MI Bridges
News You Can Use

Michigan Department of Health and Human Services   **July 2020**

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](#)

3.2M+
Applications Submitted

2.31M+
Registered Clients

780+
Community Partners

*MI Bridges Statistics are as of 6.29.20

MI Bridges June Release Summary

On June 29, 2020, MI Bridges received new system changes. First, an enhancement is being made to the resources clients can search for in MI Bridges. This system update will allow clients to select a new topic, *COVID 19 Resources*, in *Help Me Find Resources*. This will provide a tailored list of resources that can help clients with their needs, if they are still experiencing hardships due to the pandemic. They will also see a new tile on their dashboard, *Quarantine Care Kit*, for easy access to this resource if they are currently quarantined due to COVID 19.

Second, MI Bridges Referral and Navigation Partners can now easily identify when a client sent a referral to an organization. This will allow partners to gain a better understanding how clients are interacting with other organizations and getting their needs met.

And finally, there have been changes to reporting inaccuracies to MI 211. This change allows clients or community partners to provide a description of the inaccuracy. In addition, this change includes an option for community partners to send their contact information for follow-up. Please note that this is only to provide MI 211 information on inaccuracies, it is not a way to connect with a caseworker or local resources.

MI Bridges Navigator - New Resources

When a client logs into their MI Bridges account they will see a new tile, *Quarantine Care Kit*. They will also see a new topic, *COVID-19 Resources*, when completing *Help Me Find Resources*.
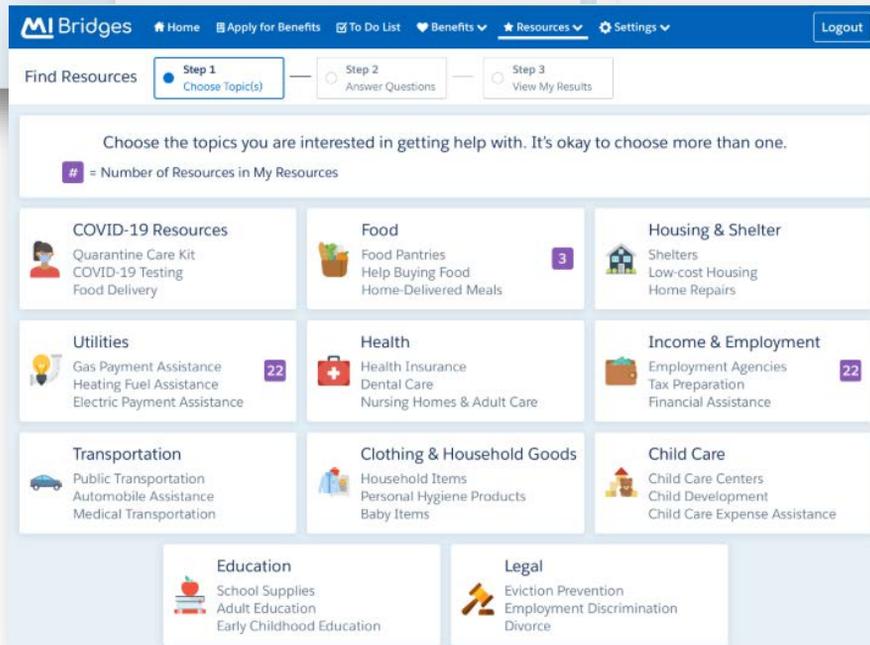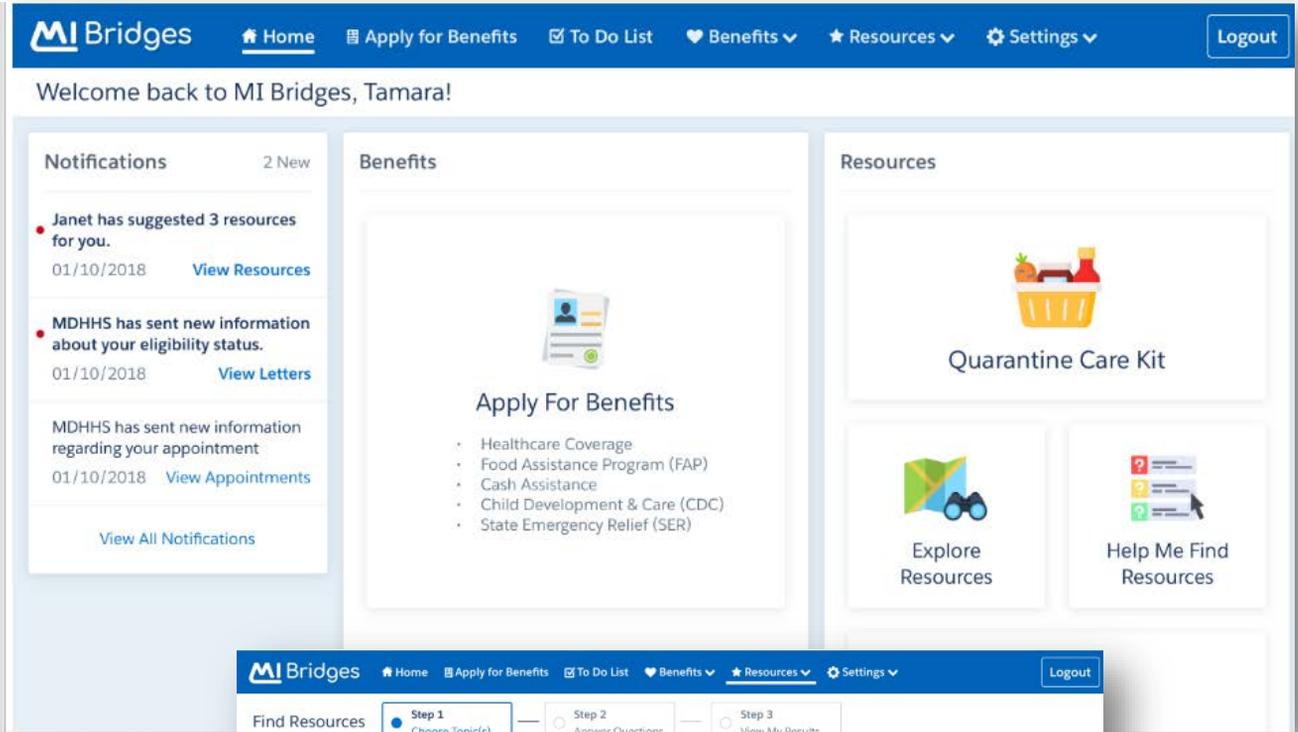
Enhancements Made to Resources

When a community partner navigates to their client's *My Saved Resources* page, they will be able to easily identify when a referral is sent. Note: this is a community partner specific functionality; clients will not see this information on their accounts.

Tamara's Resources

Show Income & Employment ▼

📁 Income & Employment

Get help finding job openings

Resource Name	Address	Referral Sent?
Pure Michigan Talent Connect	35731 West Michigan Avenue, Wayne, Wayne, MI, 48184	Yes
Employment and Training Designs	35731 West Michigan Avenue, Wayne, Wayne, MI, 48184	No
Food Assistance Program (FAP)	Michigan Department of Health and Human Services	N/A
Pure Michigan Talent Connect - East Lansing Division	35731 West Michigan Avenue, Wayne, Wayne, MI, 48184	N/A
MI Works	35731 West Michigan Avenue, Wayne, Wayne, MI, 48184	No

View All Resources ⌄

Clients and community partners have been able to report inaccurate information to MI 211. They can now provide a description of the incorrect information.

Report Inaccurate Information ⌃

⚠ Note: This section is not for requesting help or benefits.

MI Bridges Information Change Request

What type of information needs to be updated for <<Resource Name>>?

☐ Address   ☐ Website
☐ Phone Number   ☐ Hours
☐ Services

Describe the issue:

☑ Share my Contact Info with 2-1-1 so they can contact me with follow-up questions

Cancel   Send Report

Note: this is only a community partner functionality

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MI Bridges Training

In an effort to stay safe during this pandemic, MDHHS has moved all MI Bridges Trainings to a virtual format for the rest of the year. As we schedule more trainings, we will update the Community Partner Training section of www.Michigan.gov/MIBridgesPartners.

MI Bridges Navigation Training:

Navigators are only required to take training once. If you have taken the Navigation training before and would like to have a refresher, you are welcome to join.

Wednesday, July 15, 2020 - 1:00 pm to 3:00 pm
Tuesday, July 21, 2020 - 9:00 am to 11:00 am
Wednesday, August 5, 2020 - 1:00 pm to 3:00 pm
Tuesday, August 18, 2020 - 1:00 pm to 3:00 pm

To register for one of the trainings, click the date/time above you would like to attend. The link will take you to the registration page. Please note trainings fill up fast so it is best to register early.

MI Bridges Referral and Access Training:

The MI Bridges Referral and Access Training have recently been updated and added to the Community Partner Training section of www.Michigan.gov/MIBridgesPartners.

These trainings can be done on-demand and you can access it directly from here:

Referral Training:
https://register.gotowebinar.com/recording/1327427601110273037

Access Training:
https://register.gotowebinar.com/recording/1210218562806419728

Note:
Navigation training is **required** for all staff who will be providing one-on-one assistance to clients in using MI Bridges.

Referral training is **required** for all staff who will be managing referrals in MI Bridges.

Access training is an **optional** training for our access partners so they can gain a better understanding of MI Bridges.

1. How can organizations track the number of applications and renewals they assist with?

Organizations often need to provide metrics when applying for grants. MI Bridges now makes it easier for these organizations to track the application assistance they provide to clients. At the end of every application and renewal there is an option for a client to indicate that a Navigator is helping them complete the form. Here is where the Navigator can enter their CP ID number. As a reminder, Navigators need to connect with clients in order to see key client information.

2. I have multiple MI Bridges accounts and I cannot see my benefits. What can I do?

To view benefits information, a client must enter their beneficiary ID, Medicaid ID, or Social Security Number in MI Bridges to link their case in Bridges to MI Bridges. It is important to remember only accounts that are linked to a client's case in Bridges will show benefits information. Therefore, it is recommended to log into the account that is connected to Bridges to view your benefits.

3. I am trying to remove a user that is no longer a navigator, but she still has clients assigned to her. How do I reassign the clients to remove her from my organization?

Partners who have the Manage Organization permission can add, remove or reassign a client to navigators within their organization on the Active Users page. On the partner's dashboard select [Organization] on the toolbar at the top of the page. Once on the "Organization" page select [Active Users]. For any navigator that does not have a pending status, and is assigned a CPID, the partner can click on the navigator's name and a side panel will appear. Select [View Client Directory]. From this page clients can be added, deleted and reassigned to navigators.

4. How can I register my organization to use 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 Become a MI Bridges Partner webpage to begin the registration process. On this page, you can find tools and information on how to register your agency. Keep in mind, registering your agency account in MI Bridges is not the same as registration for training. Community partner users will need to register for MI Bridges training using the Community Partner Training page.

5. 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 Partner training. Remember! Navigation and Referral Partners must complete training before they can register their account in MI Bridges. Users will receive an email to complete user registration once they complete training. They must complete training in order to have access to MI Bridges.

6. Where can I find support with using MI Bridges?

Community partners and clients can find a number of resources like MI Bridges community partner bulletins, release notes, outreach materials, job aids, and how to videos on the Tools and Resource page on the MI Bridges Community Partner website.

7. I received the 2005 error when creating my account. What can I do now?

Some partners may have experienced an error when a partner has a mismatch with their name and email in MI Login and MI Bridges. To fix this problem please be sure that your name and email in MI Login and MI Bridges are the same. After confirming that your name and email are the same you should no longer face this error.

8. My organization's Lead Point of Contact changed our locations level of engagement but it has not changed in MI Bridges.

If your organization updates it's level of engagement, a confirmation email will be sent to your organization's authorized representative to certify the change. Once your organization's authorized representative has certified the change, your level of engagement will be approved and changed in MI Bridges.