

# MI Bridges

## News You Can Use

Michigan Department of Health and Human Services

May 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](mailto:MDHHSCommunityPartners@michigan.gov)

## MI Bridges Usage Continues to Grow!

Thank you to all of the community partners who have joined us on this journey. On April 2<sup>nd</sup> MI Bridges became available statewide, since this time...

- 110,000 residents have viewed their benefits information
- Nearly 85,000 assistance applications have been submitted
- 46,000 documents have been uploaded and shared with MDHHS caseworkers
- 21,000 residents have used the system to help find or explore resources
- Over 2,200+ partners have been trained, and 1,100 community partner staff are using the new MI Bridges



**Currently, over 485 organizations have become Community Partners! Thank you to all the partners for your continued support in MI Bridges.**

# MI Bridges: A Look Ahead

After a successful statewide release MI Bridges continues to evolve and be reimagined for the future! Some features that are being developed now are:

- A stronger 2-1-1 partnership for statewide resource quality
- Great Start to Quality database integration
- New community partner features
- Improvements to view benefits with a greater emphasis on post-eligibility experiences
- New community resource integration

An exciting change that MI Bridges is currently undertaking is a deeper integration with the Women, Infants, and Children (WIC) program. With this integration MI Bridges will be able to predict eligibility of programs and make a referral to organizations on behalf of the client!



Thank you for your continued feedback over our pilot and statewide releases and be on the look out for these new MI Bridges features.

## MIlogin Manual ID Proofing!

You suggested and we listened! The ability for clients and partners to confirm their identify is a key security feature of MI Bridges. While 80-85 percent of users have completed Identity Proofing online, some clients have not been able to finish this process, perhaps due to a lack of information or having a previously stolen identity. We are excited to share that in late June, in the rare occasion when a client cannot ID Proof online or through the help desk, they can complete the identify confirmation process in their local MDHHS office. Clients will be directed by the Help Desk to bring in proof of identity to a local office. Examples of proof include, but are not limited to:

- Driver's license
- Marriage certificate
- Birth certificate
- Pay stub or income statement
- Social Security card



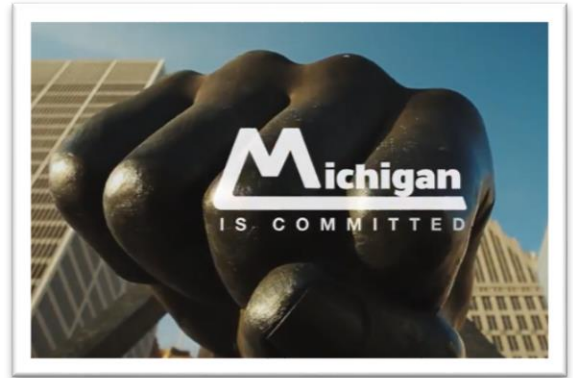
In the event that Community Partners are unable to complete ID Proofing online, they will also have the capability to ID Proof their organization's users offline. The MI Bridges Community Partner Liaison will oversee this process and alert community partners via email after this feature is available in late June. Once available, users can contact [MDHHSCommunityPartners@michigan.gov](mailto:MDHHSCommunityPartners@michigan.gov) to initiate the process.

# Community Resource Coordinators Lend a Helping Hand

Have a question about MI Bridges? Want to register your organization in MI Bridges? Local Community Resource Coordinators (CRCs) can help! CRCs are a resource for community partners to have their MI Bridges questions answered. CRCs can be found at your local MDHHS office and help answer questions like:

- ✓ What's new in MI Bridges?
- ✓ How can my organization benefit from becoming a partner?
- ✓ How can I register my organization?
- ✓ Where can I find more information, tools, and resources?


# New MI Bridges Marketing (Video)



Coming Soon! Be on the lookout for a list of suggested social media posts you can use to advertise MI Bridges.

# MI Bridges Access Training

Calling all access partners! Starting in the month of June community partners will be able to take an online web-based training to become an access partner. An agency can decide to be an Access Partner at anytime. Once the Lead Point of Contact (LPOC) completes the training, your organization can register an account in MI Bridges. If your organization is already registered as a navigation or referral partner, your LPOC can update your organization's level of engagement at anytime to include the engagement level of access partner!

Partner	Description
<p>Access Partner</p> 	<p>Access partners are organizations which provide access to MI Bridges by making computers or similar devices available to community members.</p> <ul style="list-style-type: none"> <li>• If an organization is ONLY registered as an access partner, at least one person from that organization should attend one webinar training.</li> <li>• If an organization is registered as a navigation AND access partner, it is not required to attend a webinar training. Instead, users will attend navigation partner training to receive information on the new MI Bridges.</li> </ul>



## 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. Keep in mind, the old MI Bridges will be going offline soon. If your organization has not yet registered in the new MI Bridges, please do so as soon as possible.

## 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. LPOCs can also visit the [MI Bridges Community Partner website](#) to find the training schedule and instructions to register for MI Bridges Navigation Partners. Remember! Navigation Partners must complete training in order to have access to MI Bridges.

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

Some partners may experience an error when a partner has an existing account with the same email address through a MI Login system (for example, if a person also uses CHAMPS or the Michigan Treasury system). If you receive this error please contact the MI Bridges Help Desk at 1-844-799-9876.

Additional information will be shared with Lead Points-of-Contacts (LPOC) of impacted organizations once the fix is available in mid-June. This email will be sent from [MDHHSCommunityPartners@michigan.gov](mailto:MDHHSCommunityPartners@michigan.gov). Thank you for your patience as we fix this error.

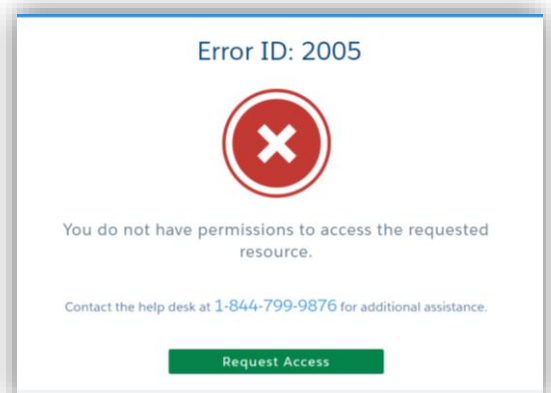


Figure 1: Error 2005 Screenshot