

OASIS · AT A GLANCE

When the hours are authorized and nobody shows up

A denial you can appeal. An unfilled shift is not a denial, so most families have no idea it is actionable at all. It is. Here is the paper trail that makes it actionable.

BY JIM PALASTY · 12 MIN READ · MICHIGAN SERVICES

31

DOLLARS PER HOUR

The court ordered CLS rate. If anyone can be hired at it.

How it works

THREE STEPS

STEP 1

Hours get authorized

Person centered planning produces an IPOS with a number on it.



STEP 2

The provider cannot staff it

No denial, no notice, no appeal right anybody mentions.



STEP 3

You document, then escalate

Missed shifts become a Recipient Rights complaint and a plan review.

Your escalation options, and what each one does

Missed shift log	Creates the evidentiary record
Written notice to CMH	Starts the clock, creates a date stamp
Recipient Rights complaint	Formal investigation, written findings
IPOS review request	Reopens person centered planning
Self-direction request	Shifts hiring authority to you
Provider change request	Tests whether another agency can staff
PIHP grievance	Escalates above the CMH board
MDHHS complaint	State level, creates a state record
Medicaid fair hearing	ALJ authority, strengthened by Waskul
Disability Rights Michigan	Free legal advocacy, statewide

WHAT ELEVEN WEEKS DOES

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Priya's daughter has 28 authorized CLS hours a week. For eleven weeks the agency delivered between six and fourteen. Priya called every Monday and got the same sentence about staffing. Then she started emailing instead of calling, one line, every Friday, with the week's delivered total. In week twelve she got a supervisor, a plan review, and a second provider on the case.

PHONE CALLS EVAPORATE. EMAILS ACCUMULATE.

What matters, at a glance

MICHIGAN SPECIFIC

A denial

Written notice, an appeal right, a deadline, and a hearing. The system is built to handle this.

An unfilled shift

No notice, no form, no deadline. The service was approved. It simply did not occur.

Why the difference matters

Michigan tracks denials because denials generate appeals and appeals generate data. Nobody systematically tracks authorized hours that went undelivered, which means the largest failure in the system is also the one with no number attached to it. What does not get counted does not get funded.

What Waskul changed

The federal court settlement approved January 2025 raised the self-determination CLS rate from \$20.44 to \$31 an hour, a 52 percent increase, with at least \$22 million a year and more than \$110 million over the five year term. When the term ends in 2029, individualized costing out procedures take effect regardless.

Where the lists are now

Oakland County, which once had none, now reports waiting across vocational services, community living supports, respite, and residential placement.

Self-direction

It lets you recruit and employ your own staff. It is not a fix for a labor shortage, but it changes who is doing the recruiting.

BRING THESE · CHECK AS YOU GO

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| ☐ Current IPOS showing authorized hours | ☐ Weekly missed shift log with delivered totals |
| ☐ Every email you sent and every reply you got | ☐ Names and dates for all verbal conversations |
| ☐ Documentation of harm: regression, ER, crisis calls | ☐ Physician letter tying services to medical necessity |
| ☐ Any written statement from the provider on staffing | ☐ Copies of everything, stored somewhere off site |

YOUR MOVE

What to do when nobody comes

- 1 Log every missed shift, weekly, in writing.
- 2 Email your case manager the weekly total. Every week.
- 3 Request an IPOS review citing undelivered services.
- 4 File a Recipient Rights complaint with your CMH.
- 5 Grieve to the PIHP if the CMH does not resolve it.
- 6 Call Disability Rights Michigan and request a fair hearing.

Recipient Rights complaints in Michigan produce a written investigation and written findings. That paper exists whether or not the outcome helps you, and it is the only paper that documents what the system failed to deliver.

RESOURCES NAMED IN THIS POST

michigan.gov/mdhhs · <https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/mentalhealth/recipientrights>

drmich.org · <https://www.drmich.org/>

cmham.org · <https://cmham.org/>

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ABOUT THE AUTHOR



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