



**Date Mailed:** October 28, 2025  
**Docket No.:** 25-029681  
**Case No.:** [REDACTED]  
**Petitioner:** [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED] MI [REDACTED]

This is an important legal document. Please have someone translate the document.

هذه وثيقة قانونية مهمة. يرجى أن يكون هناك شخص ما يترجم المستند.

এটি একটি গুরুত্বপূর্ণ আইনি ডকুমেন্ট। দয়া করে কেউ দস্তাবেজ অনুবাদ করুন।

Este es un documento legal importante. Por favor, que alguien traduzca el documento.

这是一份重要的法律文件。请让别人翻译文件。

Ky është një dokument ligjor i rëndësishëm. Ju lutem, kini dikë ta përktheni dokumentin.

**Date Mailed:** October 28, 2025

**Docket No.:** 25-029681

**Case No.:** [REDACTED]

**Petitioner:** [REDACTED]

### **HEARING DECISION**

Following Petitioner's request for a hearing, this matter is before the undersigned Administrative Law Judge pursuant to MCL 400.9 and 400.37; 7 CFR 273.15 to 273.18; 42 CFR 431.200 to 431.250; 45 CFR 99.1 to 99.33; and 45 CFR 205.10; and Mich Admin Code, R 792.11002. After due notice, a hearing was held via telephone conference on September 29, 2025. Petitioner appeared for the hearing and represented himself. The Michigan Department of Health and Human Services (MDHHS or Department) was represented by Marcella Towns, Hearing Coordinator. [REDACTED] served as Arabic interpreter.

### **ISSUE**

Did the Department properly deny Petitioner's request for State Emergency Relief (SER) assistance?

### **FINDINGS OF FACT**

The Administrative Law Judge, based on the competent, material, and substantial evidence on the whole record, finds as material fact:

1. On or around [REDACTED] 2025, Petitioner submitted an application requesting SER assistance with heat and electric services. Petitioner did not identify a past due amount on the application for the heat and electric services requested.
2. The Department verified the status of Petitioner's DTE Electric and Heat accounts using the Online Resources for Agencies (ORA) and determined that Petitioner's past due amount for electric was \$0 and he had a current balance of -\$50.56. The past due amount for heat was \$0 and he had a current balance of \$0. There was no scheduled shutoff date identified.
3. On or around May 6, 2025, the Department sent Petitioner an Application Notice advising him that his SER application was denied because he has not provided proof of an emergency, as the heat and electric accounts as verified through the DTE website did not reflect a past due balance and were not in shutoff or threat of shutoff status.
4. On or around August 18, 2025, Petitioner requested a hearing disputing the Department's actions.

---

## CONCLUSIONS OF LAW

---

Department policies are contained in the Department of Health and Human Services Bridges Administrative Manual (BAM), Department of Health and Human Services Bridges Eligibility Manual (BEM), Department of Health and Human Services Reference Tables Manual (RFT), and Department of Health and Human Services Emergency Relief Manual (ERM).

The State Emergency Relief (SER) program is established by the Social Welfare Act, MCL 400.1-.119b. The SER program is administered by the Department (formerly known as the Department of Human Services) pursuant to MCL 400.10 and Mich Admin Code, R 400.7001-.7049.

In this case, Petitioner disputed the denial of his [REDACTED] 2025, request for SER assistance with heat and electric services.

Eligible households who meet all SER eligibility requirements may receive assistance to help them with household heat and electric costs. Funding for energy services assistance is provided through the Low-Income Home Energy Assistance Program (LIHEAP). ERM 301 (December 2024), p. 1. A household may receive one SER payment for heat and one SER payment for non-heat electricity, not to exceed the SER cap, for the current fiscal year. Payments are applied to the fiscal year cap based on the SER Service Request Date, not the Benefit Issuance Date. ERM 301, p.1. The fiscal year for heat and electric is October 1 through September 30. ERG Glossary, pp. 5-6.

When the group's heat or electric service for their current residence is in past due status, in threat of shutoff or is already shut off and must be restored, payment may be authorized to the enrolled provider. ERM 301, pp. 3-5. The SER energy request should be processed using the past due or shutoff amount, whichever is the most advantageous. Payment must resolve the emergency by restoring or continuing the service for at least 30 calendar days. Current bills that are not past due or not subject to shutoff should not be included in the amount needed. ERM 301, pp. 3-5. The Department must verify past due status, threatened shutoff or the need for reconnection of natural gas or electricity by using the online portal or contacting the energy company. A bill must be obtained before authorizing a payment. The Department will contact the energy company and can use the online resources for agencies to access a client's energy account information online and verify the account statement provided on the website in lieu of an actual bill. If the online statement is used, a copy must be retained in the case record. ERM 301, pp.10-15.

At the hearing, the Department representative testified that Petitioner's SER application was denied because there was no past due balance on his account. The Department representative testified that in processing Petitioner's SER application, it reviewed Petitioner's account information online in order to verify the past due amount needed. There was no past due amounts identified on the application. The Department

25-029681

representative testified that upon review of Petitioner's DTE account using the online portal, it determined that Petitioner's heat and electric services were not in past due status, not in threat of shutoff, and not already shut off, requiring restoration. The Department presented the documentation obtained from Petitioner's online account through DTE which showed that Petitioner's past due amount for electric was \$0 and he had a current balance of -\$50.56. The past due amount for heat was \$0 and he had a current balance of \$0. There was no scheduled shutoff date identified.

Petitioner initially testified that he submitted verification to the Department on August 25, 2025, and September 26, 2025, that his heat and electric accounts were in past due status. Petitioner initially stated that he did not apply for SER in May 2025. However, later in the hearing, Petitioner testified that he did have a past due balance on his heat and electric accounts through DTE in May 2025 and submitted the application for assistance. Petitioner did not identify the date in which he submitted the past due bills to the Department in connection with the May 2025 application and could not recall the past due amounts. Petitioner's testimony at the hearing was conflicting and inconsistent.

Because there was no evidence presented that Petitioner's accounts with DTE for his electric and heat services were in past due status, in threat of shut off, or already shut off, the Administrative Law Judge, based on the above Findings of Fact and Conclusions of Law, and for the reasons stated on the record, if any, finds that the Department acted in accordance with Department policy when it denied Petitioner's ■■■ 2025, SER application requesting assistance with electric and heat services.

### **DECISION AND ORDER**

The Administrative Law Judge, based on the above Findings of Fact and Conclusions of Law, and for the reasons stated on the record, if any, finds that the Department acted in accordance with Department policy when it denied Petitioner's SER application.

Accordingly, the Department's decision is **AFFIRMED**.

  
ZAINAB A BAYDOUN  
ADMINISTRATIVE LAW JUDGE

**APPEAL RIGHTS:** Petitioner may appeal this Hearing Decision to the circuit court. Rules for appeals to the circuit court can be found in the Michigan Court Rules (MCR), including MCR 7.101 to MCR 7.123, available at the Michigan Courts website at [courts.michigan.gov](http://courts.michigan.gov). The Michigan Office of Administrative Hearings and Rules (MOAHR) cannot provide legal advice, but assistance may be available through the State Bar of Michigan at <https://lrs.michbar.org> or Michigan Legal Help at <https://michiganlegalhelp.org>. A copy of the circuit court appeal should be sent to MOAHR. A circuit court appeal may result in a reversal of the Hearing Decision.

Either party who disagrees with this Hearing Decision may also send a written request for a rehearing and/or reconsideration to MOAHR within 30 days of the mailing date of this Hearing Decision. The request should include Petitioner's name, the docket number from page 1 of this Hearing Decision, an explanation of the specific reasons for the request, and any documents supporting the request. The request should be sent to MOAHR

- by email to [MOAHR-BSD-Support@michigan.gov](mailto:MOAHR-BSD-Support@michigan.gov), **OR**
- by fax at (517) 763-0155, **OR**
- by mail addressed to  
Michigan Office of Administrative Hearings and Rules  
Rehearing/Reconsideration Request  
P.O. Box 30639  
Lansing Michigan 48909-8139

Documents sent via email are not secure and can be faxed or mailed to avoid any potential risks. Requests MOAHR receives more than 30 days from the mailing date of this Hearing Decision may be considered untimely and dismissed.

**Via Electronic Mail:**

**Respondent**

WAYNE-INKSTER-DHHS

26355 MICHIGAN AVE

INKSTER, MI 48141

**MDHHS-WAYNE-19-HEARINGS@MICHIGAN.GOV**

**Via First Class Mail:**

**Petitioner**

████████████████████

██

██████████ MI ██████████

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_