The right to appeal - Your rights and responsibilities

MRS PROMOTING ABILITIES
Michigan Rehabilitation Services

How to Appeal Decisions Made by Michigan Rehabilitation Services (MRS)

If you disagree with your Michigan Rehabilitation Services (MRS) counselor about a decision related to your rehabilitation program, you may appeal the decision by requesting a hearing any time within 30 days of the date that the decision was made. This document explains your options and responsibilities throughout the appeals process.

Talking It Over Informally

It is recommended that you talk over any concerns you have with your counselor. An open discussion of your disagreement may help to clarify the situation and make the need for a hearing unnecessary.

You can also bring your disagreement and concerns to the attention of the Site Manager and/or District Manager if you would like help to resolve the situation informally.

Client Assistance Program (CAP)

If at any time you have concerns regarding services you are receiving from MRS, you may contact the Client Assistance Program (CAP) by calling the toll free number, **800-288-5923**. In the Lansing area, call 517-487-1755. Both numbers are accessible by voice or TTY.

Hearing

If you disagree with the decision, you have the right to request a hearing, which includes the option to pursue mediation.

To request a hearing, you must send a letter to the MRS Director within 30 days of the date the decision was made. In your letter, explain the following:

- What is the MRS counselor decision you disagree with?
- What is the name of the MRS office where you are being served?
- Are you requesting a formal hearing?

Send your letter to this mailing address:

MRS Bureau Director
Michigan Department of Health and Human Services
Michigan Rehabilitation Services
PO Box 30010
Lansing, MI 48909
Fax: 517-373-0565

Some Important Rights

You have a right to be represented at any time during your mediation session or hearing by a parent, guardian, family member, CAP representative, other advocate, or an attorney.

You have the right to request that any service already authorized that is reduced, suspended or terminated continue pending the outcome of the mediation or hearing.

If you need accommodations in order to participate in this process, MRS may provide these services if requested. Examples would be interpreter, assistive listening system, handouts in large print, transportation assistance, etc.

You have a right to review and receive copies of relevant MRS policy and guideline statements.

You may also review and receive copies of information in your case record. For more information, ask for MRS publication, “How MRS Safeguards Your Personal Information.”

(You have several options - make sure to review all information on both sides.)

MDHHS
Michigan Department of Health & Human Services

The right to appeal - Your rights and responsibilities

MRS PROMOTING ABILITIES
Michigan Rehabilitation Services

Mediation

Once you have filed an appeal, you can request to have your dispute *mediated*. Mediation is a voluntary process in which you and MRS try to find a solution to your dispute with the help of a trained, neutral person called a mediator. You may request mediation when you send in your letter requesting a hearing.

The mediator helps you and MRS explore solutions that you both can agree to. Any agreement reached is put in writing. Both you and the MRS representative sign the agreement, and both of you receive a copy.

Mediation is scheduled in a timely manner at a location convenient to everyone involved in the mediation. Discussions that occur during the mediation process are confidential and may not be used as evidence in any subsequent hearing or civil proceeding.

If mediation does not produce an agreement between you and MRS, you still have your right to a hearing.

Hearing

The hearing will commence within 60 calendar days of the receipt of your request unless both parties agree to an extension of the time. It will be conducted by a randomly assigned hearing officer who is not an employee of MRS. It will be held in a location convenient to everyone involved in the hearing.

You will be able to present written information and have other individuals testify at the hearing to support your position.

You also may question the written information and witnesses the MRS representative presents to support the decision made by your counselor.

The hearing officer will send you a written decision within 30 days of the date of the hearing. If you disagree with the final hearing decision, your next step is to take legal action through circuit court.

Further Information

If you have any questions about the MRS appeals process, mediation, hearings, or any of your rights provided under the Rehabilitation Act of 1973, as amended, contact your local MRS district office. The manager or your counselor will be glad to discuss your questions or any other vocational rehabilitation matter.

You can also contact the MRS Hearings Coordinator in Lansing toll free at 800-605-6722* (voice). *TTY users may dial 711 and provide the relay operator with the toll free number.

The flow chart shows the appeals process beginning with informal discussion with the MRS counselor, then a discussion with the Site or District Manager. At any time you may call the Client Assistance program. If you are still dissatisfied, send a letter requesting a hearing. In your letter, you may also request Mediation. Once Mediation and/or hearing take place, the hearing decision will be made within 30 days. If you disagree with the hearing decision, the next step is to take legal action through circuit court.

(You have several options - make sure to review all information on both sides.)

MRS-Pub-305 (Rev. 1-17)

You may request a hearing within 30 days from the decision – options include:

Michigan Rehabilitation Services
Michigan Department of Health and Human Services
PO Box 30010
Lansing, Michigan 48909
800-605-6722 (toll free, voice)*

***TTY users may contact MRS by dialing 711 and providing the relay operator with the toll free number**

www.michigan.gov/mrs
MRS-CustomerAssistance@michigan.gov

MRS is funded 78.7% with USDOE-RSA Title I federal funds, and 21.3% with state and local funds.

The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, genetic information, sex, sexual orientation, gender identity or expression, political beliefs or disability.

MDHHS
Michigan Department of Health & Human Services