The Job Aid explains how to use the Help Me Find Resources feature to identify both state and community resources the client may find helpful, and send a referral.

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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 and Great Start to Quality 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. Working with 2-1-1, if a client sees resource information that is incorrect they can submit a request to update the information.

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

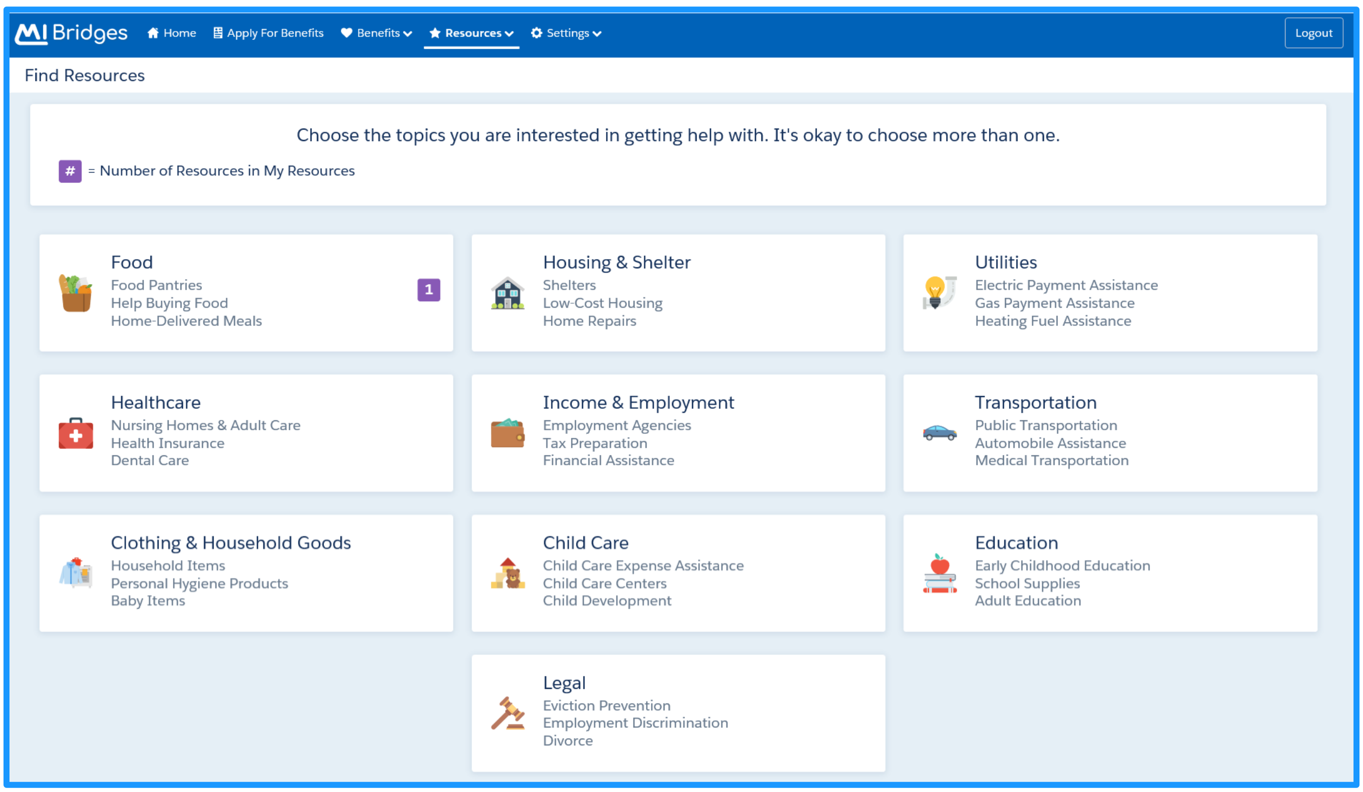
Clients can also receive a list of recommended resources sent from their navigators.

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

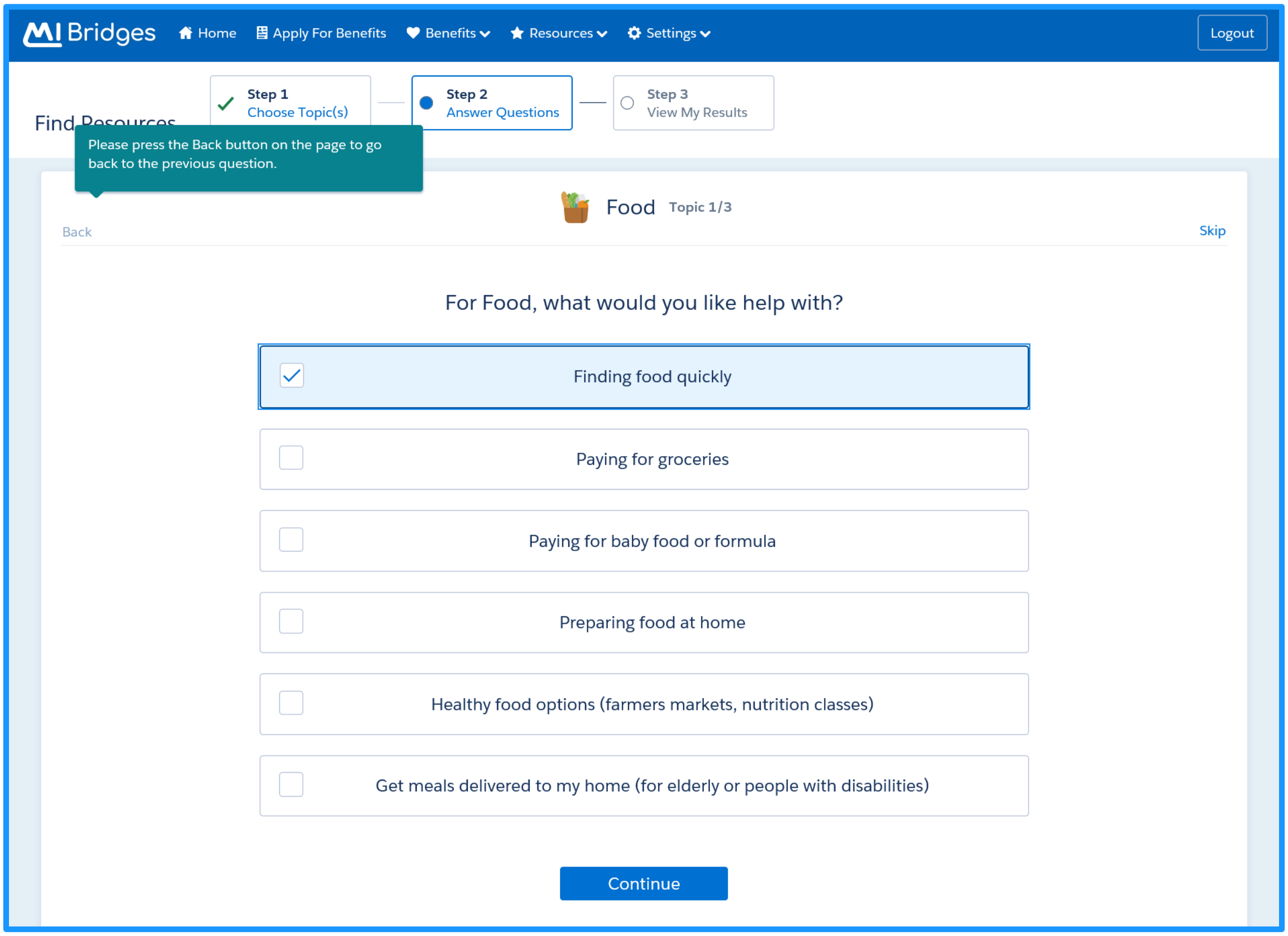
1. Click **[Help Me Find Resources]** under *Resources. T*he **Find Resources Topics** page displays.
    - Clients can also click **[Resources]**, than *Help Me Find Resources* to begin the process.



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

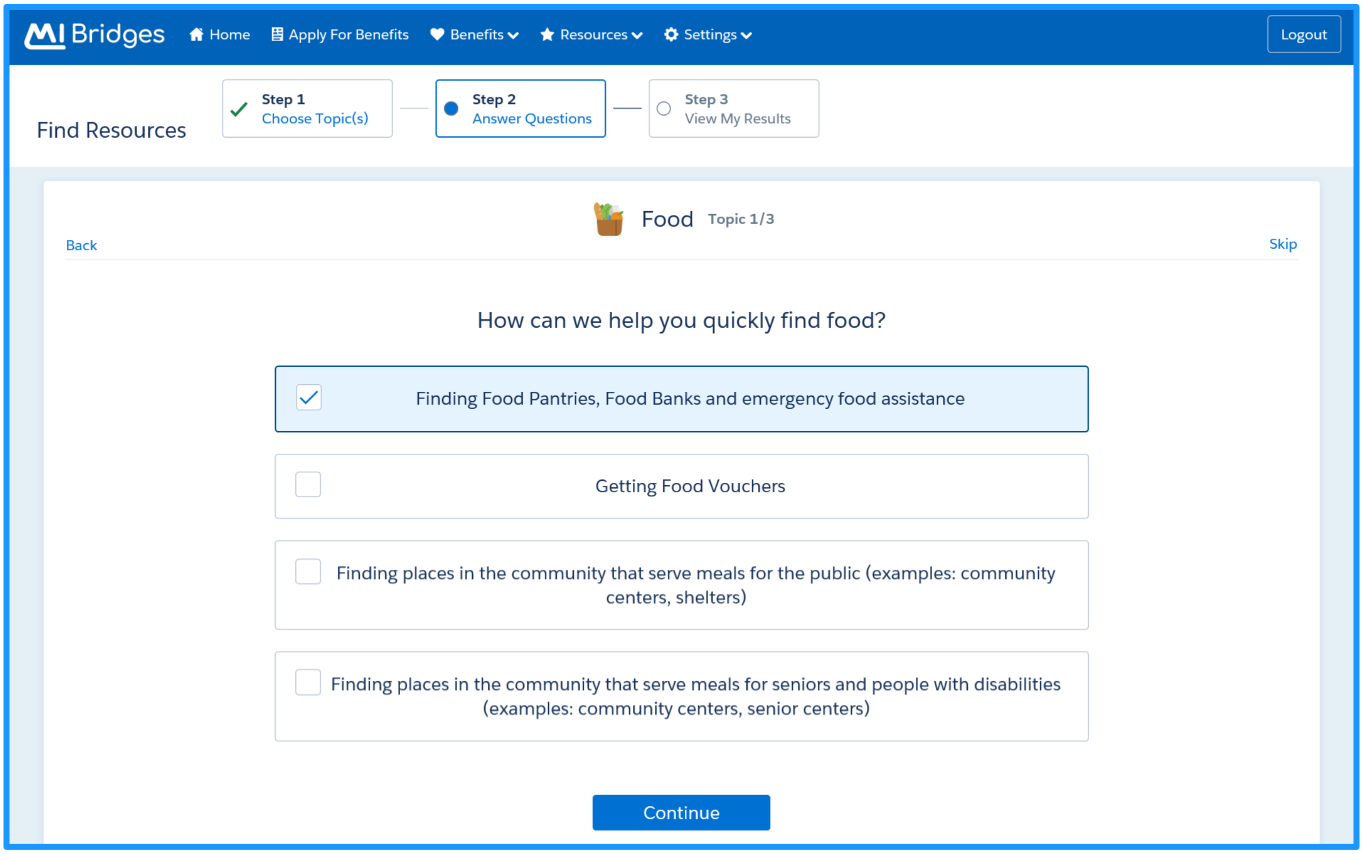
	partners provide. Underneath each of the topics are a few examples of what kinds of resources are contained in that category. Clients can select multiple topics to find resources for, but it is recommended to begin with 2-3 topics.

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



3. The list of questions that displays on the Topics page depend on the topics 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 wants to find. Click **[Continue].** Additional questions pages may display.

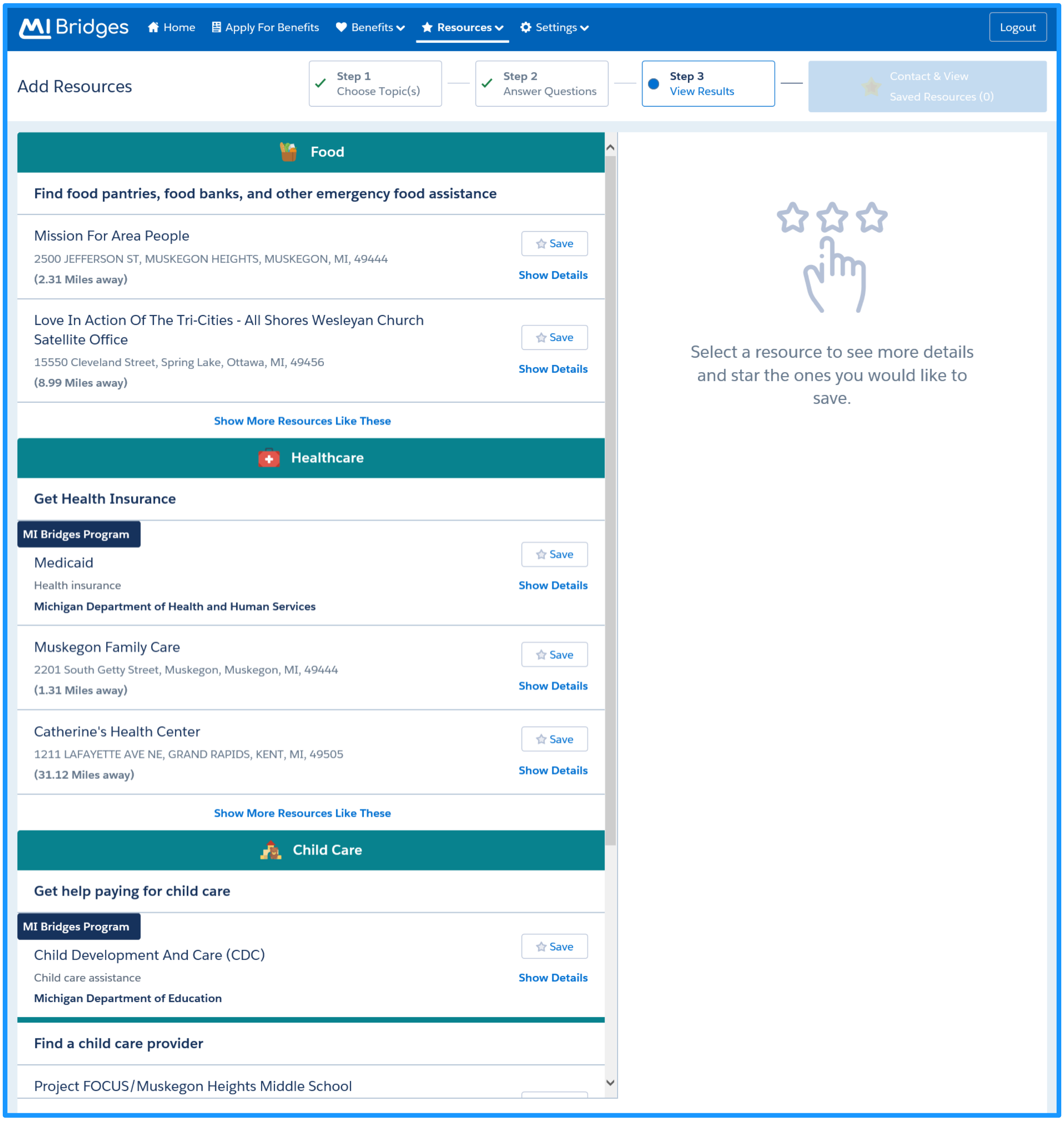
	Tip: A Topic progress bar displays at the top of every page in Help Me Find Resources. The progress changes as the questions for each topic are completed.



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

	Tip: Be sure to use the **[<Back]** button if you want to return to the previous page. **<u>DO NOT</u>** use the browser back button. If you select **[Skip>]** you will not get resources recommended for the topic.

Add & Review Resources Page

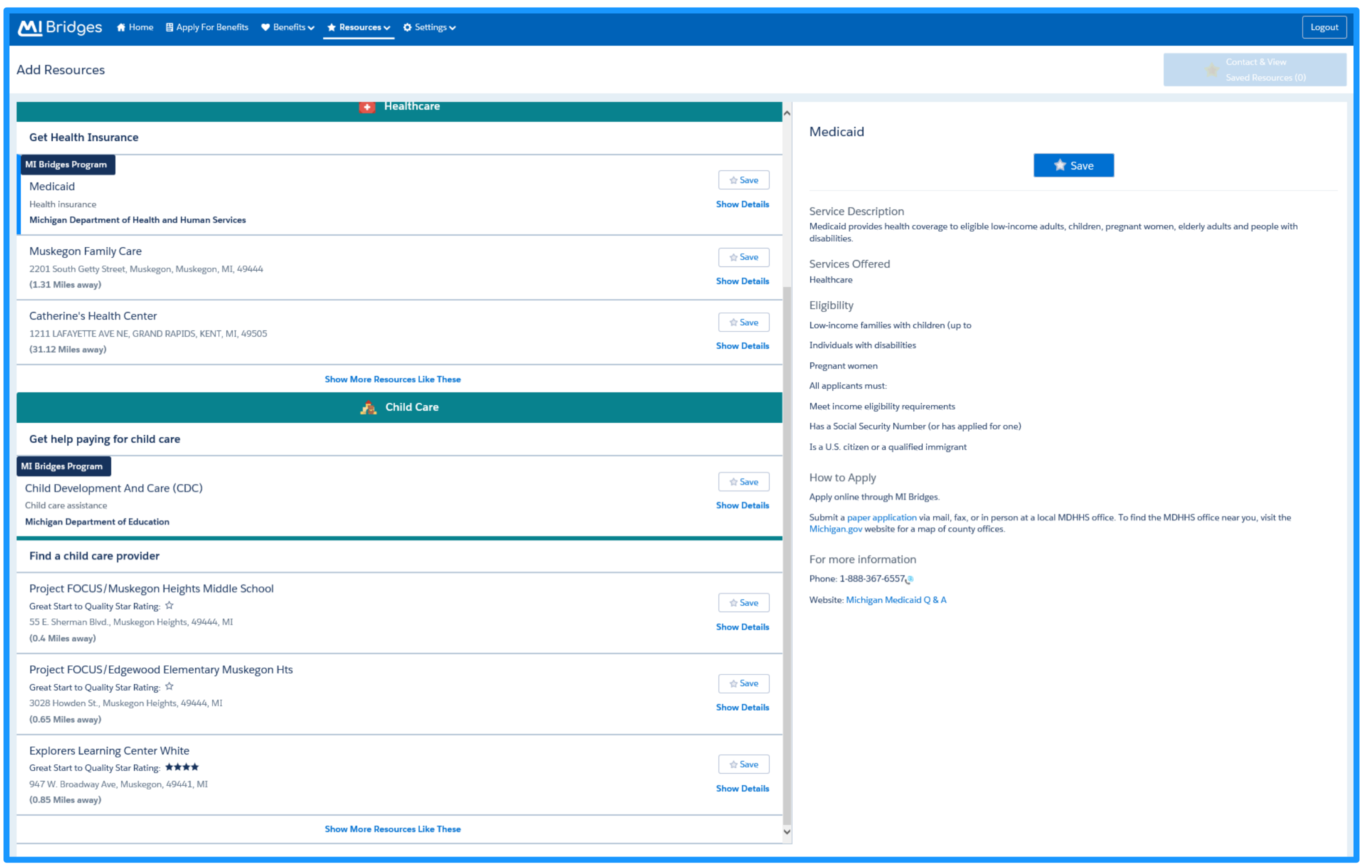


6. MI Bridges interfaces with Michigan 2-1-1 and Great Start to Quality to suggest resources based on the client’s address listed in their profile and answers to the needs survey. Resources are listed under each topic the client selected. Each subtopic may display up to 4

resources. The client can select **[Show More Resources 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 **[Show Details >]** to view additional detail about the services provided. • Clients can also view the Great Start to Quality ratings for Child Care resources.

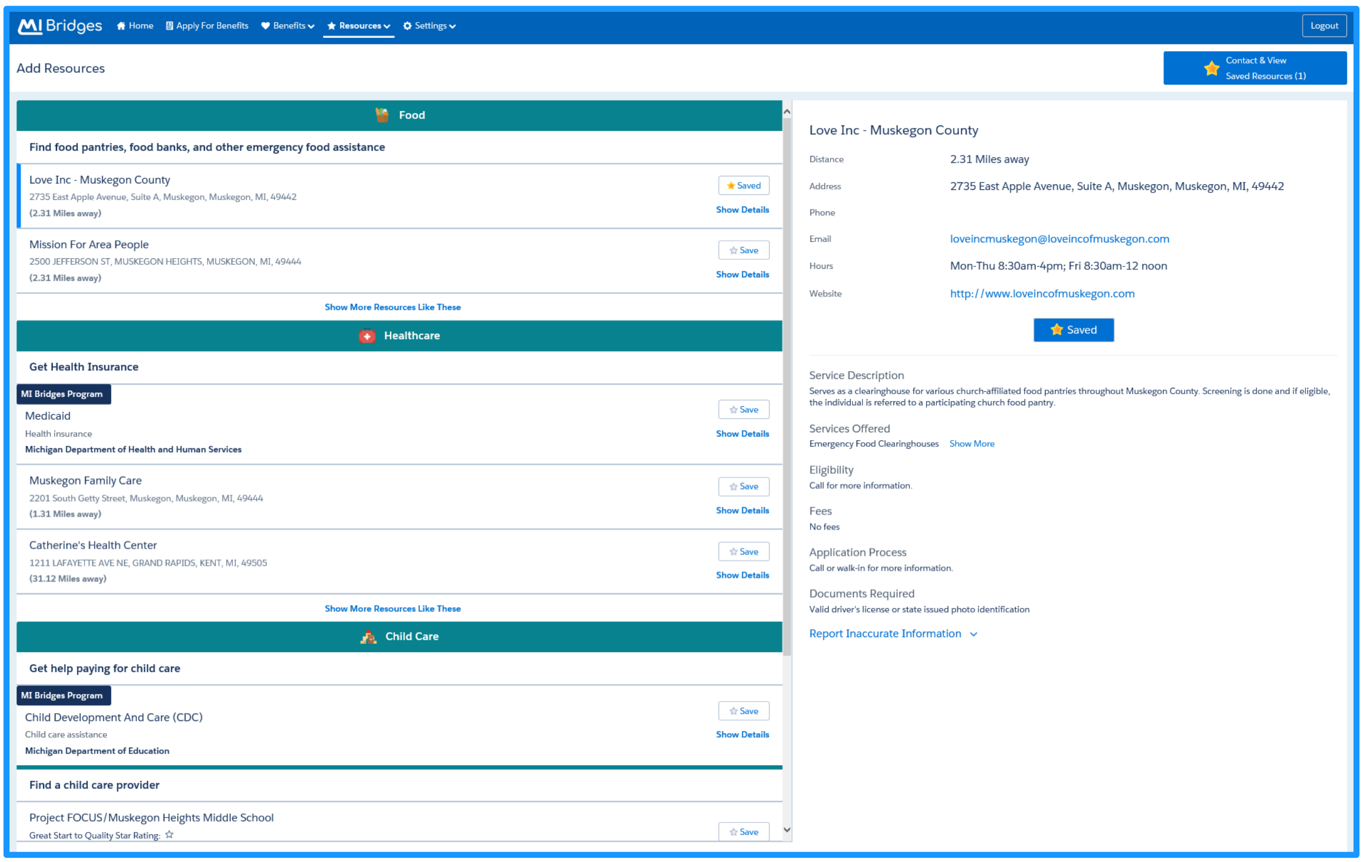
7. To view additional information on a suggested resources, the client can select **[Show Details >]**. The **Organization Profile** displays on the right-hand side of the page.



8. The client can review information on the organization. The information that displays is the same information housed in Michigan 2-1-1. Some information that may be available includes:

- Address, Hours, and agency contact information
- Service description and Services offered
- Program eligibility, fees, information on the application process, and any documents required

	Tip: Clients can also report inaccurate resource information to 2-1-1 by clicking the **[Report Inaccurate Information]** tab and checking the box next to the information that needs to be updated.



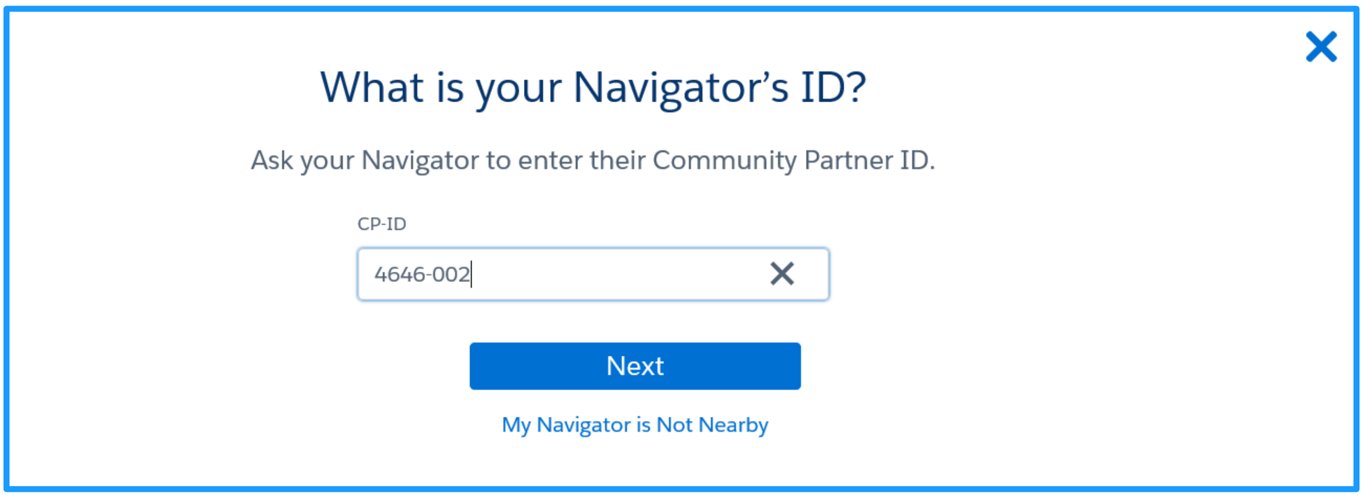
9. Click **[Save]** on the right side of each resource the client wishes to add to their profile.

	Tip: If the client does not currently have a navigator, the Are You Being Helped By a Navigator pop-up displays. If the client is already connected to a navigator skip to step 17.

Connect With a Navigator

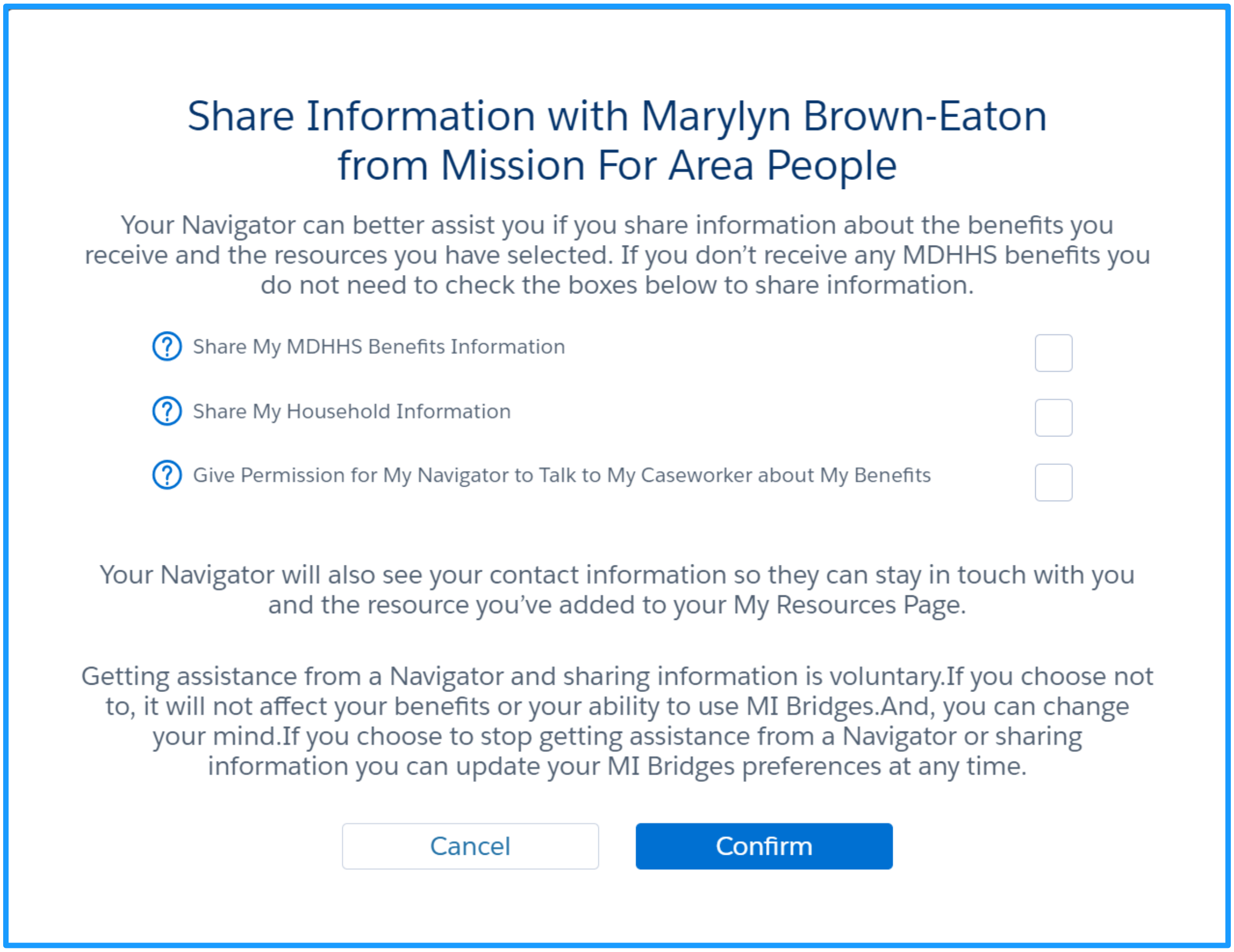
10. Select Yes or No depending on if the client would like to connect with a navigator.
    - Click Yes. The **What is your Navigator's ID**? pop-up displays.
    - Click No. The **Share Information with Resources** pop-up displays, if the client selected a resource that is registered as a Referral partner (Jump to step 15).

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



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

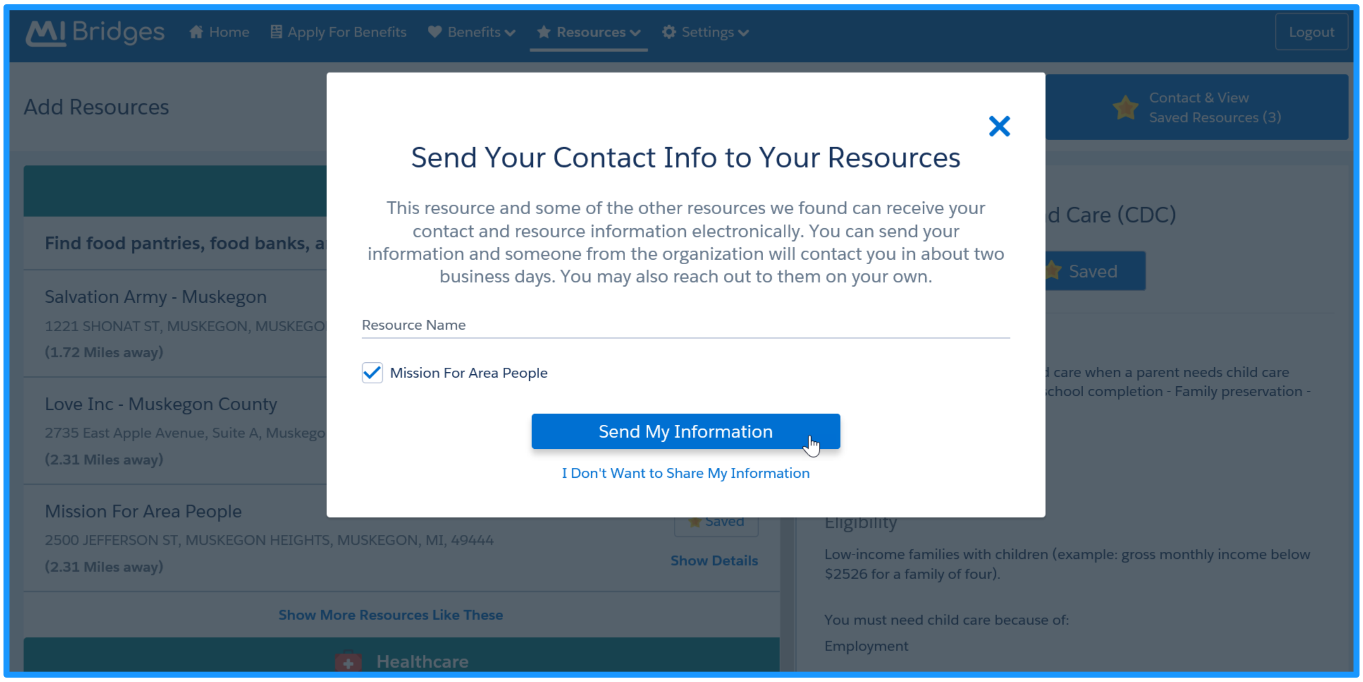
	Tip: The *CP-ID* is not a number the client can access. The Navigation partner must provide this number. If the client's navigator is not present, the client can always click the **[x]** in the top right corner to exit the window or click the **[My Navigator is Not Nearby].**



12. Select the checkbox next to the information the client would like to share with the navigator.
    - Share My MDHHS Benefits Information: 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.
13. Click **[Confirm].** The **Share Information with Resources** pop-up displays.

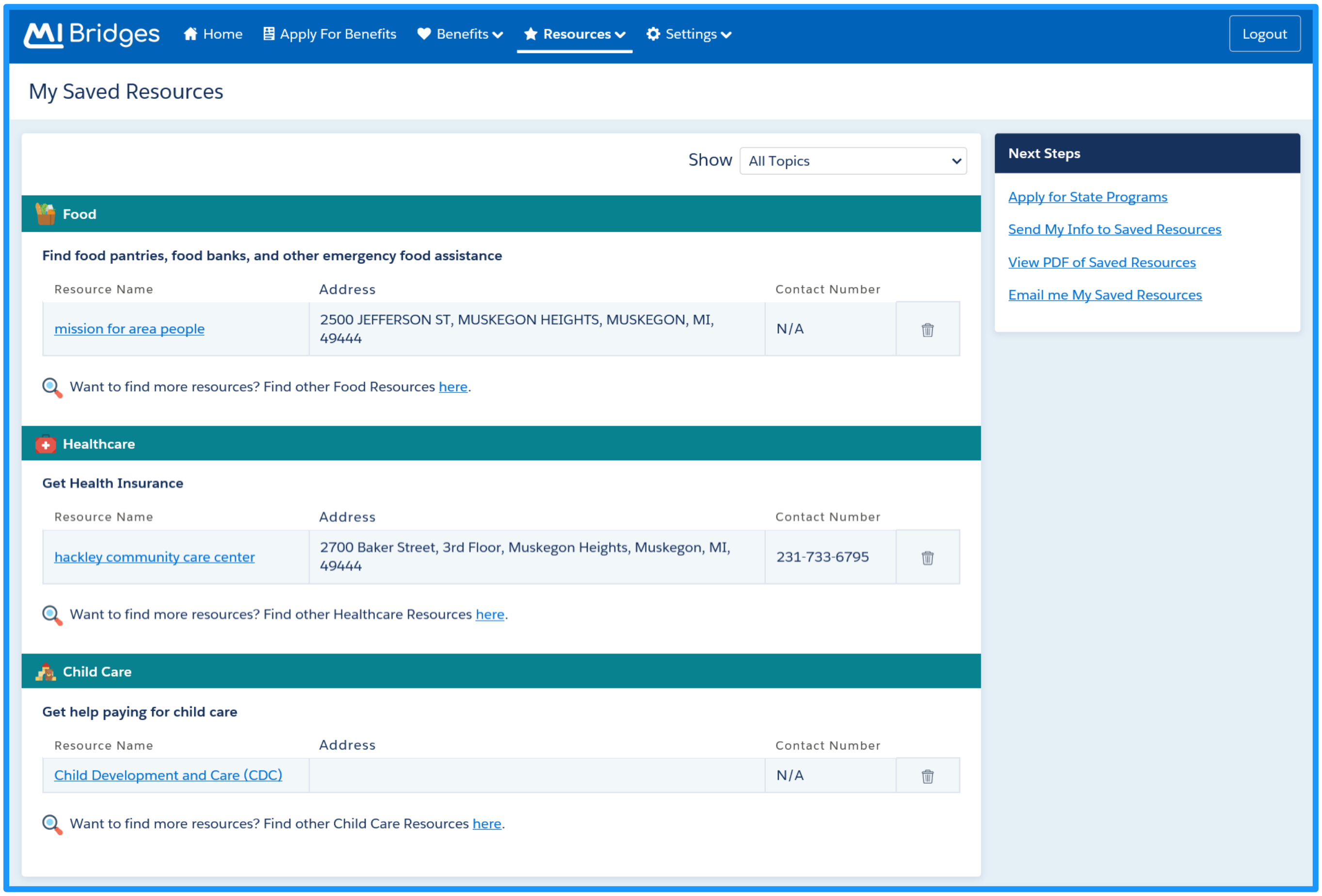
	Tip: The client can update their consent at any time by editing the **Share Info: Resources** page, which is found on the **Preferences** section of their MI Bridges profile.

Send Information to Referral Partner(s)



14. Any resources the client selected that is registered as a Referral partner displays on the **Share Your Contact Info to Your Resources** pop-up page.
15. Select the checkbox next to any resource the client would like to send their information to 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.
16. Click **[Send My Information].** The **My Resources** page displays.

My Resources



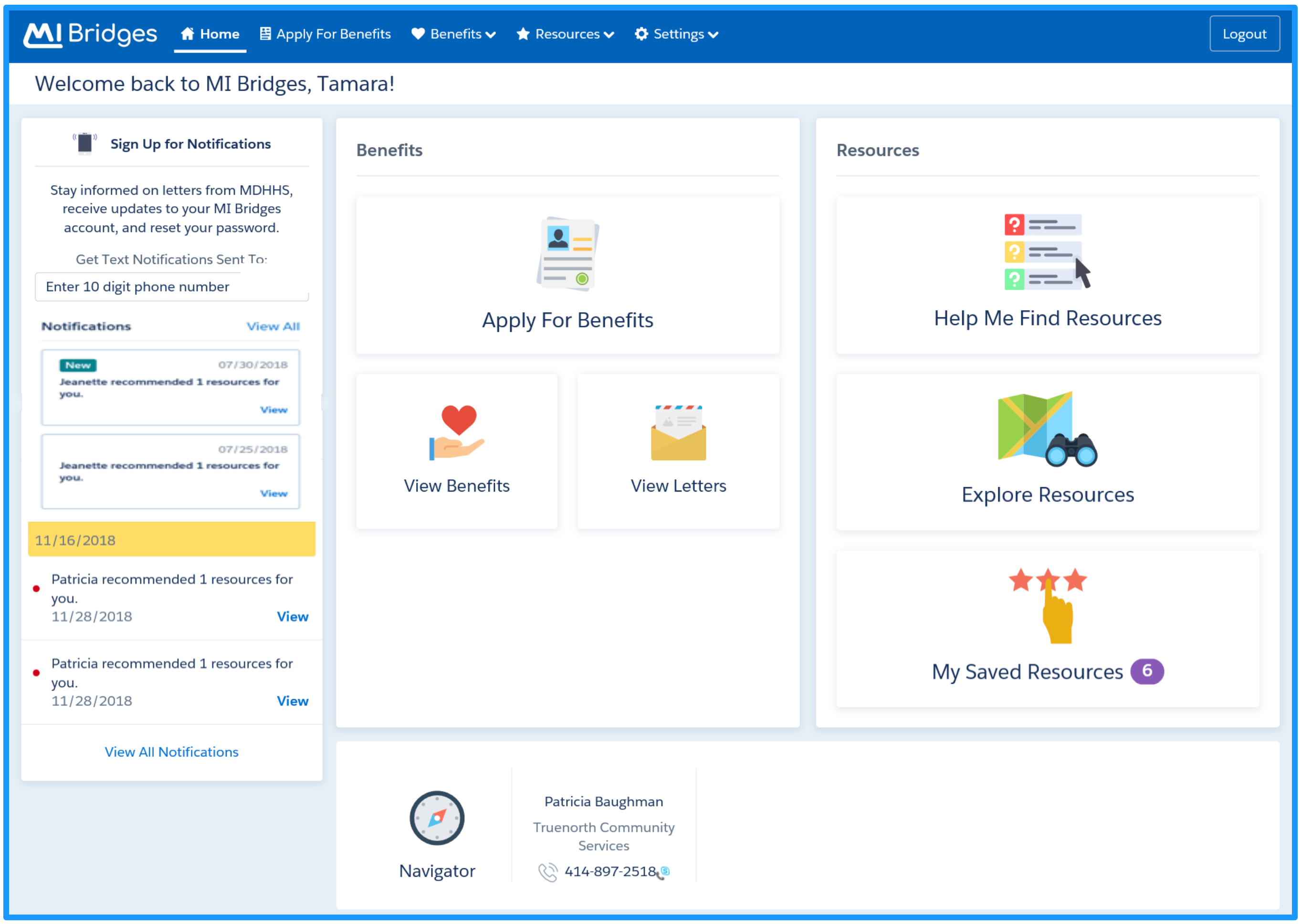
17. Each of the selected resources displays on the My Resources page. The client can always select the topic icon to revisit the topic to edit resources or begin a new needs survey for any topic.

Tip:

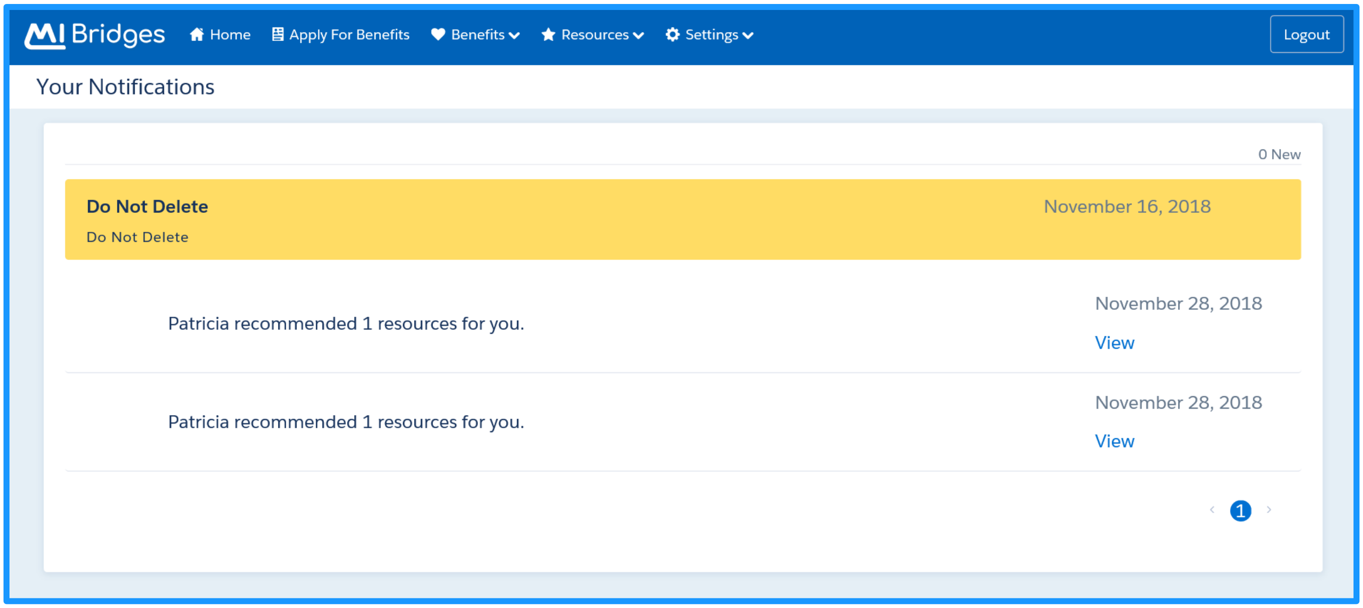
- Purple **'Referral Sent'** text displays next to *any resource to whom the client sent a referral.*
- Resources can be removed from the client's profile by editing and selecting the **[Trash Can] icon**.
- Click **[View PDF of Saved Resources]** and a PDF of the client's resources opens in a new window.

Recommended Resources From Your Navigator

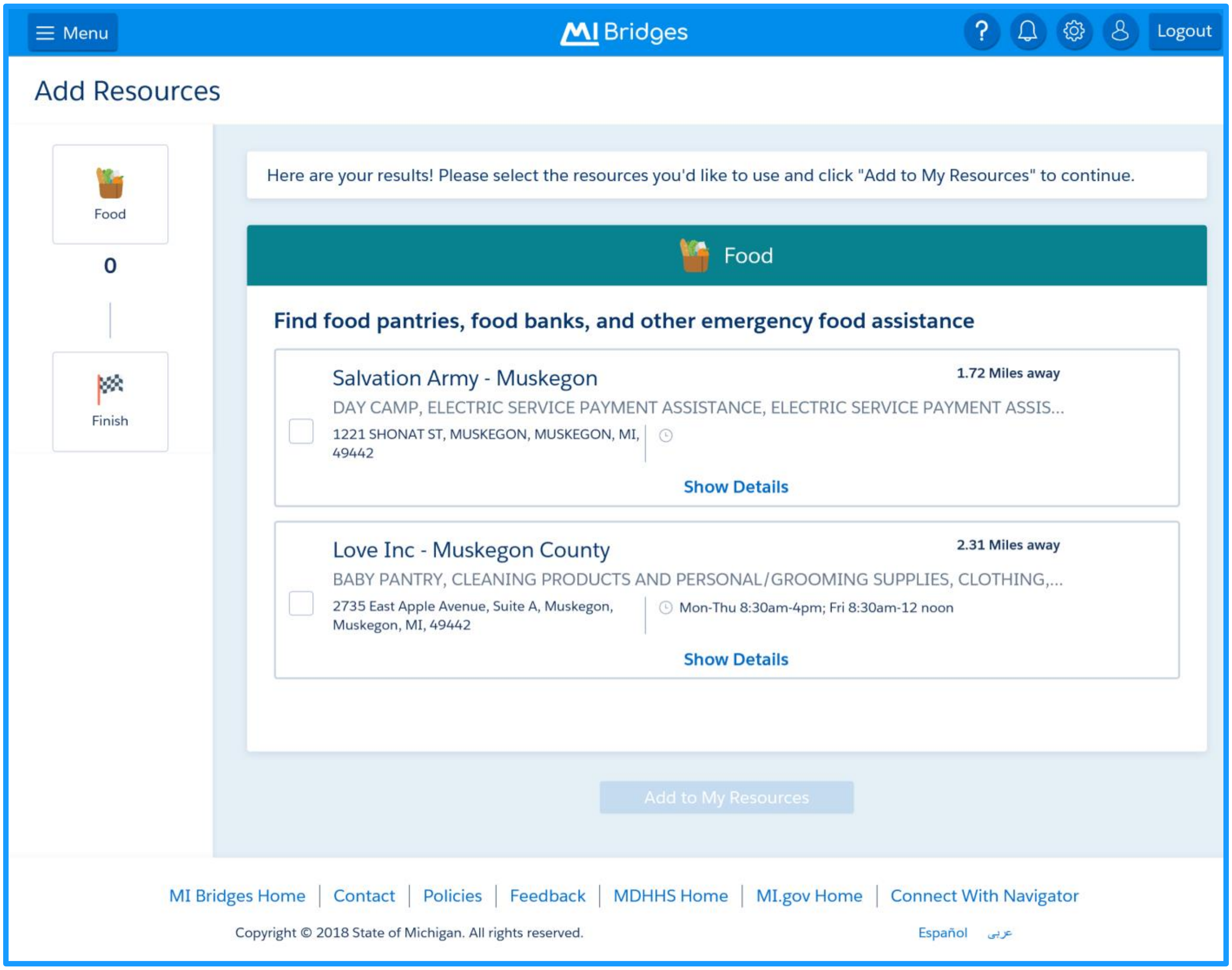
Navigators can send a list of resources to their client by completing the Explore Resources or Help Me Find Resources needs survey. When sending resources clients will receive a notification that their navigator sent them resources. A client can then view the resource and add it to their Current Resources page.



1. Click **View All Notifications**. The **Notifications** page displays.



2. Click **View**. The **Add Resources** page displays.



3. Check the box next to the resource the client wants to add. Click [**Add to My Resources]**.

Tip:
- Once a resource has been added it will display on the My Saved Resources page.

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.