



STATE OF MICHIGAN
**Department
of Human
Services**

Memorandum

Field Operations Administration

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FOA -2012-20

To: County Directors
District Managers

Date: April 27, 2012

From: Terrence M. Beurer, Director, Field Operations Administration

Subject: MI Bridges Expansion and Outreach: Release 3

Response Due: None

On April 28, 2012, the MI Bridges Expansion Release 3 will be completed that will allow the clients to:

- Complete an online renewal (redetermination) for ongoing assistance programs.
- Receive a text message when new correspondence has been generated.
- Reset their password in their MI Bridges account. We encourage clients to reset their own password as directions are included in MI Bridges. If they are unable to complete the reset online they will be directed to the local office. Designated local offices staff will have the ability to reset passwords. MI Bridges will be translated into Arabic both online and through the IVR.

Please continue to communicate with your clients and community the availability of MI Bridges and these new added features. Additional cards and posters are available in English and may be requested by email to Mike Peach PeachM@michigan.gov.

See the [business process related to password reset](#). Please review with staff and ensure the local office designee is familiar with the process. The Password Reset and Renew My Benefits training should be available on the Office of Workforce Development and Training site on the DHS-NET on Monday, April 30.

Communication Tools

The following tools should be used starting April 30, 2012.

- [An updated voice mail message for the local office auto-attendant.](#)
- [An updated voice mail message for individual staff.](#)
- [MBAI poster in Spanish.](#)
- [MBAI poster in Arabic.](#)