

Your Rights and Responsibilities as an MRS Customer

Michigan Rehabilitation Services (MRS) assists individuals seeking support as they navigate disability-related barriers to employment. We help people discover new career pathways, prepare for employment, advance in their current career, and create individualized strategies to help maintain employment.

This publication answers questions that you may have as you consider applying for MRS services. If you have additional questions, please ask an MRS counselor.

How do I become eligible to receive services from MRS?

We work with individuals who have a physical or mental health impairment that impedes getting and/or maintaining a job. Individuals who are eligible for Social Security disability programs (SSDI, SSI) who want to work are presumed eligible for MRS services.

How will my eligibility be decided?

To determine if you are eligible for services, we will need information to verify that you have a disability. This information can come from you, members of your family, physicians, therapists, or others who know about your disability.

If I become eligible for services, who will decide the kinds of services I'll receive?

Your counselor partners with you to determine a job goal that is based on your interests, abilities, and capabilities. Once a job goal is decided on, individualized supports will be identified that will assist you in successfully starting your new career. This plan is called an Individualized Plan for Employment, or IPE for short.

Your counselor will discuss all available services and who provides them so that you can decide which service would be most helpful and who you would like to provide it. We call this informed choice and it's your right to make those decisions that are right for you. You can also ask to get these options given to you in writing. The plan begins once you and your counselor sign it. You will be given a copy of the plan for your records.

Do I have a right to review my case file?

You may review information in your case file if you make this request in writing. However, there are two circumstances when more than your written request will be required:

1. information that has been provided by other agencies may be disclosed only with their permission, and
2. certain information – such as technical, medical, or psychological reports – may have to be provided through a health professional or other representative.

Will my case file and conversations with my MRS counselor be kept confidential?

Everything you discuss with your counselor is confidential. MRS will not release information in your case file to other agencies or individuals unless you give your permission in writing. Your counselor will release information in your case file only to those agencies directly involved in your rehabilitation program.



MRS will release information in your case file *without your written consent only*:

1. if required by federal law or regulation;
2. if required by judicial order;
3. in response to investigations for law enforcement, fraud or abuse; or
4. in situations involving abuse, neglect, exploitation, or safety to protect you or others.

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Your Rights and Responsibilities as an MRS Customer (continued)

Do I have a right to appeal a MRS decision that I disagree with?

Yes. You have the right to appeal any MRS decision related to your case with MRS. To request an appeal of an MRS decision, you may write to the MRS director within 30 days to request a formal hearing. You have the right to have someone of your choice assist you in these proceedings. (Please ask for a copy of the brochure How to Appeal Decisions Made by Michigan Rehabilitation Services.)

The first step to resolve any disagreements with your case is by discussing it with your counselor or their manager. If this does not resolve the issue, you have the right to file an appeal. If your appeal moves forward to a hearing, you also have the right to ask for mediation by an impartial mediator. This is a voluntary process that uses a trained, neutral person to help you and MRS explore possible solutions to your disagreement.

The Client Assistance Program (CAP), administered by Disability Rights Michigan, is also available to help you understand your rights and responsibilities as an applicant or eligible customer of MRS. For more information on eligibility, services, rights and responsibilities, you can call a CAP advocate toll free at 1-800-288-5923 (voice/TTY). (Please ask for a copy of the brochure Client Assistance Program.)

Do I have any responsibilities in this process?

Working with MRS is a partnership. Outlined below are several responsibilities your counselor may need you to fulfill:

- Provide information that MRS may need to determine your eligibility and develop your individualized plan. If you do not make needed information available, MRS will be unable to provide services to you.
- Be an active partner with your counselor. Being an active partner means that you participate by taking part by making informed choices throughout your program.
- Notify your counselor of any change in your address, telephone number, or any changes in your circumstances that could affect your ability to participate in the services being provided.
- If other community services and benefits are available to you, we will work with you to make sure you are able to take advantage of existing supports as part of your IPE. For example, if you are eligible for Medicaid benefits, you will need to use your benefits toward the costs of any medical needs identified in your IPE.
- Keep all appointments with your counselor and other persons involved in your IPE. If you cannot keep an appointment, you should notify the person as soon as possible and reschedule your appointment.
- Perform to the best of your ability in training or in any other activity related to your IPE.

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Michigan Department of Labor and Economic Opportunity
PO Box 30010
Lansing, MI 48909
LEO-MRS-CustomerAssistance@michigan.gov
1-800-605-6722* (toll-free, voice)

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

Michigan.gov/MRS