

# MI Bridges

## News You Can Use

Michigan Department of Health and Human Services

October 2017



### 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](mailto:MDHHSCommunityPartners@michigan.gov)

## MDHHS Launches New Community Partner Website

We are excited to share that a new MI Bridges website is available for Community Partners to stay up-to-date on the latest MI Bridges information. Please visit the [MI Bridges Community Partner website](#) to find MI Bridges information to share with your agency, view important dates, learn about available training, find answers to frequently asked questions, and much more!

## MI Bridges Partner Registration to Begin in November

Registering as a partner is the first step to engaging with MDHHS to use the new MI Bridges. Organizations will register their agencies and users directly in MI Bridges. MDHHS will email instructions to all current partner agencies and organizations that have told us they are interested in becoming a new MI Bridges partner. Some helpful things you can do to prepare for registration are:

- Confirm your organization is registered with Michigan 2-1-1 and the information is accurate.
- Document all organization locations that will serve clients and the address of the location.
- Create a list of staff who will serve as MI Bridges partners, including their first name, last name, partner type, and email address.

# MI Bridges Training Planned for all for Community Partners

MDHHS is excited to share that training will be available to all partners who use the new MI Bridges. Training will launch in late November 2017. The training required for a partner depends on how they will engage with clients. Please see below for the training requirements for partners:



## Navigation Partner



Navigation Partners will attend a 4 hour classroom training to learn how to help clients create a MI Bridges account, find local resources, apply for benefits, view case information, and much more. Navigation partners will also learn how to use features designed specifically for them, such as using a client directory and viewing detailed client case information.

## Referral Partner



Referral Partners will view a 1 hour web-based training to learn how to view and manage referrals sent to their agency. They will also learn how to provide feedback on referrals and refer clients to another agency if needed.

## Access Partner



Access Partners will view a 30 minute web-based training to learn how to answer common client questions and find the latest MI Bridges information.

## Lead Point of Contact



Lead Points-of-Contact (LPOC) will view a 1 hour web-based training to learn how to register their organization and manage user accounts in MI Bridges.



**Remember!** You can always contact our Community Partner Liaison, Beth St. John, with any training questions. Beth is dedicated to supporting community partners throughout the MI Bridges transition. Her contact information is [MDHHScommunitypartners@michigan.gov](mailto:MDHHScommunitypartners@michigan.gov).

# MI Bridges: Sneak Peak at Client Directory

The new MI Bridges allows clients to share key case information with their Navigator.

The new MI Bridges is enhancing how partners can manage the clients to whom they provide one-on-one assistance. When a client adds a navigator to their account they can also choose to share key case information such as:

- Contact information
- Household members
- Resources they have identified as helpful
- Letters sent from MDHHS for the previous 12 months
- Important benefit information (benefit amounts, renewal dates, program details, etc.)

The image displays two screenshots from the MI Bridges system. The left screenshot shows the 'Client Directory' interface with a search bar and a list of clients. The right screenshot shows a detailed profile for 'Tamara Davis' with sections for Contact Information, Needs and Resources, Benefits, and Household Members. A mobile app view on the right shows 'Job Openings' for 'Michigan Works' with details like 'Comprehensive job assistance centers, Welfrare to work program' and '1.2 Miles Away'.

**Client Directory**

Search by Name: [Filter] Case Actions Due

Dackson, Vincent  
Davis, Violet  
Davis, Tamara  
Fuentes - Guadalupe, Amelia  
Fullerton, Evan  
Gains, Robert  
Gains, Zack  
Hubert, James  
Limes, Sean  
Masters, Greg  
Smith, Hillary

**Tamara Davis**

CONTACT INFORMATION

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

NEEDS AND RESOURCES

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

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) Daughter	John (8) Son	Brennan (12) Son
-------------	--------------------	--------------	------------------

NOTES

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

Last Activity: 03/25/17

**MI Bridges**

Back My Resources Edit

Income & Employment

**Job Openings**

**Michigan Works**  
Comprehensive job assistance centers, Welfrare to work program  
1.2 Miles Away Referral Sent View More

**Michigan Works**  
Comprehensive job assistance centers, Welfrare to work program  
1.2 Miles Away View More

Edit

**MI Bridges**

Back FAP

Participants  
Tamara, Maria, Sam... (4) Show All

Payment Amount  
\$500

Next Payment  
3/22/2017

Countable Months  
Tamara (2), Sam (1)

Renewal Due Date  
1/31/2018

Figure 1: MI Bridges Client Directory. Image is for demonstration only and may change.



## 1. Can I share information with my agency on the new MI Bridges?

Yes! Please start talking to your staff about the new MI Bridges and all the new features that will be available in 2018. You can visit the [MI Bridges Community Partner website](#) to view previous bulletins and learn information you can share.

## 2. Can a client have more than one navigator?

No, clients can only have one navigator. Navigators provide one-on-one assistance to clients and help connect them to resources on an ongoing basis. Clients told us that because they are sharing detailed personal information with their navigator, they are most comfortable having one navigator. If a navigator chooses to change roles or leaves the organization, LPOCs can reassign clients to a different navigator at their agency.

## 3. Does a client have to have a current MDHHS case to use the new MI Bridges?

No, all Michigan residents are encouraged to use the new MI Bridges, not just current MDHHS clients. Because users will be able to search for and connect with local resources/agencies, the new MI Bridges can be helpful to any Michigander!

## 4. How can I start preparing my organization to serve as a MI Bridges Partner?

Great question! It's a good idea to start preparing now by documenting the information needed to register your organization as a partner. Some helpful things you can do to prepare for registration are:

- Confirm your organization information is accurate in Michigan 2-1-1
- Document all organization locations that will serve clients and the addresses of those locations
- Create a list of staff who will serve as MI Bridges partners, including their first name, last name, partner type, and email address

## 5. How can I learn more about helping clients with the current MI Bridges?

If you are a current MI Bridges partner and have new users who will be assisting clients until January 2018, you can register them for training . Use the below link to register today!

- View the full training schedule at [Michigan Benefits Access Events Page](#)