

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

September 2017

New MI Bridges Webinars Available!

Register for a **new MI Bridges webinar** to learn more about the new MI Bridges implementation timeline and key features.

Thursday, September 21, 2017
1:00-2:30pm

Registration Link:

<https://communitypartner-sept21.eventbrite.com>

Friday, September 22, 2017 1:00-2:30pm

Registration Link:

<https://communitypartner-sept22.eventbrite.com>

Friday, October 6, 2017
1:00-2:30pm

Registration Link:

<https://communitypartner-Oct6.eventbrite.com>

As a part of MDHHS's Integrated Service Delivery effort, MI Bridges and the Assistance Application are undergoing transformative changes. These changes have been made in close collaboration with clients, community partners, and MDHHS caseworkers, who have provided input and feedback throughout the process. The new MI Bridges will enable residents to identify their needs and connect to community resources that meet those needs to improve stability over time. These resources include community programs and organizations through a partnership with Michigan 2-1-1.

MDHHS Team Welcomes New Community Partner Liaison

MDHHS understands community partners need support during the transition to the new MI Bridges. We are excited to share a Community Partner Liaison recently joined the team!

Beth St. John began engaging and supporting MI Bridges Community Partners in 2012 as an AmeriCorps Community Resource Navigator in Battle Creek. After her service year, Beth was hired by the Michigan Association of United Ways and one of her roles has been to continue to collaborate with MDHHS to support MI Bridges community partners. Beth is excited to transition to the MI Bridges Community Partner Coordinator role and help support community partners with the new MI Bridges. Beth can be reached at MDHHScommunitypartners@michigan.gov.

MI Bridges: Connecting Clients to Resources

The new MI Bridges connects Michigan residents with resources in their local community.

Key Features of the new MI Bridges

- ✓ Easy-to-use pages that are user friendly both on a computer and mobile device.
- ✓ Michigan residents can answer a short survey to identify areas of need. They can use MI Bridges to find local resources to fill these needs – users can even send a community partner a referral using MI Bridges.
- ✓ 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 message directly with a community partner.
- ✓ Clients can provide electronic consent so their community partner can:
 - View key case information, such as benefit information, renewal dates, and letters sent from MDHHS.
 - Provide consent to allowing Navigators to speak with caseworkers about their case.
- ✓ Today when a user has a MI Bridges issue, they contact their local office or community partner. With the new MI Bridges a dedicated Help Desk is available to answer questions by phone from both clients and community partners!
- ✓ A completely updated Assistance Application, redesigned in partnership with clients to ask simple and direct questions necessary to apply for benefits.



MI Bridges: Connecting Clients to Resources

The new MI Bridges connects Michigan residents with resources in their local community.

The new MI Bridges is transforming how MDHHS connects Michigan residents to resources. In addition to using MI Bridges to apply for assistance programs, residents can use the new **'Help Me Find Resources'** feature to connect with community resources. Existing clients can also easily view key details of their current benefits, including renewal date and benefit amount!

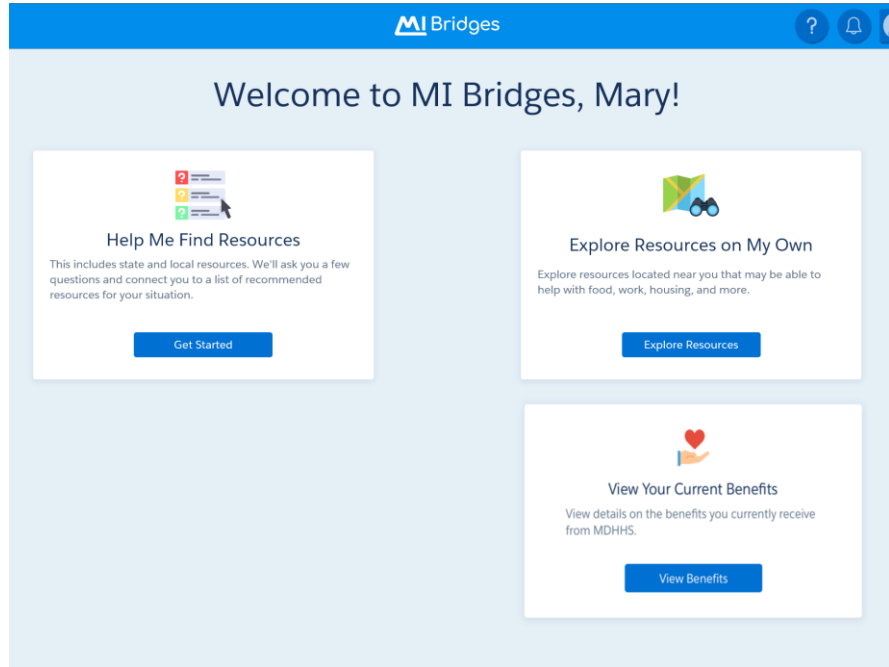


Figure 1: MI Bridges Client Dashboard. Image is for demonstration only and may change.

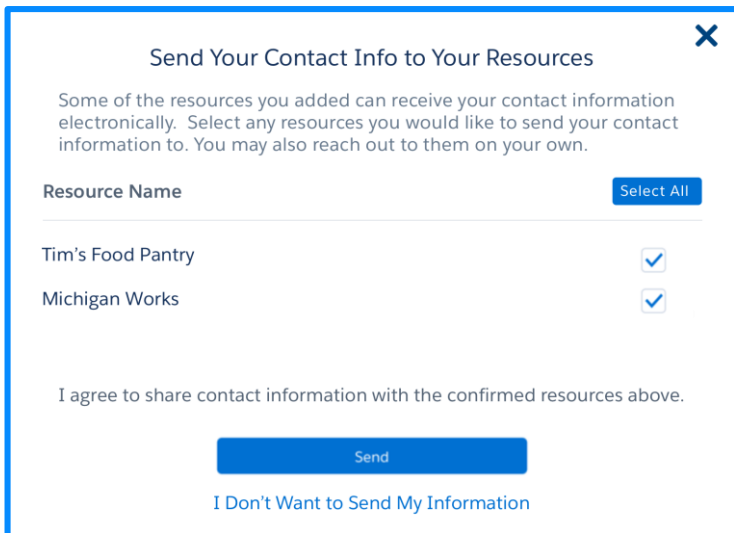


Figure 2: MI Brides Send Referral Page. Image is for demonstration only and may change.

If a community resource the client identifies as helpful is registered as a Referral Partner with MDHHS, the client can send an electronic referral directly to that partner in MI Bridges. The Referral Partner will be able to view the client contact information in MI Bridges.

MI Bridges Community Partner Roles

The new MI Bridges supports community partner organizations in expanding their role in helping residents access benefits and community resources.

The new MI Bridges enables MDHHS to work closely with community partners to support Michigan residents through the use of enhanced technology and coordination of resources. It is designed to connect Michigan residents with both state assistance programs and resources or agencies in their local community.

With the new MI Bridges, community partners can choose to engage with MDHHS and clients in several ways. Organizations can register for one or more of the following roles:

Role	Description
Navigation Partner	<p>Organizations which provide assistance in using MI Bridges to help residents identify and connect to resources, apply for benefits, and manage their ongoing cases. Clients can consent to allowing these partners to view their benefit information and speak with caseworkers on their behalf.</p> <p>In MI Bridges, Navigation Partners have access to a client directory and can message directly with clients.</p>
Referral Partner (New!)	<p>Organizations which provide one or more services within communities can receive electronic referrals through MI Bridges. These organizations must also be registered with Michigan 2-1-1.</p> <p>In MI Bridges, Referral Partners can track the requests they receive, and provide feedback on whether or not they were able to assist the client.</p>
Access Partner	<p>Organizations which provide access to MI Bridges by making computers or similar devices available to residents.</p>

Table 1: Partner Engagement Levels Options

MI Bridges: Features for Community Partners

The new MI Bridges has features built specifically to support community partners.

MI Bridges is putting more information in the hands of the community partner. If a community partner registers as a Navigation Partner, the navigator will be able to view a directory of clients they have assisted. The Navigation Partner can also view key case information, such as:

- What case actions are due
- Upcoming redetermination dates
- Upcoming appointment dates and times
- Current program information and benefit amounts
- Letters sent from MDHHS

The screenshot displays the 'Client Directory' interface. On the left, a search bar is set to 'Search by Name' with a 'Filter' button. A dropdown menu is open, showing filter options: 'Case Actions Due', 'In Crisis Needs', and 'All' (which is selected). Below the search bar, a list of clients is shown, with 'Davis, Tamara' highlighted. To the right of the search bar is a vertical alphabetical index from A to Z, with 'D' highlighted. The main content area shows the profile for 'Tamara Davis'. At the top right of the profile is a 'Send Message' button and a 'Preferred Contact: Text' indicator. The profile is divided into sections: 'CONTACT INFORMATION' (Home: 517-555-1231, Mobile: 517-555-1231, Email: Tamara_Davis@gmail.com, Home Address: 3333 Rexwood Dr. #325 Lansing, MI 48864, Mailing Address: 3333 Rexwood Dr. #325 Lansing, MI 48864), 'NEEDS AND RESOURCES' (Tamara has 1 or more In Crisis Needs, Tamara's Needs: Healthcare 3, Housing and Shelter 2, Utilities 2, Needs Last Updated: 12:34PM 04/25/17), 'BENEFITS' (Tamara has 1 or more Case Actions due, Tamara's Active Benefits: Healthcare Coverage, Child Development & Care, Food Assistance Program), 'HOUSEHOLD MEMBERS' (Family Members: 4, Tamara (46), Maria (6) Daughter, John (8) Son, Brennan (12) Son), and 'NOTES' (This space is provided for your own use. Type in any thoughts or reminders that are relevant.).

Figure 3: Client Directory. Image is for demonstration only and may change.

Important Dates to Remember!

Save-the-Date!

The new MI Bridges will be piloted with 22 community partners in Muskegon County starting in **September 2017**. While the pilot is happening, community partners throughout the state will begin preparing to use MI Bridges in January 2018 by attending training and registering their organization and users. Mark your calendar for the following dates:

Milestone	Dates
Muskegon County begins the pilot of MI Bridges.	September 12, 2017
Statewide community partner registration and training begins!	November 2017
The new Assistance Application launches statewide.	January 2018
Current clients and registered community partners can begin using the new MI Bridges statewide.	January 2018
The new MI Bridges is available across the state for all clients. The legacy MI Bridges system is retired.	March 2018

Table 2: Important MI Bridges Dates. These dates are subject to change.

What Features Are Available in the MI Bridges Pilot? Muskegon Pilot – September 12, 2017

- Community Partners can register an account within MI Bridges and elect to serve as a Navigation, Referral, and/or Access Partner.
- Referral Partners can register to receive electronic referrals from clients within MI Bridges, and track the outcome of the referral.
- Navigation Partners can view a dashboard of their MI Bridges clients.
- Existing clients can view their case benefits, and view letters sent from MDHHS
- Clients can use the 'Help Me Find Resources' feature to locate resources in their community.
- Clients can refer themselves to organizations registered as Referral Partners.
- Clients can choose consent settings and elect to share their case information with their Navigation Partner.
- MI Bridges is now mobile friendly, so it is easily accessible from a client's smart phone.
- Both clients and partners will register new accounts and go through a process to confirm their identity.
- A dedicated Help Desk is available via phone to community partners and clients 8am – 5pm Monday – Friday.



1. What training is planned for Community Partners?

Training options for partners will vary depending on if the organization registers to be a Navigation, Referral, or Access Partner. Navigation Partners will attend a 4-hour in person training. Referral and Access Partners will attend a live or recorded webinar. Training requirements and classroom dates will be released in October 2017.

2. Can my organization register for multiple partner roles?

Absolutely! In MI Bridges an organization can register to serve in multiple roles – as a Navigation, Referral, and Access Partner. Community partner registration will begin in November 2017.

3. Will there be a person dedicated to assisting Community Partners through this process?

Yes! MDHHS has recently hired a new Community Partner Liaison – Beth St. John. Beth is dedicated to supporting community partners with this transition. Her contact information is MDHHScommunitypartners@michigan.gov.

4. How can I start preparing my organization to transition to the new MI Bridges?

Great Question! We hope you are as excited about the new MI Bridges as we are. To start preparing you can:

- ✓ Review the community partner engagement level options on page 4 and begin discussing what role(s) are a good fit for your organization
- ✓ Focus on verifying that your organization is listed in Michigan 2-1-1 and confirming Michigan 2-1-1 information is accurate
- ✓ Determine who will serve as your organizations Lead Point-of-Contact (LPOC). This contact is the person MDHHS will communicate with. The LPOC will be designated in MI Bridges and responsible for registering the organization, registering user in MI Bridges, and sharing information with agency staff. Organizations will need to register in MI Bridges. MDHHS will work with the LPOC on these tasks.