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## OVERVIEW

The policy manuals contain the Michigan Department of Health and Human Services (MDHHS) official policy. All departments, bureaus, and administrations are encouraged to submit their policies for publication in the [MDHHS policy manuals](#).

All State of Michigan (SOM) employees can view read-only current and historical policy using the application available from the start menu by selecting [Policy Manuals](#).

**Note:** If the policy manuals are not available from the start menu, download them from Software Center:

1. Search for policy manuals.
2. Download the *Policy Manuals for DHHS* application.

A job aid for using the manuals are located on the [Policy Tools and Resources Tab](#) it is possible to:

- Change the *effective date* to read historical policy.
- Search the policy manuals by:
  - Policy topic.
  - Manual group.
  - Manual.
  - Item.

When entering text to search, click *whole word* or *consider case* to eliminate result fragments. For example, conducting a form search without whole word clicked may also return addresses, phone numbers etc. that include some combination of search numbers entered.

**Note:** Changed policy has a change bar in the right-hand margin.

The public has access to current read-only policy manuals from the [MDHHS Internet](#). They can also subscribe to receive email alerts for policy updates.

## POLICY

MDHHS policy must follow procedures in this item.

Act No. 87 Public Acts of 2021 states in section 222:

1. The department shall provide written notification to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office of any major policy changes at least 30-days before the implementation date of those policy changes.
2. The department shall make the entire policy and procedures manual available and accessible to the public via the department website.
3. The department shall report by April 1 of the current fiscal year on each specific policy change made to implement a public act affecting the department that took effect during the prior calendar year to the senate and house appropriations committees, the senate and house appropriations subcommittees on the department budget, the joint committee on administrative rules, and the senate and house fiscal agencies.
4. The department shall attach each policy bulletin issued during the prior calendar year to the report issued in subsection three.

## DEFINITIONS

### Bureau Directors

Each administration has responsibility for creating, updating, and maintaining policies and procedures relevant to their respective areas of responsibility. They determine if the policy is a major change and notify individuals according to 222(1) of PA 87.

Bureau directors are responsible for the content of policy. They:

- Assign staff to write draft policy.
- Approve policy for publication.
- Determine if additional program areas need to review and approve draft policy.

### Change Bars

Revised manual pages contain vertical lines in the right margin (change bars) to call attention to the revised areas except when an entire item is new.

## Department of Technology, Management and Budget (DTMB)

DTMB publishes policy on the intranet and internet and provides technical support to all users.

## Development Schedules

Development schedules provide timeframe guidelines for all the processes that take place during a policy project to meet target due dates. Generally, projects with multiple authors follow the [development schedule](#) while projects with a single author or topic are generally driven by the necessity for the policy.

Development schedules are available on [policy manual team site](#).

## Diversity, Equity, and Inclusion (DEI) Review

The Michigan Department of Health and Human Services will not exclude from participation in, deny benefits of, or discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, partisan considerations, or a disability or genetic information that is unrelated to the person's eligibility.

## Final Department Review (FDR)

Administration directors, program directors and other department subject matter experts get an email inviting them to use their expertise and knowledge to review, analyze and comment on proposed draft policy. Writers must keep final department review (FDR) comments for two years for record retention requirements.

## Items

Policy items use predefined formats to define the page layout, character and paragraph formats, and special table formats to comply with the Americans with Disabilities Act (ADA) requirements. All policy must have the following information:

- Purpose or overview.

The policy statement provides a rationale for the policy, including underlying philosophy of the policy and what the policy hopes to accomplish. This section may include a statement of how the policy is related to the department's core mission and values. Policy overviews range from 1-2 sentences to a paragraph in length, depending upon the

subject matter. It is not necessary to use the words, "the purpose of this policy..."

- Definitions (if not using a glossary manual).

Define uncommon words or words with meanings unique to this policy item listed in alphabetical order. Use the following format:

**word**

Definition

- Policy and/or procedure.

Include the steps necessary to comply with the policy with enough detail to enable users to readily understand how to comply with the policy mandates. Procedures should be consistent with the overview section.

- Legal base or references.
- Contact information. Use a contact email address rather than a specific individual.

**Example:** Send questions about this policy item to [MDHHS-Policy-Manual-Maintenance](#).

## Manuals

Manuals are groups of related items organized by program, for example the Foster Care Policy Manual.

## Policy Coordinator

The coordinator acts as a consultant for writers and administrators on the policy publication process and is the liaison between MDHHS and the Department of Management Technology and Budget (DTMB).

The policy coordinator:

- Provides training for writers, bureau directors, managers and other users including answering questions and troubleshooting problems throughout the publication process.
- Reviews policy items for adherence to the MDHHS style guide.

- Moves projects forward through the workflow after obtaining necessary signatures and functions as a project manager.
- Sends publication notifications.
- Sends policy to the archives of Michigan.
- Compiles boilerplate report.

### Policy Tools and Resources

All SOM users have access to the [Policy Tools & Resources](#) team site job aids and policy announcements .

### Revisions

The upper right-hand corner of each page lists the revision and effective dates. The publication date is in the lower left corner of each page.

### Style Guide

MDHHS uses The Associated Press Stylebook for all official documents. External Affairs and Communications posts style tips on [inside MDHHS/Work/Forms and Policies/Guides](#).

### Writers

Only individuals designated as policy writers have permission to update items in policy manual maintenance. Writers review laws, regulations, and audit results to determine policy content. They may also conduct focus groups, review field questions and comments, or participate in system joint application design (JAD) sessions.

## PROCEDURE

### Policy Maintenance

#### Content Management System

The SharePoint content management workflow used to publish policy is available to any person authorized as a policy writer. To request authorization or policy writer training submit an email request to [Policy-Manual-Maintenance@michigan.gov](mailto:Policy-Manual-Maintenance@michigan.gov) or your program's designated policy coordinator.

Using a content management system:

- Establishes a standardized format for policy items.
- Creates a central location for accessing document versions.
- Allows multiple individuals to update an item without sending email copies.
- Automates the approval/signature process.
- Saves project notes and final department review (FDR) comments according to record retention requirements.

Generates PDF files automatically for publication on the MDHHS public website, and storage in the Library of Michigan Archives.

## Bulletins

All policy projects must contain a bulletin to summarize policy changes. It must include:

- A list of the updated items.
- A brief description of the policy change(s).
- The reason for the change.

Each manual group contains a copy of every bulletin published.

## Manual Maintenance Instructions

Manual maintenance instructions are an automatically generated list found at the end of each bulletin, listing every item changed, added, or deleted.

## PROCEDURES

To request a policy project, email the policy coordinator, see *contacts* in this item for a list of coordinators, with the following information:

- The manual group, manuals and items needed in the project.
- The expected effective date.
- The bulletin title.

If the project is for a new manual include the following information:

- Will this manual be available to the public?
- Who are the writers?
- Who needs to approve the project?

### **Americans with Disability Act (ADA) Compliance**

To check the accessibility of the policy item against a set of issues that users with disabilities may experience:

1. In Word, from *file* tab in the ribbon under *info* select *check for issues*.
2. Click *check accessibility*.
3. The accessibility checker classifies issues as:
  - Error – content that makes a file difficult or impossible for people with disabilities to understand.
  - Warning – content that in most, but not all, cases make a file difficult for people with disabilities to understand.
  - Tip – content that people with disabilities can understand, but that might be presented in a way that would maximize their experience.

When using graphics or flow charts it is important to convey information to people who cannot see the image. Add concise alternative text to each image.

- If the image does not convey any useful information, leave the alternative text blank.
- Replicate all information if the image contains meaningful text.
- Alternative text should be short, usually a sentence or less and rarely more than two sentences.

To add alternative text to images and graphical objects

3. Right-click the object.
4. Select format picture.
5. Select the alt text option from the list.
6. Fill in the title. Provide a short description in the title and more detail in the description.

## Manual Maintenance Workflow

There are multiple workflows in policy manual maintenance designed to automate the process:

- Writer Update.
- Approval for Final Department Review (FDR) or skip FDR.
- FDR including writer incorporate comments.
- Approval for signature.
- Signature.
- Publication.

### Writer Update

Writer drafts policy, clicks *Edit Complete*, then sends an email to the policy coordinator stating the policy is ready for next step in the process. They receive instructions via email.

### Approvers

Designated approvers approve projects for final department review (FDR) and final signature. They receive instructions via email.

### Final Department Review (FDR) Comments

Administration directors, subject matter experts and other targeted individuals receive copies of proposed draft policy to review. Writers and managers review comments and may incorporate them into policy.

## LEGAL

### Legal Citations

When citing a state or federal statute or regulation, be as precise as possible, including the specific section of an act. For example, Social Welfare Act, MCL 400.55(h) is the MDHHS authority to accept court wards for care and supervision.

For questions about the law or how to cite the law contact:

- Assistance Programs  
[MDHHS-FieldLegalServices-AP@michigan.gov](mailto:MDHHS-FieldLegalServices-AP@michigan.gov).



- Children's Legal Services  
[CSARequestforLegalResearch@michigan.gov](mailto:CSARequestforLegalResearch@michigan.gov).

## State

For Michigan public acts, use the format of [Year] PA [Act Number].

**Example:** 1974 PA 150.

To cite a codified public act, use the format of [Title], MCL [Section Number] [add "et seq." if including subsequent section numbers when more than one section is applicable].

**Example:** Social Welfare Act, MCL 400.1 et seq.

An acceptable alternate is to use the format of [Title], [Year] PA [Act Number], as amended, MCL [Section Number].

**Example:** Social Welfare Act, 1939 PA 280, as amended, MCL 400.1 et seq.

For Michigan court rules (MCR), use the format of MCR and the rule number.

**Example:** MCR 3.926.

For Michigan executive orders, use the format of Executive Order No. [Year]-[Number].

**Example:** Executive Order No. 2008-1.

For Michigan court decisions, use the format of [Case Name], [Volume Source Page] [(Year)].

**Example:** In re Mason, 486 Mich 142 (2010).

For the Michigan Constitution, give the year of the constitution (not the year of an amendment), article, and section number in Arabic numerals.

**Example:** Const 1963, art 11, section 5; Const 1963, schedule 1.

For Michigan administrative rules, cite as Mich Admin Code followed by a comma, R, and the rule number.

**Example:** Mich Admin Code, R 408.41863.

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**Federal**

**Federal laws**, cite the title and section numbers of the United States Code without punctuation [add “et seq.” if including subsequent section numbers].

**Example:** Social Security Act, 42 USC 671 or Social Security Act, 42 USC 671 et seq.

If there is no U. S. Code citation or if there is a need to identify implementation of a specific act, cite a public session law by [Name – omitting a bill’s sponsors’ names], PL [Congressional Session]-[Act Number].

**Example:** Adam Walsh Child Safety and Protection Act, PL 109-248.

Cite the title and section numbers of the Code of Federal Regulations without punctuation.

**Example:** 45 CFR 205.10.

**U. S. Constitution**, give the article or amendment number in Roman numerals and the section number in Arabic numerals.

**Example:** US Const, art I, section 8.

Example for amendments: US Const, Am II.

**Record Retention  
Requirements****Department of Health and Human Services Organizational  
Services****37414 – Policy Approval Records****RETAIN UNTIL: Date Created Plus: 2 Years THEN: Destroy**

These records document the approval of MDHHS policies during the policy publication process. They may include approval signatures, final department review (FDR) comments, email messages, documents generated by the policy maintenance content management system, etc. They should reference the published or draft policy bulletin number and project number(s).

**37414A – Policies and Procedures****RETAIN UNTIL: Superseded THEN: Transfer to the Archives of Michigan**

These records document MDHHS expectations for employee conduct and customer interaction, public conduct when receiving services, roles and responsibilities, standards for operation, procedures, and activities of an office, etc. They may include policies, procedures, manual items, bulletins, etc. They do not include documentation that is used to develop the policy, procedure, or directive (see item #GS5.21). SUP = until the document is revised and superseded by a new version, or until the document is deemed obsolete.

**General Schedule****0109 - Administrative Records Policies and Procedures****RETAIN UNTIL: Document is revised and superseded by a new version or until the document is deemed obsolete THEN: Destroy**

These records document agency expectations for employee conduct and customer interaction, public conduct when receiving services, roles and responsibilities, standards for operation, procedures, and activities of an office, etc. They may include, but may not be limited to, policies, procedures, orders, regulations, circulars, policy memos, information sheets, standards, instructions, user manuals, process maps and analyses, and supporting documentation.

**Note:** Do not use the *General Schedule* retention requirements for MDHHS official policy.

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**EXHIBIT I - STYLE NAME AND EXAMPLES****Description and Example****BODY**

This format is for spaced in-column body text.

**Body Example**

The Family Independence Program (FIP) provides financial assistance to families with children. The goal of FIP is to help maintain and strengthen family life for children and the parent(s) or other caretaker(s) with whom they are living, and to help the family attain or retain capability for maximum self-support and personal independence.

**BODYSS**

This format is for single-spaced in-column body text.

**BodySS Example**

Department of Health and Human Services  
235 S. Grand Ave., Suite 1309  
Lansing, MI 48909

**BULLET**

This format is for in-column, single bulleted lists with spacing.

**Bullet Example:**

- Labor costs to an unlicensed service provider.
- Pre-owned items, such as items purchased at a yard/garage sale or Craig's List.
- Replacement of dirty or worn carpeting.

**BULLET2**

This format is for in-column, double bulleted lists with spacing.

**Bullet2 Example:**

- A DHS-4583, Child Development and Care (CDC) Assistance Application, or a DHS-1171, Assistance Application.

- A DHS-4640, Child Development and Care (CDC) Applicant Instructions.

**BULLET2INDENT**

This format is for in-column, double-bulleted text, indented two levels. There is space below this paragraph format.

**Bullet2Indent  
Example:**

- Count any portion of an overpayment (that is normally countable) if the original payment was excluded when received.
- For FIP, SDA and FAP, count SSI recoupment amounts due to IPV.

**BULLET2INDENTSS**

This format is for in-column, double-bulleted text, indented two levels. This paragraph format is single-spaced.

**Bullet2IndentSS  
Example:**

- BEM 220, Residence.
- BEM 257, Third Party Resource Liability.
- BBEMEM 265, Institutional Status.

**BULLET2SS**

This format is for in-column, single-spaced, double-bulleted lists.

**Bullet2SS  
Example:**

- BEM 220, Residence.
- BEM 257, Third Party Resource Liability.
- BEM 265, Institutional Status.

**BULLETINDENT**

This format is for in-column, single-bulleted text, indented one level. There is spacing below this paragraph format.

**BulletIndent  
Example:**

- The payment is not for normal household living expenses such as rent, mortgage, personal clothing and food eaten at home.

- The payment is used for its intended purpose.

**BulletIndentSS**

This format is for in-column, single-bulleted text, indented one level. This paragraph format is single-spaced.

**BulletIndentSS**

**Example:**

- Under age 18.
- Attending elementary, middle or high school.
- Living with someone who provides care or supervision.

**BULLETSS**

This format is for in-column, single-bulleted lists.

**BulletSS Example:**

- Living allowance.
- Child care allowance.
- Health insurance.

**CELLBODY**

This format is for body text in a table cell, font is smaller.

**CellBody Example**

Alignment	Center
Space	Above 0 pt Below 0 pt

**CELLBULLET**

This format is for single bulleted lists in a table cell.

**CellBullet Example**

<ul style="list-style-type: none"> <li>• Child is deceased.</li> <li>• Child is not living with specified relative.</li> <li>• Child is married.</li> </ul>	<ul style="list-style-type: none"> <li>• Child is a TMA recipient (BEM 111).</li> <li>• Child is a Special N/Support recipient (BEM 113).</li> </ul>
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**CELLBULLET2**

This format is for double bulleted lists in a table cell.

**CellBullet2 Example**

<ul style="list-style-type: none"> <li>•• Child is deceased.</li> <li>•• Child is not living with specified relative.</li> <li>•• Child is married.</li> </ul>	<ul style="list-style-type: none"> <li>•• Child is a TMA recipient (BEM 111).</li> <li>•• Child is a Special N/Support recipient (BEM 113).</li> </ul>
--	--

**CELLHEADING**

This format is for headings in a table.

**CellHeading Example**

Alignment	Center
Space	Above 0 pt Below 0 pt

**CELLNOTE**

**Cellnote Example**

<b>Note:</b> This is a note.	•
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**CELLNUM**

This format is for the number one of a list in a table cell.

**CellNum Example**

<ol style="list-style-type: none"> <li>1. FIP-related Group 1 MA.</li> <li>2. FIP-related Group 1 MA.</li> <li>3. FIP-related Group 1 MA.</li> </ol>	•
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**CELLNUMBULLET**

**CellNumBullet Example**

<ul style="list-style-type: none"> <li>• Item one.</li> <li>• Item two</li> </ul>	•
---	---

**EXAMPLE**

This format automatically begins a line with Example:

**Example**

**Example:** The effective date is the first day of the month that a change appears in the FAP group’s issuance.

**Note:** If you would like to indent this example format, turn on your ruler and drag the two blackened triangles to the right three spaces for one indent, six for two indents.

## EXCEPTION

This format automatically begins a line with Exception:

### Exception Example

**Exception:** For approval of an application filed during a current benefit period or in the month after a prior FAP benefit period ended, the effective date is the first day of the month of the new benefit period.

## EXCEPTIONINDENT

This format automatically begins a line with Exception:

### Exception Indent Example

**Exception:** For approval of an application filed during a current benefit period or in the month after a prior FAP benefit period ended, the effective date is the first day of the month of the new benefit period.

## EXHIBITHEADING

This format is for exhibits.

### Exhibit Heading Example

## EXHIBIT I - STYLE NAME AND EXAMPLES FOR MDHHS POLICY MANUALS

## FIGURE

This format automatically begins a line with Figure 1 and will continue numbering figures consecutively with space following.

### Figure Example

FIGURE 1.

FIGURE 2.



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**FIGURETITLE**

This format adds a title below figures.

**FigureTitle  
Example**

**Verification of Student Financial Aid**

**HEADING**

This format is for in-column tertiary (third in line) headings.

**Heading Example**

**All Programs**

**INDENT**

This format is for in-column indented text. There are many tabs in this format for flexible input.

**Indent Example**

Do not require a new or updated application or an in-person interview to transfer a FIP case to Transitional MA.

**INDENT2**

This format is for in-column indented text, indented one-level.

**Indent2 Example**

Do not require a new or updated application or an in-person interview to transfer a FIP case to Transitional MA.

**INDENT3**

This format is for in-column indented text, indented two levels.

**Indent3 Example**

Do not require a new or updated application or an in-person interview to transfer a FIP case to Transitional MA.

**INDENT4**

This format is for in-column indented text that has space for a larger lead-in string of text.

**Indent4 Example**

Do not require a new or updated application or an in-person interview to transfer a FIP case to Transitional MA.

To add more indentions, choose Indent4, turn on the ruler and drag the two blackened triangles to the right three spaces for one more additional indent, six for two more additional indents, and so on.

**INDENTSS**

This format is for in-column indented single-spaces text.

**IndentSS Example**

Do not require a new or updated application or an in-person interview to transfer a FIP case to Transitional MA.

**INSERTIONPOINT**

This format provides an in-column insertion point for graphics and tables. The table will center in-column if it is small enough. If the table is too wide to fit in-column, it will center on the page. The font size is very small so the graphic or table is closer to the above text.

**InsertionPoint Example**

§	§
§	§

**ITEMTITLE**

**THIS FORMAT IS FOR THE HEADER CONTAINING THE ITEM TITLE.**

**ItemTitle Example**

**REFERRAL PROCESS**

**MANUALCODE/NUM**

This format is for the header containing the manual abbreviation and Item number.

**Manual Code/Num Example**

**RFT 260**

**MANUALSUBTITLE**

This format is for the footer containing the Manual Subtitle, if necessary.

**ManualSubTitle  
Example**

TABLES, CHARTS &amp; SCHEDULES

**MANUALTITLE**

This format is for the footer containing the Manual Title.

**ManualTitle  
Example**

REFERENCE FORMS &amp; PUBLICATIONS MANUAL

**NOTE**

This format begins a line with Note:

**Note Example**

**Note:** Clearly document individual calculations used to arrive at each income and expense figure for liens 1 through 34 in the remarks section, unless otherwise indicated.

**NOTEINDENT**

This format begins a line with an indented Note:

**NoteIndent  
Example**

**Note:** Clearly document individual calculations used to arrive at each income and expense figure for liens 1 through 34 in the remarks section, unless otherwise indicated.

For more indentions for a note format, choose NoteIndent, turn on the ruler and drag the two blackened triangles to the right three spaces for one more additional indent, six for two more additional indents, and so on.

**NUMBER**

This format sequentially numbers (above1) in-column lists.

**Number Example**

1. Clearly document individual calculations used to arrive at each income and expense figure for liens 1 through 34 n the remarks section, unless otherwise indicated.

2. Clearly document individual calculations used to arrive at each income and expense figure for liens 1 through 34 in the remarks section, unless otherwise indicated.

**Note:** To restart a numbered right-click and select restart at 1.

## NUMBERSS

This format sequentially numbers (above1) in-column lists.

### Number Single Space Example

1. Clearly document individual calculations.
2. Clearly document individual calculations used to arrive at each income and expense figure in the remarks section, unless otherwise indicated.

**Note:** To restart a numbered right-click and select restart at 1.

## SECTION

This format is for the main sections of the manual listed in the table of contents.

### Section Example SPECIFIED RELATIVE

## SUBSECTION

This format is for the subsections of the manual listed in the table of contents.

### SubSection Example

### FIP Termination

## SUBSECTION HEADING

This format is for the subsection headings of the manual listed in the table of contents.

**SubSection  
Heading Example**

*FIP Termination*

**TABLETITLE**

This format adds a title above tables.

**TableTitle Example**

**Verification of Student Financial Aid**

**ZBODYWIDE**

This format is for body text that spans the width of the page.

**ZBodyWide  
Example**

The Michigan Department of Health and Human Services (MDHHS) has developed Medicaid policy.

**ZBODYWIDESS**

This format is for body single-spaced text that spans the width of the page.

**ZbodywideSS  
Example**

Department of Health and Human Services  
235 S. Grand Ave., Suite 1309  
Lansing, MI 4890

**ZBULLET2WIDE**

This format is for double bulleted lists with spacing that span the width of the page.

**ZBullet2Wide  
Example**

- The TMA group is those persons who were in the LIF qualified group at the time of transfer to TMA.
- The TMA group is those persons who were in the LIF qualified group at the time of transfer to TMA.

**ZBULLETWIDE**

This format is for in-column, single bulleted lists with spacing.

**ZBulletWide  
Example**

- The TMA group is those persons who were in the LIF qualified group at the time of transfer to TMA.
- The TMA group is those persons who were in the LIF qualified group at the time of transfer to TMA.

**ZFOOTER**

This format is for the footers on the master pages.

**ZFooter Example**

STATE OF MICHIGAN

**ZHEADER**

This format is for the Source and Effective Date on the master pages.

**ZHeader Example**

BPB 2007-014

**ZHEADINGWIDE**

This format is for tertiary (third in line) headings that span the page width.

**ZHeadingWide  
Example****Verification of Student Financial Aid****TABLE FORMATS**

From the Word ribbon, click Insert. Select the number of columns and rows, choose the Auto fit Behavior, and then click OK.

To format the table, use the table's borders and shading macro button on the ribbon.

**FRAME EXAMPLE**

<b>Heading</b>	<b>Heading</b>
text	text
text	text
text	text

**LINES EXAMPLE**

<b>Heading</b>	<b>Heading</b>
text	text
text	text
text	text

**NO LINES EXAMPLE**

<b>Heading</b>	<b>Heading</b>
text	text
text	text
text	text

**SHADED EXAMPLE**


**LEGAL BASE**

[The Social Welfare Act 280 of 1939. 400.6, Sec. 6. \(5\)](#)

Administrative Procedures Act of 1969, 24.207  
Freedom of Information Act 14.233  
45 CFR 205.60

**CONTACT**

For more information contact the [MDHHS-Policy-Manual-Maintenance](#) policy mailbox.