
**SER POLICY
EXCEPTIONS**

Exceptions may be granted for unique and unusual circumstances on a case by case basis by central office only. Unique and unusual circumstances may include instances where the household has used the available money for employment-related expenses or some other type of crisis, or the lives of the household members may be in jeopardy if the emergency goes unresolved.

Example: The client is newly employed but will not receive a full month of income during the State Emergency Relief (SER) 30-day period, resulting in a denial due to housing being unaffordable. The local office can request an SER policy exception if the ongoing rental expense will be affordable once employment wages are received regularly.

Requests for exceptions to SER policy must be submitted by the local office supervisor through Bridges, the same day the worker requests the exception from their supervisor. Each decision will be issued for a specific case and will be identified by case name and number. If the decision is sent by email to the appropriate local office, a copy must be filed in the case record.

Note: The supervisor must review the SER before approving the exception request to ensure that the case information has been updated and verified as required by policy. Any case that has not been updated with current eligibility information will be denied by central office.

Assets must be updated, income must be budgeted for the 30 day SER period, all required payment details must be completed, etc. An approved exception is retained electronically in Bridges and can be viewed through the Exception Inquiry function. Exception requests that have been denied can be seen under Pending Casework in Bridges.

Exception requests must include the following information:

- Client's name and case number.
- Group composition.
- Specific reason for the exception request.
- Detailed information on the emergency.

- Extenuating circumstances.
- Household income.
- Total amount needed.
- Provider name.
- Provider number.
- Copay verification date and amount verified.
- Account number, if there is one.
- Required payment history for all requests.
- Theft or illegal usage, if the request is for an energy or utility service.
- Community/agency assistance available.

LEGAL BASE**SER**

Social Welfare Act, PA 280 of 1939, as amended
Mich Admin Code, R 400.7001-400.7049