Assist a Client with Help Me Find Resources

The Job Aid explains how to clients can use the Help Me Find Resources feature to identify both state and community resources they may find helpful, and send a referral. Partners and MDHHS staff can use the information in this Job Aid to assist clients with using Help Me Find Resources.

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Important Information

Help Me Find Resources is a self-service tool that clients can use to identify needs and connect to both State programs AND resources/agencies in their local community. With MI Bridges, a client can select a topic they would like assistance with, answer a few simple questions, and MI Bridges recommends resources that may be helpful.

MI Bridges interfaces with Michigan 2-1-1 to provide a list of potentially helpful resources in real-time. If a client selects an organization that is registered as a referral partner in MI Bridges, they can send an electronic referral to that agency directly through MI Bridges.

If the client's needs change over time, they can complete the Help Me Find Resources survey as many times as needed.
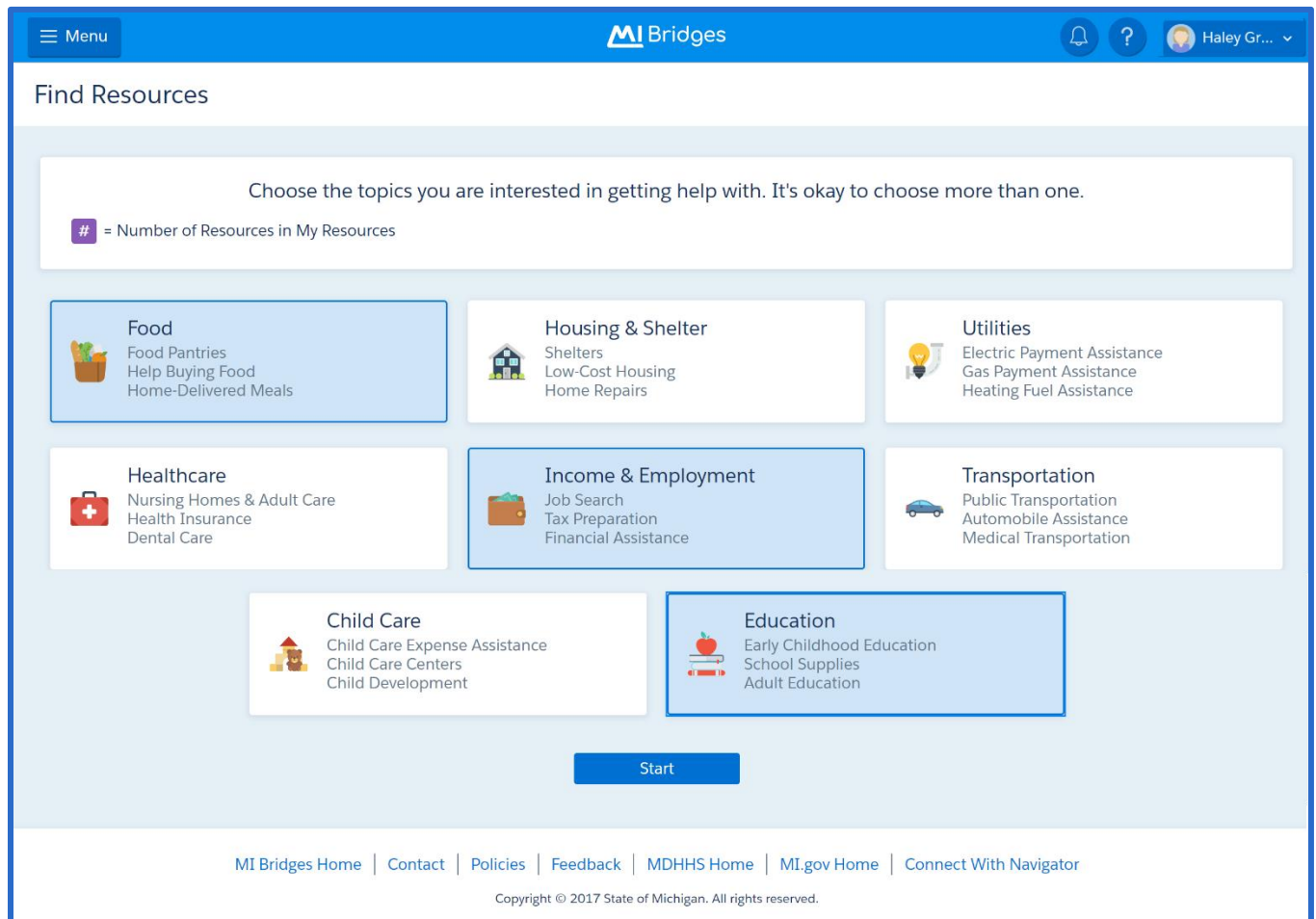
Tips for Navigating Help Me Find Resources

- The needs survey questions are easy to navigate. When a client selects an answer, the answer is highlighted in blue. If a client accidently chooses a selection, they can click on the answer again to undo the selection.
- There are some needs that prompt MI Bridges to ask if the services are needed for a person with a specific characteristic. These questions are important to answer so MI Bridges can personalize the resources suggested for specific populations. Examples of common special populations include Military Veterans or Children with special health needs.
- If the client pauses at any point in the needs survey, the **Continue Survey** button displays under Help Me Find Resources on the client's dashboard.

The Needs Survey

1. Click **[Get Started]** under *Help Me Find Resources. T*he **Topics** page displays.
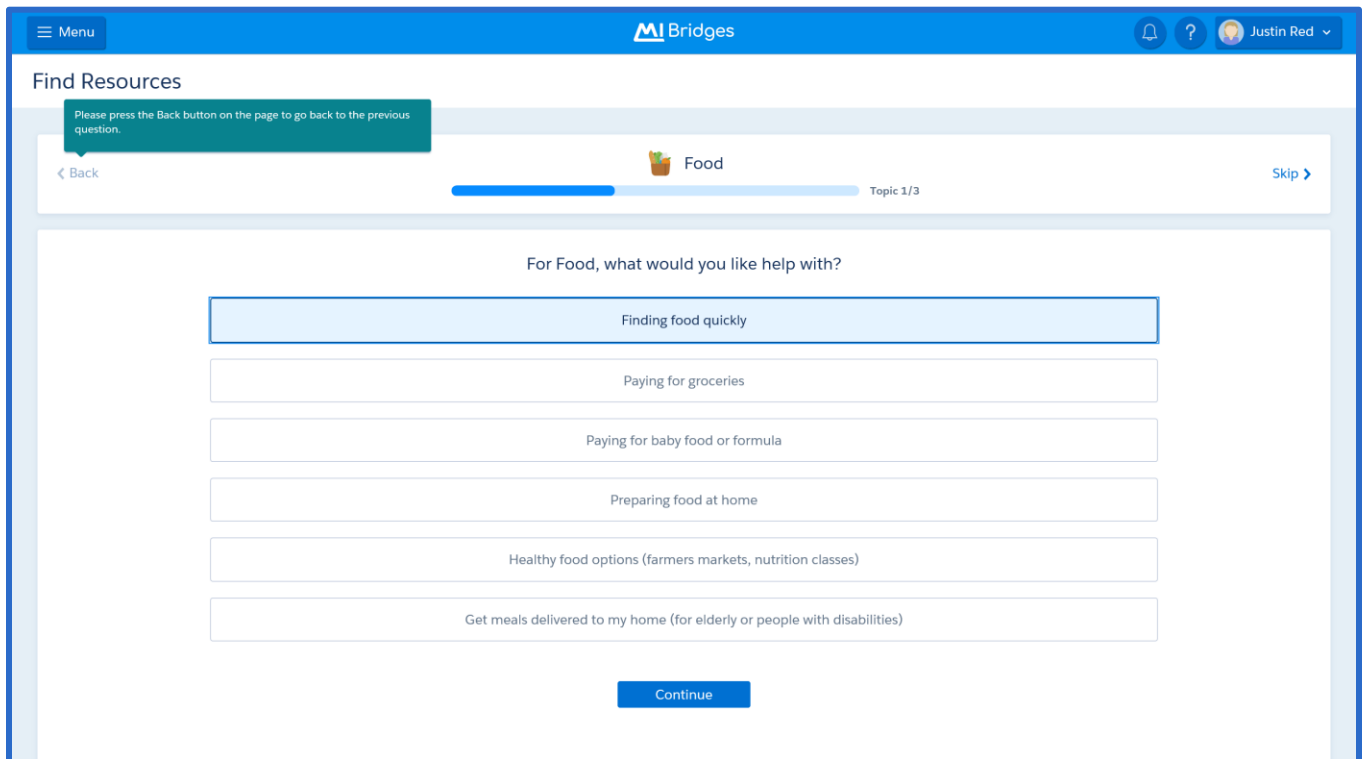   - Clients can also click **[Menu]**, than *Help Me Find Resources* to begin the process.

2. Click the *topics* that the client is interested in getting help with, then click **[Start].** The **Needs Survey** displays.

	Tip: Take a moment to review the types of resources that are available for each topic. The resources available span a wide range of assistance programs that community partners provide. Underneath each of the topics are a few examples of what kinds of resources are contained in that category. Clients can select multiple topics to find resources for, but it is recommend to begin with 2-3 topics.

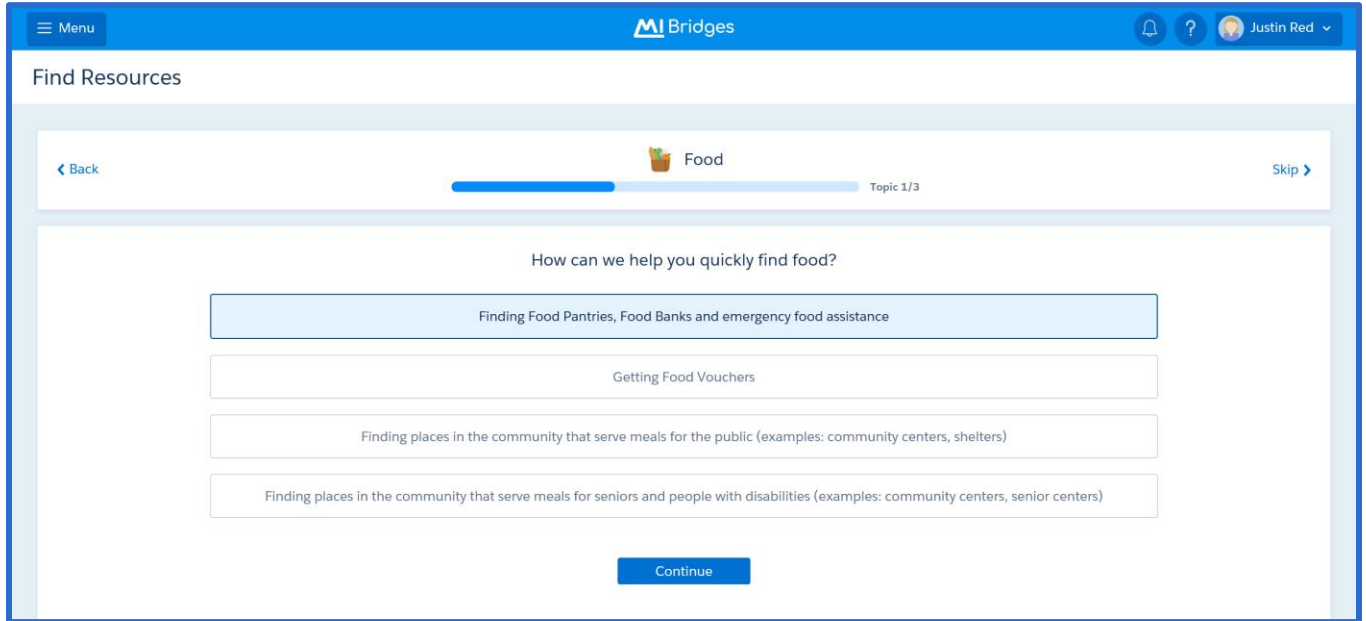3. The list of questions that displays on the Topics page depend on the categories selected. These questions help MI Bridges learn more about the client's needs, and narrow down exactly what type of help the client is seeking.
4. Click all the subtopics for which the client would like assistance. Click **[Continue].** Additional questions pages may display.

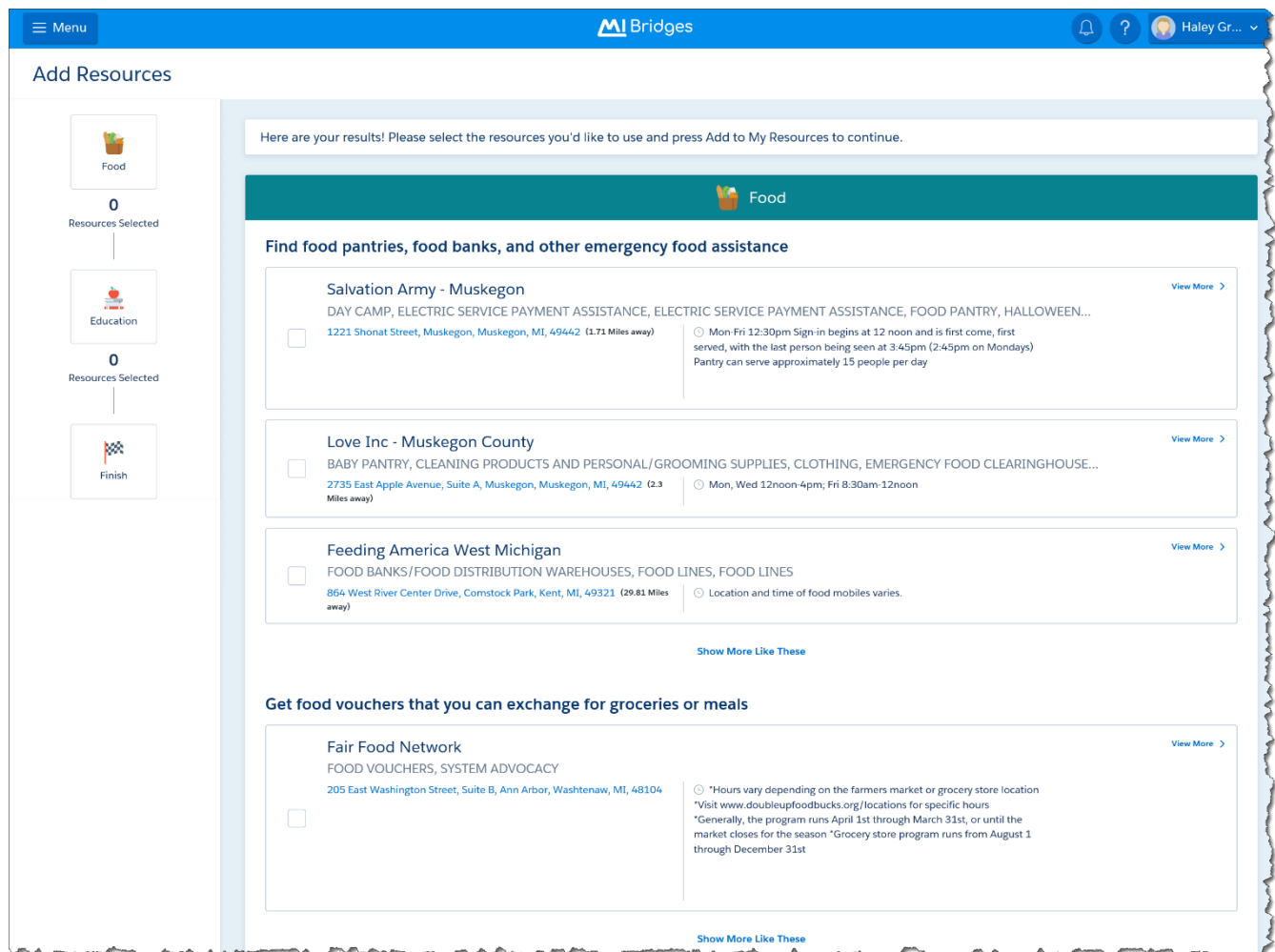|	**Tip:** A Topic progress bar displays at the top of every page in Help Me Find Resources. The progress changes as the questions for each topic are completed.

5. Continue to select all the subtopics which the client wants assistance. Click **[Continue].** The **Add Resources** page displays.

	Tip: Be sure to use the **[<Back]** button to return to the previous page. **DO NOT** use the browser back button. Select **[Skip>]** to skip the entire topic. If a topic is skipped, no resources are recommended for the topic.

Add & Review Resources

6. MI Bridges interfaces with Michigan 2-1-1 and suggests resources based on the client's address and answers to the questions in Help Me Find Resources. Resources are listed under each topic the client selected. Each subtopic may display up to 4 resources. The client can select **[Show More Like These]** to view additional resources.

	Tip: • Resources will be categorized according to the needs MI Bridges identified using the client's responses. If State resources are recommended, they display first under each topic, followed by recommend community resources. • Clients can choose to add as many or as few resources to their profile as they wish. • There are times clients may see the same resources in different categories on this page. This is because that organization may offer multiple services. When this happens, clients can click on **[View More >]** to view additional detail about the services provided.

7. To view additional information on a suggested resources, the client can select **[View More >]**. The **Organization Profile** displays.

1.71 Miles away

Salvation Army - Muskegon

Address	1221 Shonat Street, Muskegon, Muskegon, MI, 49442	Hours	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
Phone	(231) 773-3284 (Main)	Email	muskegon@usc.salvationarmy.org
Website	http://www.samuskegon.org		

Service Description
Individuals/families may receive food assistance once every 30 days, up to 6 visits (in a 12 month period). Individuals accessing the pantry should bring their own bags (2).

Services Offered
DAY CAMP, ELECTRIC SERVICE PAYMENT ASSISTANCE, ELECTRIC SERVICE PAYMENT ASSISTANCE, FOOD PANTRY, HALLOWEEN EVENT (2017), HOLIDAY PROGRAM (2017), RENT PAYMENT ASSISTANCE, THANKSGIVING MEALS (2017), UTILITY SERVICE PAYMENT ASSISTANCE

Eligibility
Low-Income

Fees
No fees

Application Process
Walk in to apply.

Documents Required
- Picture ID for the head of household - Proof of all household members is required on the first and fourth visit of the year, or anytime additional household members have been added. This documentation can be a DHHS Case Summary printed within the last 60 days, Social Security cards, birth certificates, or state ID - Proof of income - Address verification (piece of mail or a bill with current address) is required only at first pantry visit, or if a household's address has changed

8. The client can review information on the organization. The information that displays is the same information house in Michigan 2-1-1. Some information that may be available includes:
   - Distance from the address listed in the client's MI Bridges profile
   - Address, Hours, and agency contact information
   - Service description and Services offered
   - Program eligibility, fees, information on the application process, and any documents required
9. Click the checkbox next to each resources the client wishes to add to their profile.
10. Click **[Add to My Resources].**
    - If the client does not currently have a navigator, the **Are You Being Helped By a Navigator** pop-up displays.

Connect With a Navigator

11. Select Yes or No depending on if the client would like to connect with a navigator.
    - Click Yes. The **What is your Navigator's ID**? pop-up displays.
    - Click No. The **Share Information with Resources** pop-up displays, if the client selected a resource that is registered as a Referral partner (Step X).

📌	**Tip:** Clients can only have one navigator at a time. The client can click **[Connect with a Navigator],** which is listed in the footer of every MI Bridges page, at anytime to connect with a new navigator.

What is your Navigator's ID?

Ask your Navigator to enter their Community Partner ID.

CP-ID

4646-002

Next

My Navigator is Not Nearby

12. Record the Navigator's Community Partner ID and click **[Next].** The **Share Information with Navigator** page displays.

📌	**Tip:** The *CP-ID* is not a number the client can access. The Navigation partner must provide this number. If the client's navigator is not present, the client can always click **[x]** in the top right corner to exit the window or click the **[My Navigator is Not Nearby].**

Assist a Client with Help Me Find Resources

Share Information with Navigator

Your Navigator can better assist you if you share information about the benefits you receive and your household. If you don't receive any MDHHS benefits you do not need to check the boxes below to share information.

(?) Share My MDHHS Benefits Information and Letters ☑

(?) Share My Household Information ☑

(?) Give Permission for My Navigator to Talk to My Caseworker about My Benefits ☑

Your Navigator will also see your contact information so they can stay in touch with you and the resources you've added to your My Resource page.

Getting assistance from a Navigator and sharing information is voluntary. If you choose not to, it will not affect your benefits or your ability to use MI Bridges. And, you can change your mind. If you choose to stop getting assistance from a Navigator or sharing information you can update your MI Bridges preferences at any time.

Confirm

13. Select the checkbox next to the information the client would like to share with the navigator.
    - Share My MDHHS Benefits Information and Letters: This provides consent for the Navigation partner to view the client's benefit information and letters sent from MDHHS. The benefit information the Navigator can view is the same information clients can view using their MI Bridges profile.
    - Share Household Information: This provides consent for the Navigation partner to view information about the client's household, such as household members and contract information.
    - Give Permission for My Navigator to Talk to My Caseworker about My Benefits: This provides consent for the Navigation partner to speak with the client's MDHHS caseworker.
14. Click **[Confirm].** The **Share Information with Resources** pop-up displays.

	Tip: The client can edit their consent at anytime by editing the **Share Info: Resources** page, which is found on the **Preferences** section of their MI Bridges profile.

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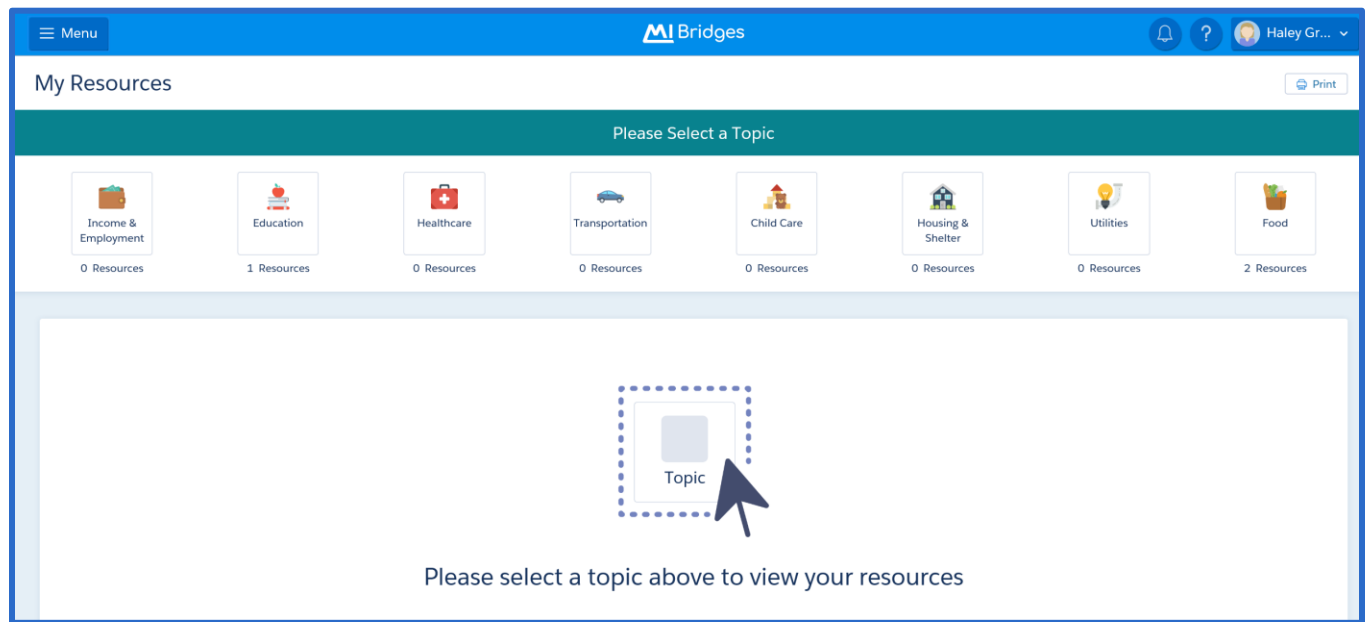
Send Information to Referral Partner(s)

15. Any resources the client selected that are registered as a Referral partner displays on the **Share Information with Resources** pop-up page.
16. Select the checkbox next to any resource the client would like to send their information too electronically.
    - The client can select the checkbox next to *Share My Resources with the organizations selected above* to allow the Referral partner to view the resources they have added to their profile.
17. Click **[Send].** The **My Resources** page displays.

My Resources

	Tip: If a client consents to share their Resource information with a partner, that partner can view the same My Resources page as the client.

18. Each of the selected resources displays on the My Resources page. The client can always select the topic icon to revisit the topic to edit resources or begin a new needs survey for any topic.

	Tip: • Purple **'Referral Sent'** text displays next to any resource to whom the client sent a referral. • Resources can be removed from the client's profile by editing and selecting **[X]**. • Click **[Print]** and a PDF of the client's resources opens in a new window.

19. **Congratulations, you have completed 'Help Me Find Resources.'**

MDHHS
Michigan Department of Health & Human Services

FAQ **Frequently Asked Questions**

Q. Can a client retake the needs survey for the same topic? A. Yes! As long as a client has completed the questions for a specific topic, they can always revisit the topic and complete another needs survey.
Q. Is there a limit to how many resources a client can add to their profile? A. No, there is no limit to the number of resources that can be added.
Q. What is the geographical distance that resources in Help Me Find Resources will display? A. MI Bridges will display the 10 closest resources within 100 miles. In some areas, resources will be close to the client's address, and in rural areas (i.e. the Upper Peninsula), it is common for the closest resources to be in other counties. If there are no resources within 100 miles, the below message displays. Sorry, based on your answers, we could not find any resources in your area. Don't worry. You can still explore resources on your own. Need help? Dial 2-1-1 or 1-877-211-5253. We're here to help 24 hours a day, 7 days a week. http://www.mi211.org Explore Resources