



Date Mailed: March 2, 2026

Docket No.: 26-003327

Case No.: [REDACTED]

Petitioner: [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।

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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.

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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 February 26, 2026. Petitioner appeared and was unrepresented. The Michigan Department of Health and Human Services (MDHHS or Department) was represented by Angela Ware, Eligibility Specialist.

ISSUE

Did the Department properly determine Petitioner's eligibility 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 August [REDACTED] 2025, Petitioner submitted an application to the Department for SER assistance with heat, electricity and water/sewage. Exhibit A, pp. 8-14.
2. On August [REDACTED] 2025, the Department sent Petitioner a SER Decision Notice (SERDN) that informed Petitioner she was eligible for SER assistance with heat and electricity services with no copay. Exhibit A, pp. 15-17.
3. On August [REDACTED] 2025, the Department sent Petitioner a SER verification checklist (VCL) with a due date of August 22, 2025 that requested proof of her water/sewage disconnect or shutoff notice. Exhibit A, pp. 18-19.
4. On August [REDACTED] 2025, the Department sent Petitioner a SERDN that informed Petitioner she was not eligible for SER assistance with water/sewage because she had not returned requested verifications. Exhibit A, pp. 20-22.
5. On September [REDACTED] 2025, the Department received Petitioner's SER application for assistance with water/sewage.
6. On September [REDACTED] 2025, the Department approved and issued payment for Petitioner's water/sewage.

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7. On January 16, 2026, the Department received Petitioner's request for hearing that disputed the nonpayment of the SER approval of heat and electricity services as requested in the August ■■■ 2025 SER application. Exhibit A, pp. 3-6.
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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).

At the commencement of the hearing, Petitioner clarified that her request for hearing filed on January 16, 2026 disputed the Department's failure to pay the heat and electricity services request for assistance that was approved on August ■■■ 2025. While the Department raised a timeliness issue in response to Petitioner's dispute, because the Department never issued a denial after discovering its processing error, Petitioner was not informed of any hearing deadline with respect to the Department's reversal of the prior approval. Therefore, Petitioner's request for hearing is not considered untimely.

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 Department's failure to pay the heat and electricity services request for assistance that was approved on August ■■■ 2025. The Department explained that Petitioner's August ■■■ 2025 SER application was incorrectly processed and the SERDN approving SER assistance for heat and electricity was issued in error.

The SER program provides assistance to applicants to secure or maintain safe, decent, affordable housing and other essential needs when an emergency situation arises. ERM 101 (March 2013), p. 1. SER assists individuals with overall housing issues, avoiding interruption of utilities due to shut off notices, non-energy home repairs, other housing-related emergencies, and burial expenses. ERM 209 (October 2023), pp. 2-5.

The Department is required to inform all SER applicants in writing of the decision made on their application by mailing or giving the DHS-1419 Decision Notice (SERDN) to the applicant. ERM 103 (October 2023), p. 4.

Here, Petitioner submitted a SER application on August ■■■ 2025 for heat and electricity assistance. On August ■■■ 2025, the Department issued a SERDN that informed Petitioner her SER request was approved for heat and electricity with no copayment due from Petitioner. However, neither Petitioner nor her service providers ever received payment. At the hearing, the Department testified that Petitioner was approved in error

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and the SERDN was issued incorrectly. The Department presented no evidence to establish that it issued a subsequent SERDN to Petitioner informing her that her request for heat and electricity assistance was denied. The Department did not act in accordance with Department policy when it did not inform Petitioner of the decision made to deny her request for SER assistance with heat and electricity after its initial approval.

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 did not act in accordance with Department policy when it processed Petitioner's SER application and determined Petitioner's eligibility for SER assistance.

DECISION AND ORDER

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

THE DEPARTMENT IS ORDERED TO BEGIN DOING THE FOLLOWING, IN ACCORDANCE WITH DEPARTMENT POLICY AND CONSISTENT WITH THIS HEARING DECISION, WITHIN 10 DAYS OF THE DATE OF MAILING OF THIS DECISION AND ORDER:

1. Reregister and reprocess Petitioner's August ■ 2025 SER application for heat and electricity assistance;
2. If eligible, issue supplements to Petitioner or Petitioner's service providers for any payment that she was eligible to receive but did not from August ■ 2025 ongoing; and
3. Notify Petitioner of its decision in writing.



JULIA NORTON
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. 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.

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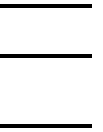
Either party who disagrees with this Hearing Decision may also send a written request for a rehearing and/or reconsideration to MOAHR within 30 days of the mailing date of this Hearing Decision. The request should include Petitioner's name, the docket number from page 1 of this Hearing Decision, an explanation 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, **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-SOUTHWEST-DHHS
2524 CLARK ST
DETROIT, MI 48209
**MDHHS-WAYNE-41-
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Via First Class Mail:

Petitioner

[REDACTED]
[REDACTED]
[REDACTED]