

Frequently Asked Questions

I am already a Navigator or have a MI Bridges community partner account with a CP-ID #. Do I need to create another account?

No, you do not need to create another account. Your organizations Lead Point of Contact will need to add the necessary permission levels to your account and the MI Bridges Community Partner team will certify that you've been trained.



How do I find out if my organization is a Referral Partner?

You can find out by searching for your organization on the [Find Community Partners](#) page. Your organizations level of engagement will be listed below its name.

How does my organization become a Referral Partner?

Your organization must be registered in Michigan 2-1-1 and then you can register as a MI Bridges Referral Partner by adding that permission to your agency record.

How will I be notified of new referrals received by my organization?

You can determine how you would like to receive notifications, either by text or email. Also, in the notifications section of your home page it will alert you of new referrals received.

When should I move a referral from *New* to *In-Progress*?

How your organization chooses to conduct business is determined by you. Our suggestion is when the partner makes initial contact with the referral client is when we suggest the referral be moved from *New* to *In-Progress*.

What should I do if I notice duplicate referrals or that a client has sent multiple referrals for different needs?

Again, how your organization chooses to handle duplicate or multiple referrals is all organization specific. Our suggestion is that if you chose to close out the duplicate or the multiple referrals received indicate in the comment section that this referral was a duplicate or that you handled all their needs in the first referral sent.

Note: Duplicate referrals refers to a referral for the same need sent by a client more than once. While multiple referrals refers to when a client has sent an organization several referrals indicating a different need in each.