

EQUAL ACCESS TO PROGRAMS

To assure equal access and equal opportunities to benefits, DHS must provide appropriate services, policies, practices and procedures, which may include making reasonable accommodations. Federal and state law requires DHS to make all programs and services available and fully accessible to persons with disabilities. DHS may not use policies or procedures for operating programs that have the effect of excluding or discriminating against persons with disabilities. This general obligation applies regardless of whether DHS knows a particular individual has a disability. This protection from discrimination ensures individuals with disabilities will benefit from all aspects of DHS programs, including access to proper support services that enable such individuals to work and keep their families healthy, safe and intact.

Modifications in programs, removal of barriers and auxiliary aids and services

DHS must furnish “reasonable accommodations” if necessary to afford a qualified individual with a disability an equal opportunity to participate in and receive the benefits of available services, programs or activities. Reasonable accommodations or reasonable modifications in this context mean:

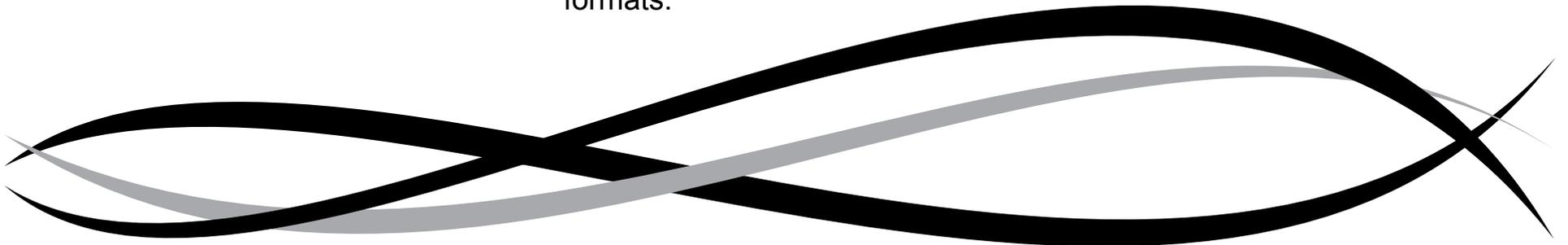
- Modification when possible of deadlines, rules, policies and practices.
- Removal of architectural, communicative or transportation barriers.
- Provision of auxiliary aids and services if needed for a person with a disability to obtain public services.
- Requesting material in alternative formats.

Requesting an Accommodation

Requests for accommodations may be oral or in writing. It is preferred that form DHS-4428-A, Client Reasonable Accommodation Request, be used when making requests in writing. This form is available from your worker. Your caseworker is available to help you complete the form if necessary.

In all but exceptional cases, requests for reasonable accommodations must be answered within five business days.

If you do not receive an answer within the specific time frame, you may contact central office at (855) 275-6424 or TTY (517) 373-8521.



Right to File a Complaint

Clients

If you believe that you have been discriminated against on the basis of disability, you have the right to file a complaint under the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act 1973 with the DHS ADA coordinator in central office. The ADA coordinator in central office will review and investigate, if necessary, all complaints. Clients whose requests for accommodations are not fully granted by the caseworker shall be informed of their right to file a complaint with the DHS ADA coordinator in central office. You must use form DHS-866, Complaint Under Americans with Disabilities Act (Title II). This form is available from your local office or the DHS website.

Individuals who believe they have been discriminated against on the basis of disability (including failure to provide reasonable accommodations), race, national origin (including the failure to provide access to services to people with limited English proficiency) may also file a complaint with the Office of Civil Rights at the U.S. Department of Health and Human Services or, for the Food Assistance Program (FAP), with the U.S. Department of Agriculture and the Michigan Department of Civil Rights.

Customer Service Hotline

P.O. Box 30037
Lansing, MI 48909
Phone (855) 275-6424



Department of Human Services (DHS) will not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, sex, sexual orientation, gender identity or expression, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

Knowing Your Rights

Americans with Disabilities Act (ADA)

Michigan Department
of Human Services