


Client/Navigator Connection

A CLIENT CAN CONNECT WITH A NAVIGATOR

1. The client can click **[Connect with a Navigator]**, which is listed in the footer of every MI Bridges page, at any time to connect with a new navigator.

	Tip: The client can also Connect with a Navigator during the Help Me Find Resources section.
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What is your Navigator's ID?


Ask your Navigator to enter their Community Partner ID.

CP-ID

[Next](#)




[My Navigator is Not Nearby](#)

2. Record the Navigator's Community Partner ID and click **[Next]**. The **Share Information with Navigator** page displays.

	Tip: The <i>CP-ID</i> is not a number the client can access. The Navigation partner must provide this number. If the client's navigator is not present, the client can always click the [x] in the top right corner to exit the window or click the [My Navigator is Not Nearby] .
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Share Information with Marylyn Brown-Eaton from Mission For Area People

Your Navigator can better assist you if you share information about the benefits you receive and the resources you have selected. If you don't receive any MDHHS benefits you do not need to check the boxes below to share information.

-  Share My MDHHS Benefits Information
-  Share My Household Information
-  Give Permission for My Navigator to Talk to My Caseworker about My Benefits


Your Navigator will also see your contact information so they can stay in touch with you and the resource you've added to your My Resources Page.

Getting assistance from a Navigator and sharing information is voluntary. If you choose not to, it will not affect your benefits or your ability to use MI Bridges. And, you can change your mind. If you choose to stop getting assistance from a Navigator or sharing information you can update your MI Bridges preferences at any time.

Cancel

Confirm

3. Select the checkbox next to the information the client would like to share with the navigator.
 - **Share My MDHHS Benefits Information:** This provides consent for the navigation partner to view the client's benefit information and letters sent from MDHHS. The benefit information the navigator can view is the same information clients can view using their MI Bridges profile.
 - **Share Household Information:** This provides consent for the navigation partner to view information about the client's household, such as household members and contract information.
 - **Give Permission for My Navigator to Talk to My Caseworker about My Benefits:** This provides consent for the Navigation partner to speak with the client's MDHHS caseworker.
4. Click **[Confirm]**. The **Share Information with Resources** pop-up displays.

 **Tip:** The client can update their consent at any time by editing the **Share Info: Resources** page, which is found on the **Preferences** section of their MI Bridges profile. The consent expires after one year if not edited.

A NAVIGATOR CAN CONNECT WITH A CLIENT

Please follow the steps below to send a request to a client:

1. Confirm the client's **First Name**, **Last Name**, and **Date of Birth**.
2. Click the **[Add New Client]** tile or the **[Manage]** dropdown.

The screenshot shows the MI Bridges dashboard for Anne Li. The top navigation bar includes 'MI Bridges', 'Home', 'Client Action Needed', 'Manage' (highlighted with a red box), 'Organization', 'Reports', 'Settings', and 'Logout'. Below the navigation bar, the dashboard is divided into several sections:

- Sign up for Email Notifications:** A section with an envelope icon and a 'Sign Up' button.
- Notifications:** A section showing '0 New' notifications and a 'View All Notifications' link.
- My Community Partner Access:** A section displaying CP ID: 403-2319, permissions (Provide Navigation, Manage Referrals, Assign Referrals, Manage Organization, View Metrics), and lead point of contact information for Anne Li (anneli@salvationarmy.org).
- I want to...:** A grid of action tiles. The 'Add New Client' tile is highlighted with a red box. Other tiles include 'View Client Directory', 'Assign Referrals', 'Manage Referrals', 'Manage Organization', 'View Metrics', 'Explore Resources', and 'Community Partner Tools & Resources'.
- How I've helped in July...:** A section with five tiles showing zero counts for 'Clients Connected to Me', 'Applications I've Assisted', 'Renewals I've Assisted', 'Referrals I've Completed', and 'Needs I've Met'.

MI Bridges Home Client Action Needed Manage Settings Logout

Client Directory

Search by Name All, A-Z

Able, Vincent	(313) 245-2123
Bradford, Amani	(810) 245-2123
Bussey, Stephanie	(810) 245-2123
Cortez, Thelma	(322) 245-2123
Cullen, Lainey	(734) 245-2123
Drake, Christopher	(734) 245-2123
Feeney, Damien New	(313) 245-2123
Fullerton, Stephan	(415) 245-2123
Gleason, Jennifer	(313) 245-2123
Klein, Evan	
Lee, Alexa	(248) 245-2123
Lyons, Hank	(517) 555-2000
McCormack, Sheryl	(313) 245-2123
McDonald, Lauren	(734) 245-2123
Ness, Bennet	(313) 245-2123

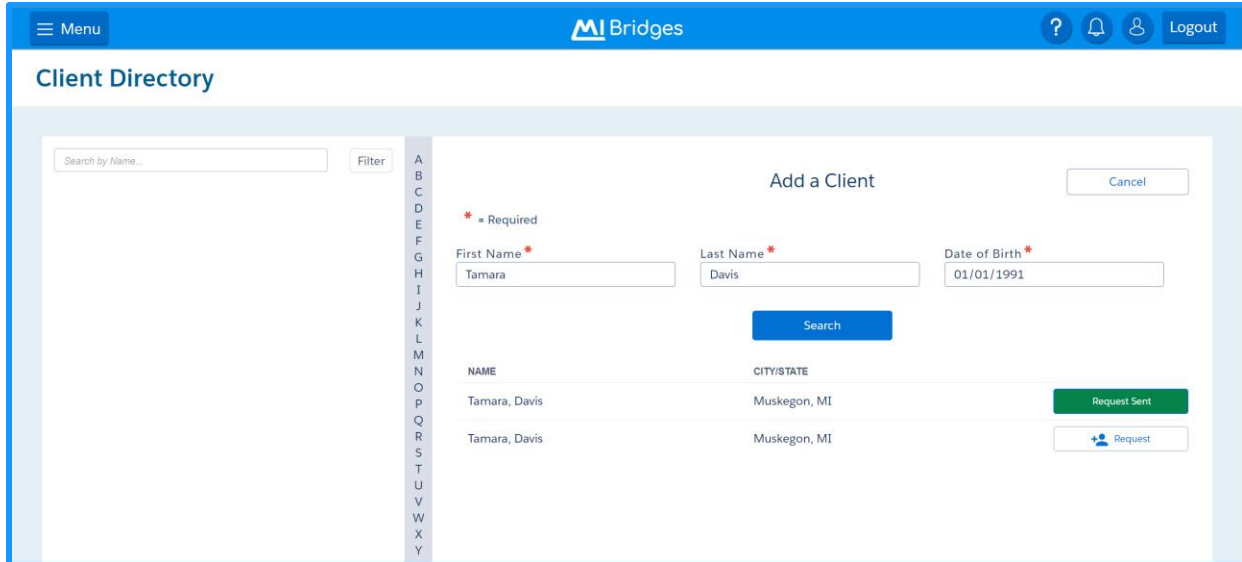
Edit Client Directory

Press the buttons to either add a new client, reassign clients or remove clients.

+ Add a New Client **Reassign Clients**

- Remove Clients

3. Click **[Add a Client]**. The Add a Client page displays.



The screenshot shows the 'Client Directory' page in the MI Bridges system. At the top, there is a navigation bar with 'Menu', 'MI Bridges', and user options like 'Logout'. The main content area is titled 'Client Directory' and features a search bar with the placeholder 'Search by Name...', a 'Filter' button, and a vertical alphabetical index (A-Z). The 'Add a Client' form is the central focus, with fields for 'First Name' (filled with 'Tamara'), 'Last Name' (filled with 'Davis'), and 'Date of Birth' (filled with '01/01/1991'). A red asterisk indicates required fields. A blue 'Search' button is positioned below the form. Below the search results, a table displays two entries for 'Tamara, Davis' in 'Muskegon, MI'. The first entry has a green 'Request Sent' button, and the second entry has a '+ Request' button.

4. Type your client's **First Name, Last Name,** and **Date of Birth.**
5. Click **[Search]**.
6. Click **[Request]** next to the correct client's record. Congratulations! You have sent an "Add a New Client" request.
7. You will see the client's under your Client Directory once the client accepts the request and provides consent.

TRACK CLIENT APPLICATION ASSISTANCE

Please follow the steps below to track the application assistance provided to the client.

1. The client completes the application form on MI Bridges.
2. Click **[Did a navigator assist you in completing this application?]** on the signature page.
3. Record your Navigator Community Partner ID and click **[Continue]**.
4. The client will complete the application form.



Tip: Organizations often need to provide metrics when applying for grants. Providing the Navigator Community Partner ID will track the assistance provided but will not connect the Navigator to see key client information.

Sign Here

Under penalties of perjury, I state that I have reviewed this application, and to the best of my knowledge and belief, the answers I give within this application are true, including household, citizenship and non-citizenship information, and I have listed all amounts and sources of income and property I receive/own. If I am declaring an Authorized Representative, by signing below, I allow this person to sign my application and get official information about this application. For Healthcare only, I authorize my Authorized Representative to act for me on all future matters. If I am signing as an Authorized Representative for Healthcare, I attest to my agreement to meet confidentiality and act in the best interest of the beneficiary.

Navigator Information

Did a navigator assist you in completing this application?

+ Provide Community Partner ID (CP ID) CP ID

Signature of Applicant* Signature of Representative

Type your name in the box above.

TRACK CLIENT RENEWAL ASSISTANCE

Please follow the steps below to track the renewal assistance provided to the client.

5. The client completes the renewal form on MI Bridges.
6. Click **[Did a navigator assist you in completing this redetermination?]** on the signature page.
7. Record your Navigator Community Partner ID and the client will click **[Submit]**.

By signing this application you are agreeing to the statements above.

Navigator Information

Did a navigator assist you in completing this redetermination?

+ Provide Community Partner ID (CP ID) CP ID

Signature of Applicant*

Type your name in the box above.

Please provide a telephone number so that MDHHS can call you if you are scheduled for a telephone interview.