

# Integrated Service Delivery

---

## Michigan Department of Health & Human Services

*Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.*



# Integrated Service Delivery: A Multi-Year Transformation

Integrated Service Delivery (ISD) is a comprehensive, transformative effort in Michigan to better integrate programs and improve customer service and outcomes. **ISD is directly aligned with the social determinants focus of the State Innovation Model!**

## Person Focus



# What Michigan Has Undertaken Thus Far

## Modernized Self Service Portal

Developing a new online system which guides residents (and facilitates community partner assistance) through a process which assesses needs and connects them to resources, both state programs and community supports, that improve customer stability and makes available modern benefits self-service features

## Improved Application

Creating a new application for public assistance programs which substantially shortens application time, reduced application complexity and improves processing time

## Efficient Task Based Processing

Implementing a task-based casework system which delivers program eligibility determination and other casework processes in a more efficient and responsive manner

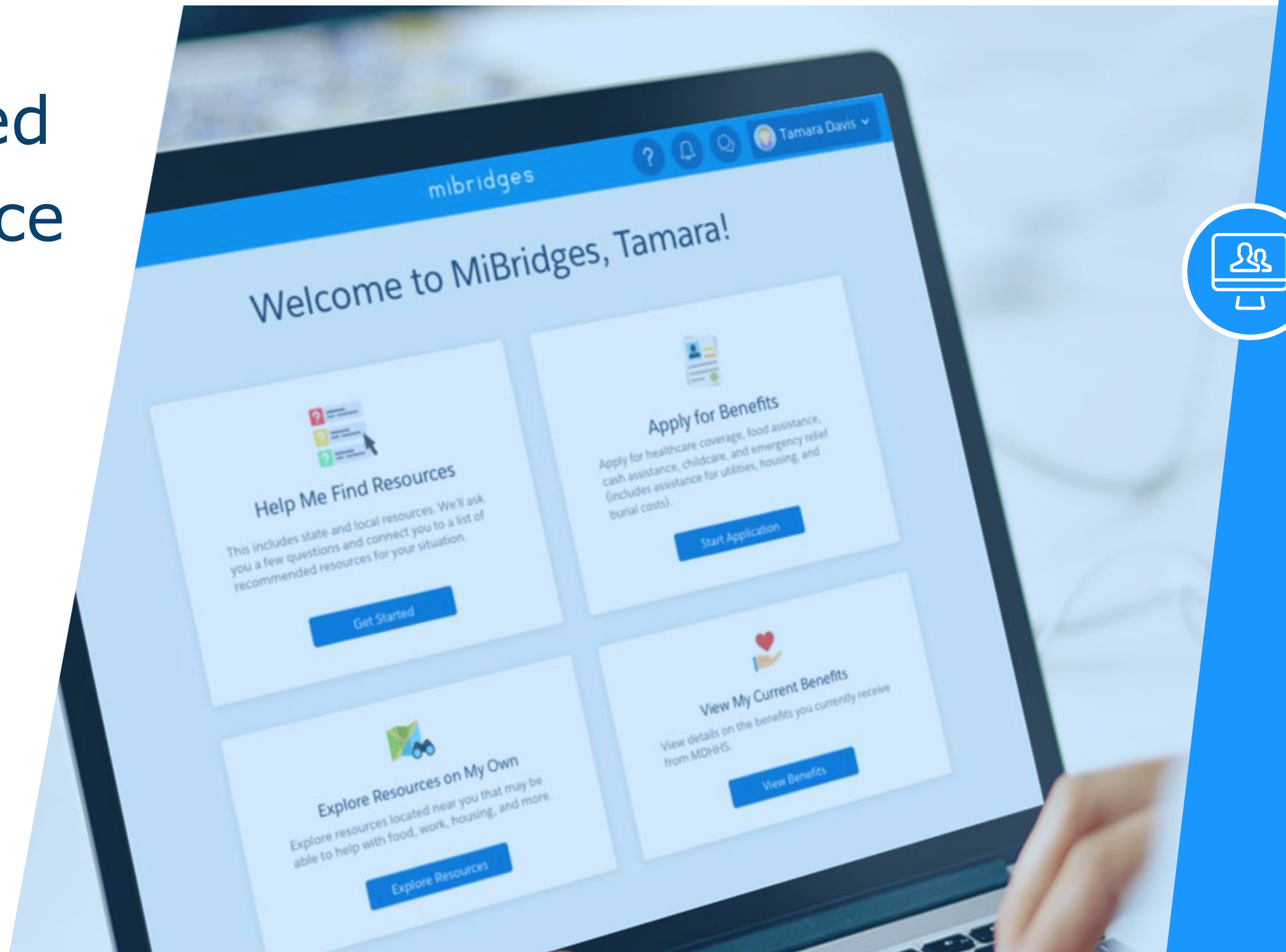
## Improved Contact Center Technology

Launching a streamlined customer contact point which better manages incoming phone calls and other contact types, in addition to offering more self-service options over the phone





# Modernized Self Service Portal



# Guided assessment which reveals users' underlying needs in a more proactive manner

Menu


mibridges

?


Tamara Davis

Topic Selection


Choose the topics you are interested in getting help with. It's okay to choose more than one.




**Food**  
Food Pantries  
Help Buying Food  
Home-Delivered Meals




**Housing & Shelter**  
Shelters  
Low-cost Housing  
Home Repairs




**Utilities**  
Electric Payment Assistance  
Gas Payment Assistance  
Heating Fuel Assistance




**Health**  
Nursing Homes & Adult Care  
Health Insurance  
Dental Care




**Income & Employment**  
Job Search  
Tax Preparation  
Financial Assistance



**Transportation**  
Public Transportation  
Automobile Assistance  
Medical Transportation



**Child Care**  
Child Care Expense Assistance  
Child Care Centers  
Child Development



**Education**  
Early Childhood Education  
School Supplies  
Adult Education

Start

Menu


mibridges

?

Tamara Davis

Find Resources

Back

 **Income & Employment**

Skip

Topic 1/3

What would you like help with?

Find a job (currently unemployed)

Find a new job (currently employed)

Resume building, interview prep, job application assistance

Income Assistance

Managing Money

Continue

# State assistance programs and community resources presented together in one set of recommended supports

Menu

mibridges

?

🔔

💬

Tamara Davis

Add Resources

Income & Employment

3 Resources Selected

Food

0 Resources Selected

Utilities

0 Resources Selected

Finish

Here are your results! Please select the resources you'd like to use and click "Add to My Resources" to continue.

Income & Employment

Get help finding general vocational training (examples: training for jobs in healthcare, manufacturing, auto repairs)

☐

Hospice And Palliative Care Association Of Michigan

CONTINUING EDUCATION FOR HOSPICE CAREGIVERS, LAWYER REFERRAL SERVICES FOR HOSPICE PATIENTS, SPECIALIZED INFORMATION AND REFERRAL REGARDING HOSPICE CARE

721 North Capitol Avenue, Suite 2, Lansing, Ingham, MI, 48906

📍 Free 24/7 access to information on the website. Mon-Fri 8am-5pm Office hours

View More >

☐

Community Encompass

ADULT EDUCATION AND COMPUTER CLASSES, AT RISK/HOMELESS HOUSING RELATED ASSISTANCE PROGRAM, EVICTION PREVENTION ASSISTANCE, HOMELESS PERMANENT SUPPORTIVE HOUSING, HOME REHABILITATION PROGRAM, HOUSING SEARCH AND INFORMATION, O...

19 Hartford Street, Muskegon, Muskegon, MI, 49442 (1.53 Miles away)

📍 Mon, Wed, Thu 9am-5pm; Tue 10am-5pm; Fri 9am-1pm

View More >

☐

West Michigan Works! - Muskegon Service Center

COMPREHENSIVE JOB ASSISTANCE CENTERS, VETERAN EMPLOYMENT PROGRAM, WELFARE TO WORK PROGRAM, WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS

316 Morris Avenue, Muskegon, Muskegon, MI, 49440 (1.75 Miles away)

📍 Mon-Fri 8am-5pm

View More >

☐

Moka Corporation

CLASSROOM TRAINING, GROUP RESIDENCES FOR ADULTS WITH DISABILITIES, SUPPORTED LIVING SERVICES FOR ADULTS WITH DISABILITIES

715 Terrace Street, Suite 201, Muskegon, Muskegon, MI, 49440 (1.83 Miles away)

📍 Mon-Fri 8am-4:30pm

View More >

Get help earning a GED or high school equivalency degree

☐

Orchard View Schools - Adult Education

ADULT EDUCATION

2900 East Apple Avenue, Muskegon, Muskegon, MI, 49442 (1.96 Miles away)

📍 Mon-Thu 8am-7:30pm; Fri 9am-12 noon

View More >

Get financial assistance (for recently unemployed individuals)

☐

Family Independence Program (Cash Assistance)

Financial Assistance, Employment Services

MDHHS

View More >

Show More Like These

Food

Get help paying for food (pregnant household member or children age 5 and under)

☐

Food Assistance Program

Food Payment Assistance

View More >

MI Bridges

This is currently a pilot version of MI Bridges. Not all features may be available. [Read More](#)

+

-

📍

📏

1 miles

1 km

Map of Muskegon, MI showing Muskegon Lake, Muskegon State Park, and surrounding areas. A red pin marks the location of Muskegon Rescue Mission - Women And Children's Shelter.

0.58 Miles away

Muskegon Rescue Mission - Women And Children's Shelter

Address

1691 Peck Street, Muskegon, MI, 49441

Phone

(231) 727-6010

Website

<http://www.muskegonmission.org>

Hours

Mon-Sun 24 hours

Email

Service Description

Provides temporary shelter for homeless women and children in need or during times of emergency. Boys over age 12 must go to the Webster House. Emergency to intermediate assistance is available. Food, clothing, shelter, spiritual counseling, individualized case management, employment assistance, money management and budgeting, and life skills coaching offered. Childcare is provided for guests of shelter, as well as after school homework help/tutoring for children who are school-age.

Services Offered

COMMUNITY SHELTER, SOUP KITCHEN

Eligibility

Single women or women with minor children (boys must be age 12 or under)

# Online exploration for community supports with key resource details and location-based services

Menu

MI Bridges

?

Tamara D...

This is currently a pilot version of MI Bridges. Not all features may be available. [Read More](#)

Find Resources

Food

Food Pantries

1331 Amity Ave, Muskegon, Michigan

**SALVATION ARMY - MUSKEGON**

1221 Shonat Street, Muskegon, Muskegon, MI, 49442  
(0.68 Miles away)

Mon-Fri 12:30pm Sign-in begins at 12 noon and is first come, first served, with the last person being seen at 3:45pm (2:45pm on Mondays) Pantry can serve approximately 15 people per day

DAY CAMP, ELECTRIC SERVICE PAYMENT ASSISTANCE, FOOD PANTRY, HOLIDAY PROGRAM (2016), RENT PAYMENT ASSISTANCE, THANKSGIVING MEALS (2016), UTILITY SERVICE PAYMENT ASSISTANCE

**WEST MICHIGAN VETERANS**

165 East Apple Avenue, Suite 201, Muskegon, Muskegon, MI, 49442  
(1.47 Miles away)

Mon-Fri 8:30am-3:30pm

CHRISTMAS BASKETS FOR VETERANS (2016), FOOD PANTRY FOR VETERANS AND MILITARY FAMILIES, UNDESIGNATED TEMPORARY FINANCIAL ASSISTANCE FOR VETERANS, VETERAN BENEFITS ASSISTANCE

**CATHOLIC CHARITIES WEST MICHIGAN - MUSKEGON**

1095 Third Street, Muskegon, Muskegon, MI, 49441



Modernized public benefits self-service features with a mobile device emphasis, including more detailed views of benefit information and intuitive benefit maintenance

Menu

mibridges

?

Tamara

Tamara Davis's Benefits

View Benefits








View Letters

Upload Documents

Report Changes

Letters

Your letters will remain here for 1 year.

| LETTER (TITLE / #)                                                                                                   | DESCRIPTION                                                                    | PARTICIPANT | DATE SENT |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-------------|-----------|
|  Redetermination Form<br>DHS 1010   | The Redetermination Notice informs you that it's time for your Program Review. | Tamara      | 12/5/2016 |
|  Redetermination Form<br>DHS 1010   | The Redetermination Notice informs you that it's time for your Program Review. | Tamara      | 12/5/2016 |
|  Redetermination Form<br>DHS 1010   | The Redetermination Notice informs you that it's time for your Program Review. | Tamara      | 12/5/2016 |
|  Redetermination Form<br>DHS 1010   | The Redetermination Notice informs you that it's time for your Program Review. | Tamara      | 12/5/2016 |
|  Redetermination Form<br>DHS 1010 | The Redetermination Notice informs you that it's time for your Program Review. | Tamara      | 12/5/2016 |
|  Redetermination Form<br>DHS 1010 | The Redetermination Notice informs you that it's time for your Program Review. | Tamara      | 12/5/2016 |
|  Redetermination Form<br>DHS 1010 | The Redetermination Notice informs you that it's time for your Program Review. | Tamara      | 12/5/2016 |

1

2

Menu

mibridges

?

Tamara Davis


Tamara Davis's Benefits

View Benefits


View Letters

Upload Documents


Report Changes

 Food Assistance Program (FAP)


| PARTICIPANTS                                   | PAYMENT AMOUNT | NEXT PAYMENT | COUNTABLE MONTHS    | RENEWAL DUE DATE |
|------------------------------------------------|----------------|--------------|---------------------|------------------|
| Tamara, Maria, Sam... <a href="#">Show All</a> | \$500          | 3/22/2017    | Tamara (2), Sam (1) | 1/30/2018        |

 Healthcare Coverage

| PARTICIPANT                                        | BENEFICIARY ID | HEALTHCARE PLAN                          | DOCTOR           | RENEWAL DUE DATE |
|----------------------------------------------------|----------------|------------------------------------------|------------------|------------------|
| Tamara<br><a href="#">Medicare Savings Program</a> | 12345678       | <a href="#">Meridian Healthcare Plan</a> | Dr. Primary Care | 1/30/2018        |
| Maria                                              | 12345678       | <a href="#">Priority Healthcare Plan</a> | Dr. Primary Care | 1/30/2018        |

 State Emergency Relief (SER)

| PROVIDER  | TYPE OF SER | PAYMENT PORTION | COVERED AMOUNT | TOTAL | BENEFIT PERIOD      |
|-----------|-------------|-----------------|----------------|-------|---------------------|
| Consumers | Heat        | \$20            | \$150          | \$170 | 3/30/2017-4/29/2017 |
| DTE       | Electric    | \$15            | \$90           | \$105 |                     |

 Child Development & Care (CDC)

| CHILD'S NAME | PROVIDER      | HOURS COVERED | PAYMENT PORTION | FAMILY LIMIT | RENEWAL DUE DATE |
|--------------|---------------|---------------|-----------------|--------------|------------------|
| Maria        | Provider Name | 80 Hours      | \$60            | \$100        | 1/30/2018        |
| Brennan      | Provider Name | 80 Hours      | \$60            |              |                  |

Note: All amounts are per 2 weeks



# Modernized public benefits self-service features with a mobile device emphasis, including more detailed views of benefit information and intuitive benefit maintenance

Menu

MI Bridges

?

Barney B...

Apply for Benefits

Income

● Introduction

● Household

● Assets

● **Income**

○ Expenses

○ Program Details

○ Final Details & Submit

What are some sources of income for your household?

Employment

Is anyone in your household employed now or in the last 30 days?

This includes temporary and contract jobs.

Yes

No

Self-Employment

Is anyone in your household self-employed?

This includes odd jobs.

Yes

No

Additional Income

Does anyone in your household have additional income?

Includes unemployment, disability (SSI), alimony, workers' compensation, child support, social security (RSDI), pension/retirement, veterans benefits/military allotments, foster care/adoption subsidy, refugee resettlement/match grant, tribal income/benefits, short/long term disability, etc.

Yes

No

Change in Income

Has anyone in your household had a change in employment in the last 30 days?

Includes being laid off or fired, quitting, going on strike, voluntarily reducing hours, etc.

Yes

No

## Apply for Benefits

### What can we help you with?

To apply for benefits, choose from the programs below. You can select more than one.

#### Healthcare Coverage

Helps pay for medical cost.

[Learn More](#)

#### Food Assistance Program (FAP)

Provides benefits to buy or grow food.

[Learn More](#)

#### Cash Assistance

Provides cash to help meet your basic needs.

[Learn More](#)

#### Child Development and Care (CDC)

Helps pay for childcare.

[Learn More](#)

#### State Emergency Relief (SER)

Provides help or assistance for emergency situations.

[Learn More](#)

# Features to support community partner staff in providing navigation support to users

**mibridges**

# Client Directory

---

Filter

|                                     |                  |
|-------------------------------------|------------------|
| Dackson, Vincent                    | Care Actions Due |
| Davis, Violet                       | In Crisis Needs  |
| <input checked="" type="checkbox"/> | All              |

- Davis, Tamara      505-355-0107
  
  
- Fuentes - Guadalupe, Amelia      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107
  
- Fullerton, Evan      505-355-0107

## Tamara Davis

Send Message

Preferred Contact: Text

CONTACT INFORMATION

Home  
517-555-1231  
Mobile  
517-555-1231  
  
 Tamara\_Davis@gmail.com  
  
 Home  
3333 Rexwood Dr. #325 Lansing, MI 48864  
Mailing  
3333 Rexwood Dr. #325 Lansing, MI 48864

NEEDS AND RESOURCES

Show More

Tamara has 1 or more In Crisis Needs.

**Tamara's Needs**

|  |                     |   |
|--|---------------------|---|
|  | Healthcare          | 3 |
|  | Housing and Shelter | 2 |
|  | Utilities           | 2 |

Needs Last Updated    12:34PM 04/25/17

BENEFITS

Show More

Tamara has 1 or more Case Actions due.

**Tamara's Active Benefits**

- Healthcare Coverage
- Child Development & Care
- Food Assistance Program

HOUSEHOLD MEMBERS

Family Members:    4  

| Tamara (46) | Maria (6)<br>Daughter | John (8)<br>Son | Brennan (12)<br>Son |
|-------------|-----------------------|-----------------|---------------------|
|             |                       |                 |                     |
|             |                       |                 |                     |
|             |                       |                 |                     |
|             |                       |                 |                     |
|             |                       |                 |                     |
|             |                       |                 |                     |
|             |                       |                 |                     |
|             |                       |                 |                     |
|             |                       |                 |                     |
|             |                       |                 |                     |

NOTES

This space is provided for your own use. Type in any thoughts or reminders that are relevant.

Menu

mibridges

?

🔔

💬

Janet Jenkins

## Referral Management

Active 20

In Progress

Completed

Location

300 Grand Tower Avenue, Lansing

Status

In Progress

🔍 Search

Search

| DATE OF REFERRAL | NAME          | LOCATION                          | REFERRAL REASON                                         |                                                                                            |
|------------------|---------------|-----------------------------------|---------------------------------------------------------|--------------------------------------------------------------------------------------------|
| 01/01/17         | Davis, Tamara | 300 Grand Tower Ave, East Lansing | Food: Get financial assistance                          | New                                                                                        |
| 01/01/17         | Davis, Tamara | 300 Grand Tower Ave, East Lansing | Food: Get help setting up or managing your              | <div> <div>1 New</div> <div>In Progress</div> <div>✓ Completed</div> <div>New</div> </div> |
| 01/01/17         | Davis, Tamara | 2700 Broadway, Lansing            | Food: Enough money to pay for my food                   | New                                                                                        |
| 01/01/17         | Davis, Tamara | 2700 Broadway, Lansing            | Food: Get help setting up or managing your own business | New                                                                                        |
| 01/01/17         | Davis, Tamara | 2700 Broadway, Lansing            | Food: Enough money to pay for my food                   | New                                                                                        |
| 01/01/17         | Davis, Tamara | 2700 Broadway, Lansing            | Food: Enough money to pay for my food                   | New                                                                                        |
| 01/01/17         | Davis, Tamara | 2700 Broadway, Lansing            | Food: Enough money to pay for my food                   | New                                                                                        |
| 01/01/17         | Davis, Tamara | 2700 Broadway, Lansing            | Food: Enough money to pay for my food                   | New                                                                                        |
| 01/01/17         | Davis, Tamara | 2700 Broadway, Lansing            | Food: Enough money to pay for my food                   | New                                                                                        |
| 01/01/17         | Davis, Tamara | 2700 Broadway, Lansing            | Food: Enough money to pay for my food                   | New                                                                                        |

<

1

2

3

>

# MI Bridges Features

| <b>What We Piloted in 2017</b><br><i>Focus: Test New Ideas</i> | <b>What's Coming During Soft Launch and Statewide Launch 2018</b><br><i>Focus: Advance Existing Capabilities</i> | <b>What's Coming in the Future</b><br><i>Focus: Evolve and Reimagine</i> |
|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Help Me Find Resources                                         | Apply for Benefits                                                                                               | Enhancements from User and Partner Input                                 |
| Explore Resources                                              | Renew Benefits                                                                                                   | Stronger 2-1-1 Partnership for Statewide Resource Quality                |
| My Resources                                                   | Report Changes                                                                                                   | New Program Integration                                                  |
| View Benefits/Letters                                          | Upload Documents                                                                                                 | New Community Resource Integration                                       |
| Community Partner Navigation and Referral                      | Multi-Channel Notifications                                                                                      | Emphasis on Post-Eligibility Experiences                                 |
| Real-Time Customer Support                                     | Multi-Lingual Support                                                                                            | Continued Improvement for the Application and Renewal                    |
| Registration and Identity Confirmation                         | Advanced Analytics for MDHHS and Community Partners                                                              |                                                                          |



# So, how do we use it?

You have many options, let's talk through a few!

**Screening Follow-Up,  
Deeper Assessment and  
Linkages**

**Assisting in Accessing  
Public Benefits**

**Engaging Community  
Members with  
Supportive Organizations**

**Resource  
Linkage/Referral Tracking**





# MI Bridges Partnership

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

## 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 clients 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.

- All partner roles must register their organization and individual users within MI Bridges and with MDHHS
- All partner roles have access to a Help Line to assist with questions or technical issues
- All partner roles will receive training and support throughout the MI Bridges implementation

# Benefits to Serving as a Community Partner

There are many [benefits](#) to serving as a community partner. Partners can visit [www.michigan.gov/mibridgespartners](http://www.michigan.gov/mibridgespartners) to learn information specific for community partners and find the latest MI Bridges information

| Benefit                                                                                    | Partner Role |          |        |
|--------------------------------------------------------------------------------------------|--------------|----------|--------|
|                                                                                            | Navigation   | Referral | Access |
| A Partner ID number from MDHHS for each user in your organization who is using MI Bridges. | X            | X        | X      |
| Ongoing communication from MDHHS regarding MI Bridges changes and policy updates.          | X            | X        | X      |
| MI Bridges promotional materials including posters, fliers and helpful templates.          | X            | X        | X      |
| Applicant resource materials including client handouts and assistance tools.               | X            | X        | X      |
| Information about partner training opportunities.                                          | X            | X        | X      |
| Access to ongoing technical assistance through a MI Bridges dedicated Help Desk.           | X            | X        | X      |
| Ability to view key metrics related to the individuals your agency assisted.               | X            | X        |        |
| Ability to view client's case information, if a client provides their consent.             | X            |          |        |
| Ability to electronically receive referrals directly in MI Bridges.                        |              | X        |        |

# Community Partner Registration is Open!

Organizations that are interested in becoming a MI Bridges community partner can visit the [MI Bridges Community Partner Registration web page](#) 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. If you will serve as the LPOC for your agency, you will need to attend an LPOC webinar. Please email [MDHHSCommunityPartners@Michigan.gov](mailto:MDHHSCommunityPartners@Michigan.gov) for more information about this webinar.

If you are considering becoming a MI Bridges partner, below are helpful steps to prepare for registration:

1. Discuss the [expectations and benefits](#) of each partner option with your organization to determine [which partner type is the right fit](#). See the [Become a Partner Page](#) and [Community Partner Registration page](#) at [www.Michigan.gov/mibridgespartners](http://www.Michigan.gov/mibridgespartners) for more information.
2. 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 see [the instructions](#) on the [Tools and Resources page](#) at [www.Michigan.gov/mibridgespartners](http://www.Michigan.gov/mibridgespartners).
3. Identify who in your organization will serve as the **Lead Point-of-Contact (LPOC)** and attend a LPOC webinar.

# Questions?

