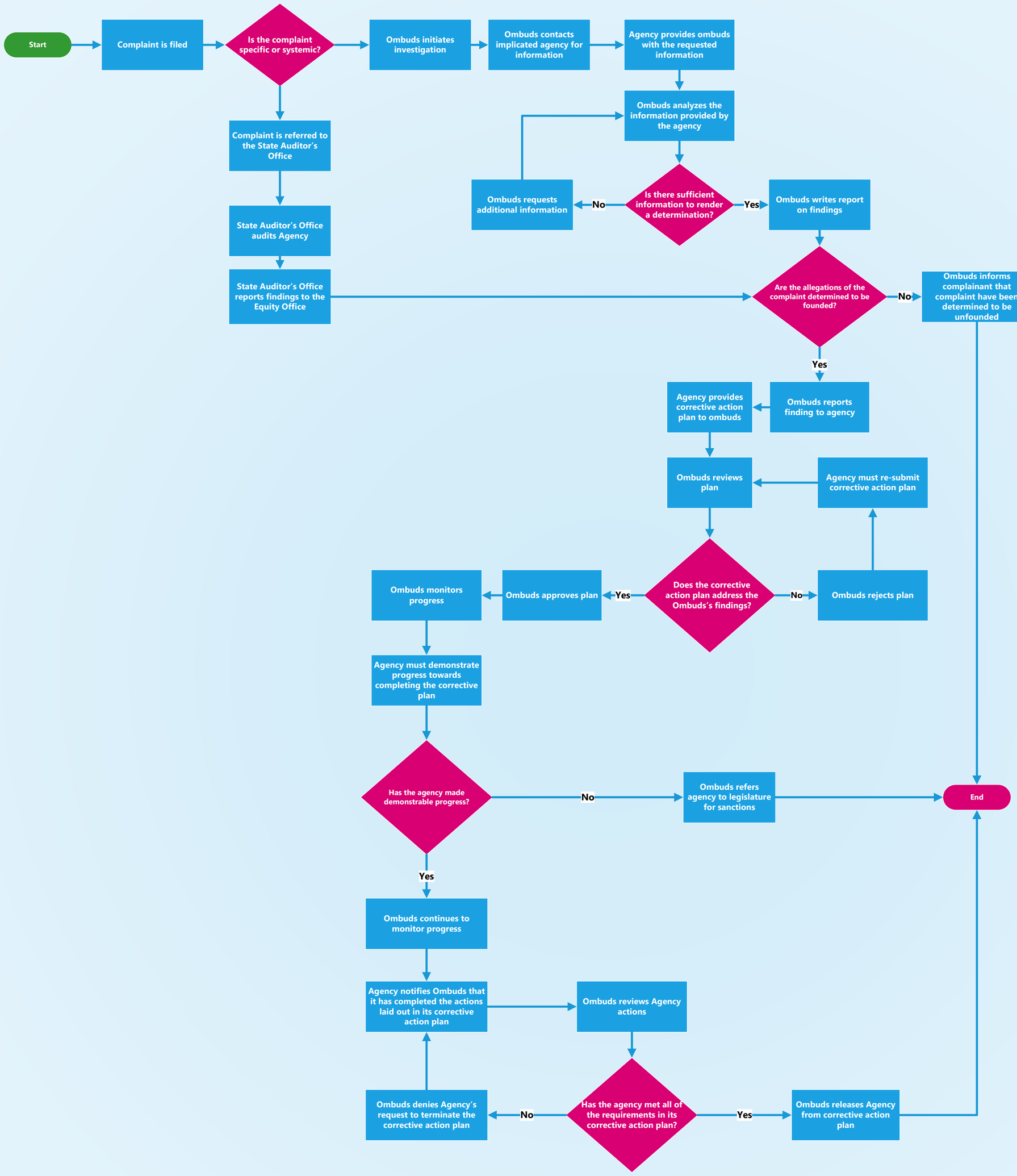
Start
Complaint is filed
Is the complaint specific or systemic?
Ombuds initiates investigation
Ombuds contacts implicated agency for information
Agency provides ombuds with the requested information
Ombuds analyzes the information provided by the agency
Complaint is referred to the State Auditor's Office
State Auditor's Office audits Agency
State Auditor's Office reports findings to the Equity Office
Ombuds requests additional information
No
Is there sufficient information to render a determination?
Yes
Ombuds writes report on findings
Are the allegations of the complaint determined to be founded?
No
Ombuds informs complainant that complaint have been determined to be unfounded
Yes
Ombuds reports finding to agency
Agency provides corrective action plan to ombuds
Ombuds reviews plan
Agency must re-submit corrective action plan
Does the corrective action plan address the Ombuds's findings?
Yes
Ombuds approves plan
Ombuds monitors progress
No
Ombuds rejects plan
Agency must demonstrate progress towards completing the corrective plan
Has the agency made demonstrable progress?
No
Ombuds refers agency to legislature for sanctions
End
Yes
Ombuds continues to monitor progress
Agency notifies Ombuds that it has completed the actions laid out in its corrective action plan
Ombuds reviews Agency actions
Ombuds denies Agency's request to terminate the corrective action plan
No
Has the agency met all of the requirements in its corrective action plan?
Yes
Ombuds releases Agency from corrective action plan