

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

November 2018



Past Bulletins

Visit the [MI Bridges Community Partner website](#) to view copies of past MI Bridges monthly bulletins.



Questions?

Please contact us with any questions:

MDHHSCommunityPartners@michigan.gov

622k+
Applications Submitted

677k+
Registered Clients

*MI Bridges Statistics are as of November 16, 2018



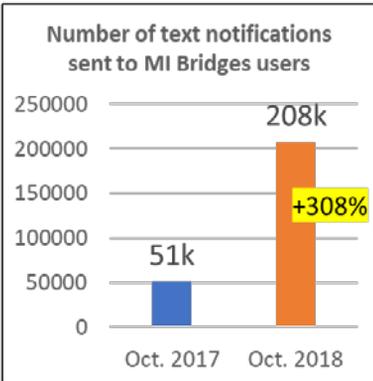
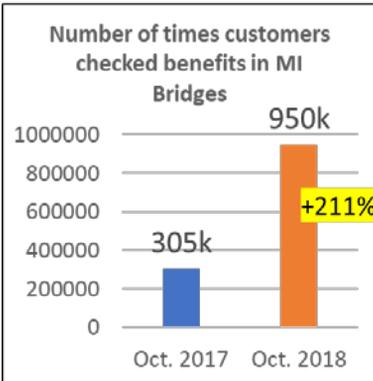
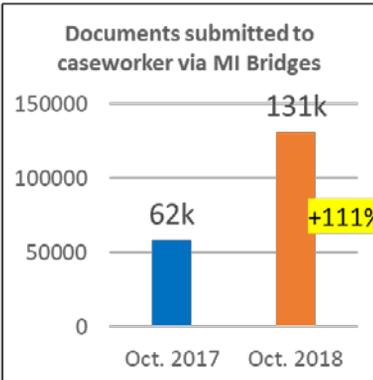
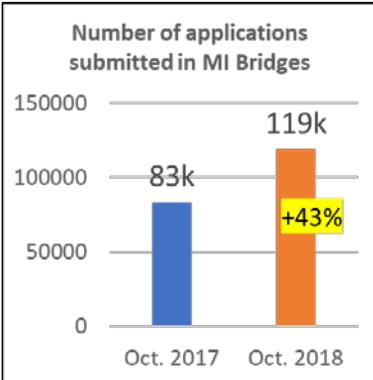
Let's Celebrate One Year!

We would like to take a moment to thank you for becoming a MI Bridges community partner. Because of your partnership, MI Bridges has been quite a success! To date, we have close to 600 community partners and trained over 3,000 community partner staff; and these numbers continue to grow. This has exceeded the number of partnerships in the past, and as a result, we will continue to host trainings throughout the different regions of Michigan.

Your feedback is incredibly valuable to us. Based on what we learned from you, we have implemented changes to MI Bridges as well as planned future enhancements to better serve not only our clients, but you as well. Recently, a survey was sent to our community partners to assess usage of the MI Bridges portal. From this assessment, we have plans to improve our communication channels and provide additional online trainings to keep you informed. We at MDHHS, appreciate the support you all have shown as we have undergone this transformation and your commitment to serve the residents of Michigan.

Bureau Director, Bureau of Community Services
Michigan Department of Health and Human
Services

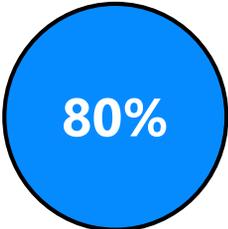
A Year In Review: MI Bridges Then and Now



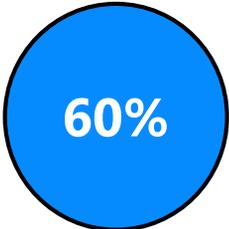
We live our lives today with many moving pieces -- within our homes, our organizations, and our communities. And so, it's important to always keep in mind the ultimate goal - the wellbeing of our children and family, the connection to our community, and the opportunity everyone should have for employment and economic independence. With that in mind MDHHS wanted to move to an integrated service delivery that encompasses all the facets of a person's life together in its approach to human service. To do that MDHHS started by collaborating with numerous community partner agencies and

programs across the state to work together as one team, so that Michigan citizens can access a more complete array of services. One year after the pilot, the national award winning MI Bridges has shown significant adoption across the state with more applications and documents submitted, text message notifications sent, and benefits checked. Thank you to all the community partners and programs that have joined us on this journey to provide the gold standard for health and human services.

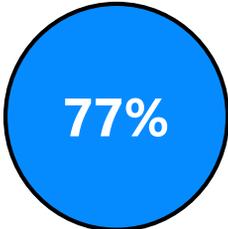
The Results Are In: MI Bridges Community Partner Survey



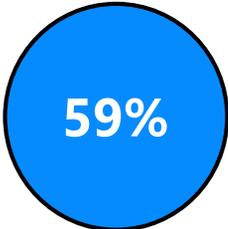
The percent of community partners that are satisfied with the current MI Bridges



The percent of community partners that use the notifications feature in MI Bridges



The percent of community partners that find the client directory easy to use



The percent of community partners that send resources to their clients

1. How can I register my organization to use the new MI Bridges?

Registration to become a new MI Bridges partner has been open to all partners in Michigan for several months. You can visit the [Become a MI Bridges Partner](#) webpage to begin the registration process. On this page, you can find tools and information on how to register your agency along with a [Job Aid](#) to assist with registration. Keep in mind, registering an account in MI Bridges is not the same registration as the required training. Community partner users will need to register for training using the [Community Partner Training page](#).

2. How can I register my users for MI Bridges training?

After an agency Lead-Point-of-Contact (LPOC) has registered their organization in MI Bridges, they will receive an email from MDHHS with information on how to register their staff for training. You can also visit the [MI Bridges Community Partner website](#) to find the training schedule and instructions to register for MI Bridges Partner training. Remember! Navigation and Referral Partners must complete training in order to have access to MI Bridges.

3. Where can I find support with using MI Bridges?

On the MI Bridges Community Partner website, partners and clients can find a number of resources like MI Bridges community partner bulletins, release notes, outreach materials, job aids, and how to videos. These materials can be found on the Tools & Resources page on the [MI Bridges Community Partner website](#).

4. I received the 2005 error when creating my account. What can I do now?

Some partners may have experienced an error when a partner has a mismatch with their name and email in their existing MI Login account (i.e. CHAMPS) and MI Bridges. To fix this problem please be sure that your name and email in MI Login and MI Bridges are the same. After confirming that your name and email are the same you should no longer face this error. Remember, you will need to use your existing MI Login credentials when creating your MI Bridges account.

5. My organization's Lead Point of Contact changed our locations level of engagement but it has not changed in MI Bridges.

If your organization updates its level of engagement, a confirmation email will be sent to your organization's authorized representative to certify the change. Once your organization's authorized representative has certified the change, MDHHS will approve and your organization's level of engagement will change in MI Bridges.