

## What Partner Role(s) is best for my agency?

With the new MI Bridges comes new and enhanced ways to engage with the Michigan Department of Health & Human Services (MDHHS) and Michigan residents. Partners can choose to serve in one or more of the partner roles below. To help your agency choose the partner role that best fits your mission, we want to ensure your agency knows about the changes to these partner roles and some things you might want to consider in your role selection process.

### Navigation Partner:

With the new MI Bridges, there are some changes to the Navigation Partner role. Navigation partners are expected to be willing to assist clients in using the new MI Bridges to fulfill any need they may have at a given time. This assistance may include helping clients:

- Complete a short needs survey and search for resources to fulfill those needs
- Complete an application for any MDHHS assistance program they feel may help them move towards self-sufficiency
- View their MDHHS benefits information and letters and take action on any requests or upcoming deadlines, such as: completing a benefits renewal, submitting verification documents, attending upcoming appointments, etc.
- Use your Client Directory to view your clients' upcoming case actions and/or in-crisis needs and contact them to follow up
- Help clients navigate the new MI Bridges and find the answers to their questions

When determining if the Navigation Partner Role is best for your agency, here are some considerations to think about:

- Does this partner role integrate with the types of services our agency already provides?
- Will this partner role help our agency fulfill your mission?
- Does our agency have the staffing capacity to assist clients with using the new MI Bridges to fulfill any needs they may have at a given time?

### Referral Partner:

This is a new partner role for agencies that provide one or more services within communities and can receive electronic referrals through MI Bridges. Referral partners must be registered with Michigan 2-1-1 and they are expected to respond to client referrals received through MI Bridges within 2 business days. This role fosters two-way communication between your agency and the clients who are requesting resources so that your agency can provide more efficient and customized service. The electronic referral functionality also provides Referral Partners with more information about the client's needs to enable them to better plan how to fulfill the client's resource request. Referral Partners may engage in the following tasks:

- Receive an electronic referral from a client and contact them to provide the requested service
- Manage referrals by marking the referral status as In Progress or Complete
- Provide feedback on the type of referral assistance that was provided to the client

When determining if the Referral Partner Role is best for your agency, here are some considerations to think about:

- Does this partner role integrate with the types of services our agency already provides?

- Will this partner role help our agency fulfill our mission?
- Does our agency have the staffing capacity/business process in place to respond to clients' referral requests within two business days?
- Is my agency included in the MI 2-1-1 database and is my record up-to-date?

### **Access Partner**

The Access Partner role with the new MI Bridges is very similar to what it is today: Organizations which provide access to MI Bridges by making computers or similar devices available to community members. This role requires the least amount of partner resources. Access Partners may engage in the following tasks:

- Explain to clients the types of resources, information, and features they can access in the new MI Bridges
- Show clients how to use your agency's technology (computers, laptops, tablets, etc.) to access the new MI Bridges
- Answer basic questions clients may have about the new MI Bridges or connect them to the Help Desk for assistance

When determining if the Access Partner Role is best for your agency, here are some considerations to think about:

- Do we already have devices available for clients to use to access the new MI Bridges?
- Do we have the staffing capacity to promote the new MI Bridges and direct clients to the Help Desk for assistance, when needed?