



# **MI Bridges Training**

## Access Partners



# Meeting Objectives

At the conclusion of today's webinar you will be able to:

- Gain an overview of the MI Bridges portal
- Describe common MI Bridges functions

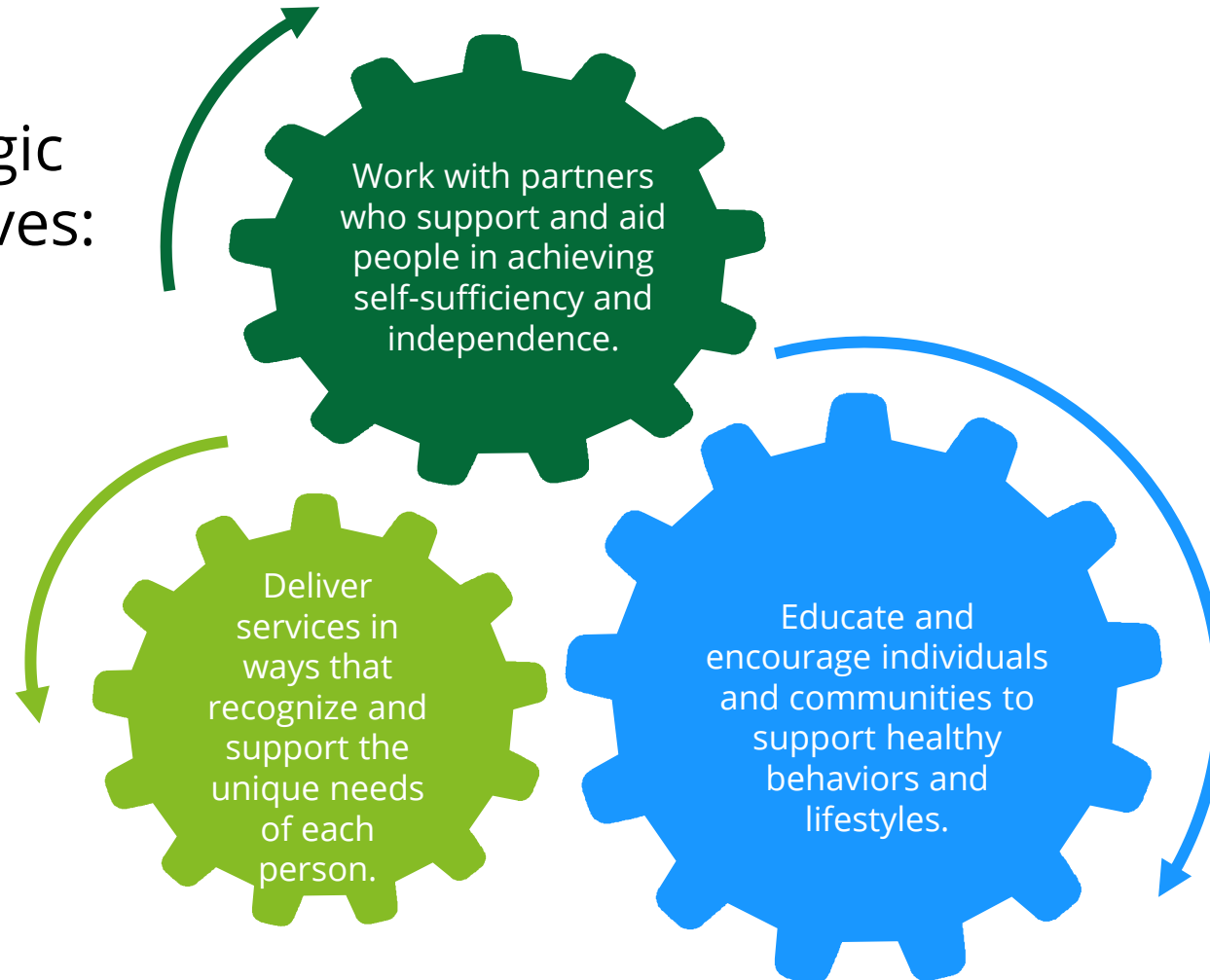


# *MI Bridges Overview*

# Vision: Transform the Health and Human Services system to improve the lives of Michigan Families

---

## Strategic Objectives:



# MI Bridges

## Overview

The screenshot shows the MI Bridges user interface. At the top is a navigation bar with the MI Bridges logo, a 'Logout' button, and menu items for Home, Apply For Benefits, To Do List, Benefits, Resources, and Settings. Below the navigation bar is a welcome message: 'Welcome back to MI Bridges, Casper!'. The main content area is divided into several sections:

- Sign Up for Notifications:** A section with a bell icon, text explaining that users will receive letters from MDHHS, updates to their account, and password resets. It includes a text box for the phone number (555-555-5555) and an 'Opt In' button. A note below says 'You can change your phone number in Preferences.'
- Notifications:** A section with the text 'No Recent Notifications' and a 'View All Notifications' link.
- Benefits Section:** Contains four tiles: 'Benefits To Do List' (with a checklist icon), 'Upload Documents' (with a folder icon), 'Apply For Benefits' (with a person and document icon), and 'View Letters' (with an envelope icon).
- Resources Section:** Contains three tiles: 'Help Me Find Resources' (with a magnifying glass and question mark icon), 'Explore Resources' (with a map and binoculars icon), and 'My Saved Resources' (with a hand pointing to stars and a '7' badge).
- Footer:** A section with three columns of contact information for Navigators: Thomas Farmer (Mission for Area People, 708-524-5418) and Randall Nichols (TrueNorth Community Services, 317-379-7274).

- MI Bridges enables residents to identify their needs and connect to community resources that meet those needs to improve stability over time. MI Bridges, through a partnership with MI 2-1-1, includes community programs/organizations from their database. MI Bridges also integrates with the Great Start to Quality Database to pull a list of licensed childcare providers.
- MI Bridges makes common MDHHS processes easier for residents, improving their experience and providing more options for self-service
- MI Bridges helps community partner organizations play a more significant role in helping residents access benefits and supports
- MI Bridges has specialized features targeted at Community Partners, such as a dashboard of clients who the partner has assisted, and the ability for the client to send a referral directly in to the community partner through MI Bridges

# Using MI Bridges Michigan Residents can....



**Apply for benefits** using a simplified and easy to understand application



**Explore resources** and save them to your MI Bridges profile



Easily view **detailed benefit information** or **letters sent from MDHHS**



View verifications requested by MDHHS and **upload documents** to your case



**Report changes** about your case or **renew your benefits**

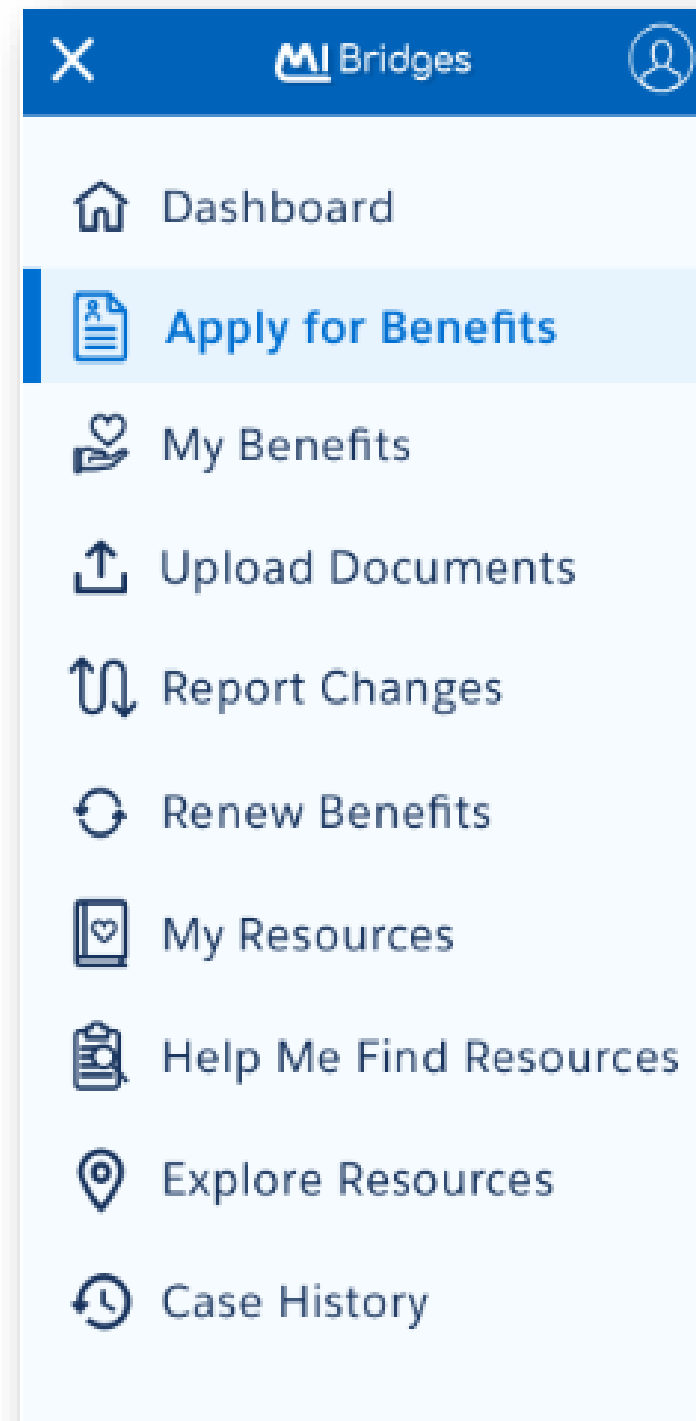


Use MI Bridges in English, Spanish, or Arabic **from your phone or computer**

# Features of MI Bridges

MI Bridges allows users to do more than ever before.

- Apply for benefits
- View benefits
- Renew benefits
- Report changes
- View documents
- View case history
- Search for resources
- View resources





*MI Bridges Community Partners*

# Community Partners are an essential part of the success of MI Bridges.

There are 3 options for partners to engage with MDHHS and Michigan residents – they can choose to serve as in multiple ways!

## Navigation Partner



An agency that agrees to promote MI Bridges by displaying promotional materials and providing one-on-one assistance to MI Bridges users. The assistance provided may vary from simply answering user questions to helping them complete a needs survey, finding local resources, or applying online for a MDHHS benefit program.

## Referral Partner



An agency that agrees to receive referrals sent from customers using MI Bridges. When a client would like to use a resource offered by a Referral Partner, the partner organization receives an electronic referral on their MI Bridges dashboard and can contact the client to provide services.

## Access Partner



An agency that agrees to promote MI Bridges by displaying promotional materials and providing a computer(s), tablet(s) or mobile device(s) for individuals to use MI Bridges.

# Your role as a MI Bridges Access Partner

## MI Bridges Promotion

- Displaying promotional materials

## Access

- providing a computer(s), tablet(s), or mobile device(s) for individuals to use MI Bridges.
- The computer(s) does not have to be exclusively for MI Bridges use.

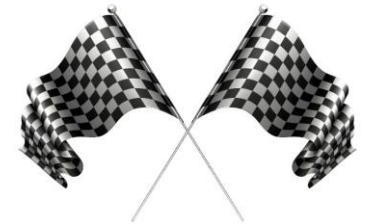
## Examples

- Libraries
- Community Centers
- Schools

# Community Partner Registration is Open in MI Bridges!

Organizations that are interested in becoming a MI Bridges community partner can visit the [MI Bridges Community Partner Registration web page](http://www.michigan.gov/mibridgespartners) on the MI Bridges Partners web site: [www.michigan.gov/mibridgespartners](http://www.michigan.gov/mibridgespartners). This page contains tools and resources to help organizations prepare for the partner registration process.

Each agency that registers as a MI Bridges community partner will need a Lead Point of Contact (LPOC). An agency's LPOC is responsible for registering the organization in MI Bridges, managing the organization's users, and is the first person MDHHS will contact with any questions or information.



# Helpful Community Partner Registration Tips



- If you are considering becoming a MI Bridges partner, below are helpful steps to prepare for registration.
- Discuss the [expectations and benefits](#) of each partner option with your organization.
- Determine [which partner type is the right fit](#).
- Visit the [Become a Partner Page](#) and [Community Partner Registration page](#) at [www.Michigan.gov/mibridgespartners](http://www.Michigan.gov/mibridgespartners) for more information.
- Optional: Confirm your organization is registered with Michigan 2-1-1 and the information is accurate. If you would like to view or update your agency's Michigan 2-1-1 record, please visit the [Tools and Resources page](#) at [www.Michigan.gov/mibridgespartners](http://www.Michigan.gov/mibridgespartners) for more information.

# There are Many Resources Available for Support Using MI Bridges!

- For questions on interactions with community partners you can email: the MDHHS Community Partner Liaison at [MDHHScommunitypartners@michigan.gov](mailto:MDHHScommunitypartners@michigan.gov)
- A community partner MI Bridges website is available with FAQs: [www.Michigan.gov/mibridgespartners](http://www.Michigan.gov/mibridgespartners). The website will also host job aids and how-to videos for real-time assistance.



## Importance of Our Partnership

*Thank you, for Partnering with  
MDHHS to Support Michigan  
Residents!*



*Thank You for Attending!*

**MI Bridges**