# MI Bridges News You Can Use

Michigan Department of Health and Human Services

August 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



#### MI Bridges Release 3

MI Bridges Release 3 is just around the corner! Be on the lookout for new MI Bridges features coming September 22<sup>nd</sup>.



### **Community Partner Spotlight!**

We are excited to share our second Community Partner Spotlight! Founded in 1971, Wayne Metro Community Action Agency provides essential services, diversified programming, and community resources to low- and moderate-income individuals and families throughout all of Wayne County. Here's what Mia Harnos had to say about how Wayne Metro is using MI Bridges:

"Wayne Metro has 100 trained MI Bridges Navigators. From Head Start, Financial Capabilities, Energy & Water Services, Call Center, Family Self-Sufficiency, and Housing – these frontline staff will now have the ability to better link and support clients through the new web-based Michigan benefits access platform. To date, Wayne Metro has received more than 300 MI Bridges referrals and is currently working to develop a systematic protocol for reviewing and disseminating referrals to internal and external resources best suited to meet household needs."



### **New Functionality Overview Webinars for Release 3**

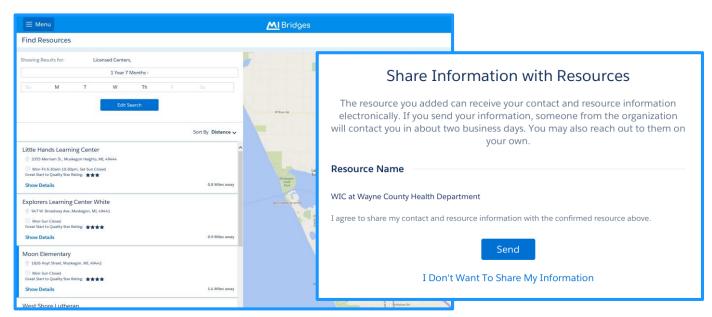
In September we will be hosting a series of MI Bridges webinars on the new functionality available for Release 3.0 on September 22<sup>nd</sup>, 2018. These webinars will cover detailed functionality on both the Client side and the Community Partner side. Please have your navigators attend at least one of the following webinars:



- <u>September 13, 2018 from 9:00 a.m. 10:00 a.m.</u>
- September 13, 2018 from 10:00 a.m. 11:00 a.m.
- September 14, 2018 from 9:00 a.m. 10:00 a.m.
- September 14, 2018 from 10:00 a.m. 11:00 a.m.

To register for one of the webinars, click the date above that you would like to attend. The link will take you to the webinar registration page.

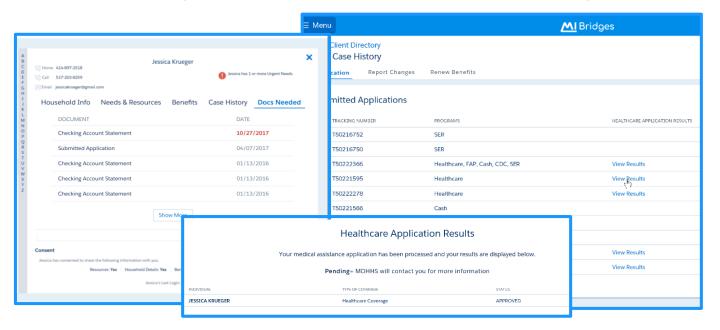
### Functionality Preview: Great Start to Quality & WIC



Available September 22<sup>nd</sup> are the integration of the Great Start to Quality resources and WIC referral integration. From their client directory Navigators will be able to complete Help Me Find Resources and Explore Resources for the client and then send resource suggestions to their clients. When searching for childcare providers, you will soon see a Great Start to Quality rating for each of the organizations. Also if the organization you have suggested to a client is a WIC location, your client will be able to send a referral to that location!

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#### **Functionality Preview: New Client Directory**

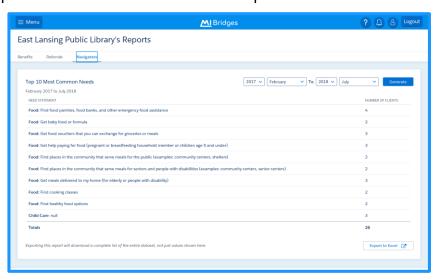


After the September 22<sup>nd</sup> release MI Bridges will allow Community Partners to have a more valuable and easier-to-use Client Directory. From the Client Directory partners will be able to view information such as household info, needs & resources, benefits, case history, and documents needed. Partners can always click **[Show More]** to see the exact same information that the client is able to see if the client has consented to share their information. New to MI Bridges is the ability to see healthcare application results from the Case History page in MI Bridges.

### **Functionality Preview: View Metrics and Reports**

Available in September is the ability for Community Partners to view reports and metrics related to their organization. Lead Points of Contact can give the view metrics permission to as many users in their organization as they would like. Any user who has the view metrics permission can run and view reports such as:

the Top 10 Most Common Needs clients have, Application and Renewal break down, and Household Members Per Program among others. Also included in this feature is the ability to export these reports to Microsoft Excel for greater data manipulation and integration with other organizational business processes!



## Frequently Asked Questions

#### 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 <u>Become a MI Bridges Partner</u> 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. You can also visit the MI Bridges Community Partner website to find the training schedule and instructions to register for MI Bridges Navigation Partner training. Remember! Navigation Partners must complete training in order to have access to MI Bridges.

## 3.. How can Community Partner users register for the functionality preview MI Bridges training?

To register for one of the webinars, click the date below that you would like to attend. The link will take you to the webinar registration page.

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