MDHHS’ New MI Bridges
Overview

Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.
Agenda

- MI Bridges Overview and Features
- MI Bridges Sneak Peak
- Community Partner Roles and Portal Features
- Community Partner Registrations and Training Information
- Community Partner Resources
- Questions and Answers
You have more access to your case and resources than ever before! Click the hyperlink below to view an overview of the new MI Bridges!
## What’s Happening

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<th>Available in MI Bridges Today</th>
<th>Coming in Late 2018 and Early 2019</th>
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<td>Stronger 2-1-1 Integration</td>
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<td>New Local Resource Integration</td>
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<td>Explore Resources</td>
<td>Enriched Community Partner Features</td>
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<td>My Resources</td>
<td>New MDHHS Program Integration</td>
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<td>Community Partner Navigation and Referral</td>
<td>Enhanced Benefits Management Design</td>
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<td>Renew Benefits</td>
<td>Continued Improvement to the Benefits Application / Renewal and Resource</td>
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<td>Multi-Channel Notifications</td>
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<td>Multi-Lingual Support</td>
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<td>Advanced Analytics</td>
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<td>Real-Time Customer Support</td>
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A New MI Bridges

MI Bridges Transformation

- MI Bridges enables residents to identify their needs and connect to community resources (including community programs and organizations through a partnership with 2-1-1) that meet those needs to improve stability over time
- MI Bridges makes common MDHHS processes easier for residents, improving their experience and providing more options for self-service
- MI Bridges helps community partner organizations play a more significant role in helping residents access benefits and supports
- MI Bridges has specialized features targeted at Community Partners, such as a dashboard of clients who the partner has assisted, and the ability for the client to send a referral directly in to the community partner through MI Bridges
Sneak Peak: MI Bridges
Guided assessment which reveals users’ underlying needs in a more proactive manner
State assistance programs and community resources presented together in one set of recommended supports.
Add resources to the MI Bridges profile and send an electronic referral to referral partners

**SALVATION ARMY - MUSKEGON**

- **Distance**: 0.31 Miles Away
- **Address**: 1221 Shonat Street, Muskegon, Muskegon, MI, 49442
- **Phone**: (231) 773-3284 (Main)
- **Email**: muskegon@usc.salvationarmy.org
- **Hours**: Mon-Fri 12:30pm Sign-in begins at 12 noon and is first come, first served, with the last person being seen at 3:45pm (2:45pm on Mondays) Pantry can serve approximately 15 people per day

**Service Description**

Individuals/families may receive food assistance once every 30 days, up to 6 visits (in a 12 month period). Individuals accessing the pantry should bring their own bags (2).

**Share Information with Resources**

Some of the resources you added can receive your contact information electronically. Select any resources you would like to send your contact information to. You may also reach out to them on your own.

**Resource Name**

**SALVATION ARMY - MUSKEGON**

- Share My Resources with the organizations selected above.

I agree to share my contact information with the confirmed resources above.

Send

I Don't Want to Send My Information
Connect and add a navigator to the MI Bridges profile. Share contact information, household members, and choose to allow navigators to view benefit information and letters sent from MDHHS.

Clients can currently only have 1 navigator. They can choose to change navigators and can edit their consent to share information at anytime.
Apply for benefits using a simplified application
View and share the documents requested by MDHHS from the Upload Documents page.
Modernized public benefits self-service features with a mobile device emphasis, including more detailed views of benefit information and intuitive benefit maintenance.
Report changes on an MDHHS case with an easy to understand topic selection.

There is helpful text under each heading to provide additional guidance!
Access MI Bridges on a smart phone. Receive notifications and upload documents from home.
What role can Community Partners play in this work?
Community Partners are an essential part of the success of MI Bridges.

There are 3 options for partners to engage with MDHHS and Michigan residents – they can choose to serve as in multiple ways! **Organizations can choose to serve in multiple partner roles!**

**Navigation Partner**

An agency that agrees to promote MI Bridges by displaying promotional materials and providing one-on-one assistance to MI Bridges users. The assistance provided may vary from simply answering user questions to helping them complete a needs survey, finding local resources, or applying online for a MDHHS benefit program.

**Referral Partner**

An agency that agrees to receive referrals sent from clients using MI Bridges. When a client would like to use a resource offered by a Referral Partner, the partner organization receives an electronic referral on their MI Bridges dashboard and can contact the client to provide services.

**Access Partner**

An agency that agrees to promote MI Bridges by displaying promotional materials and providing a computer(s), tablet(s) or mobile device(s) for individuals to use MI Bridges.

- All partner roles must register their organization and individual users within MI Bridges and with MDHHS
- All partner roles have access to a Help Line to assist with questions or technical issues
- All partner roles will receive training and support throughout the MI Bridges implementation
Benefits to Serving as a Community Partner

There are many benefits to serving as a community partner. Partners can visit [www.michigan.gov/mibridgespartners](http://www.michigan.gov/mibridgespartners) to learn information specific for community partners and find the latest MI Bridges information.

<table>
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<tr>
<th>Benefit</th>
<th>Partner Role</th>
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<tbody>
<tr>
<td>A Partner ID number from MDHHS for each user in your organization who is using MI Bridges.</td>
<td>Navigation: X, Referral: X, Access: X</td>
</tr>
<tr>
<td>Ability to view key metrics related to the individuals our agency assisted.</td>
<td>Navigation: X, Referral: X</td>
</tr>
<tr>
<td>Ability to view client’s case information, if a client provides their consent.</td>
<td>Navigation: X</td>
</tr>
<tr>
<td>Ability to electronically receive referrals directly in MI Bridges.</td>
<td>Access: X</td>
</tr>
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Community Partner Feature: A Customized Dashboard

Navigation and Referral Partners have a customized dashboard when using MI Bridges. This dashboard shows any new referrals or clients and provides quick access to their client directory or referral management page.
Community Partner Feature: A Client Directory

Navigation Partners can view all of their current clients in their client directory. If a client provides consent, partners can also view the same benefit and letter information as the client.

A list of all clients the Navigator is assisting.

Quick access to key client information.
Community Partner Feature: A Referral Management page

Referral Partners can view all the referrals sent to their agency. They can easily change the progress of the referral to ‘In Progress’ or ‘Complete’, and provide feedback on if they were able to assist the client.
Community Partners Registration and Training Information
Community Partner Registration is Open in MI Bridges!

Organizations that are interested in becoming a MI Bridges community partner can visit the MI Bridges Community Partner Registration web page on the MI Bridges Partners web site: www.michigan.gov/mibridgespartners. This page contains tools and resources to help organizations prepare for the partner registration process.

Each agency that registers as a MI Bridges community partner will need a Lead Point of Contact (LPOC). An agency’s LPOC is responsible for registering the organization in MI Bridges, managing the organization’s users, and is the first person MDHHS will contact with any questions or information.

If you are considering becoming a MI Bridges partner, below are helpful steps to prepare for registration:

1. Discuss the expectations and benefits of each partner option with your organization to determine which partner type is the right fit. See the Become a Partner Page and Community Partner Registration page at www.Michigan.gov/mibridgespartners for more information.
2. Confirm your organization is registered with Michigan 2-1-1 and the information is accurate. If you would like to view or update your agency’s Michigan 2-1-1 record, please see the instructions on the Tools and Resources page at www.Michigan.gov/mibridgespartners.
Community Partner Training Requirements

**Navigation Partner**
Navigation Partners will attend a 4 hour classroom training to learn how to:

- Help clients create a MI Bridges account
- Find local resources
- Apply for benefits
- View case information
- Use Navigator features, such as a client directory.

**Referral Partner**
Referral Partners will view a 1 hour web-based training to learn how to:

- View and manage referrals sent to their agency
- Provide feedback on referrals
- Refer clients to another agency if needed.

**Access Partner**
Access Partners will view a 30 minute web-based training to learn how to:

- Answer basic client questions
- Find the latest MI Bridges information.
Community Partners Resources
Community Partner Feature: Resources

Where can partners look for additional information?

MI Bridges Community Partner Liaison
MDHHSCommunityPartners@Michigan.gov
517.385.5297

MI Bridges Partners website
www.michigan.gov/mibridgespartners
Thank You for Attending!

Q&A

What Questions Can We Answer?