

Integrated Service Delivery Release Notes for R2.2 Build

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Client or Community Partner Dashboard

Figure	Update
1	The Help Me Find Resources tile on the client dashboard button has changed to say, 'Find Resources'
2	<p>The Top blue header bar icon/button is updated to include:</p> <p>Client User:</p> <ul style="list-style-type: none"> • Help • Notifications • Preferences • Profile • Logout <p>CP User:</p> <ul style="list-style-type: none"> • Help • Notifications • Profile • Logout <p>MDHHS User dashboard:</p> <ul style="list-style-type: none"> • Logout
3/4	<p>The client user dashboard includes a new tile to sign up for notifications:</p> <ul style="list-style-type: none"> • If the client did not provide a cell phone number during registration they will see a new tile on their dashboard where they can directly enter their phone number, verify their phone with a pin number, and opt-in for notifications • The Sign-up tile will remain on dashboard until the client has opted-in to receive notifications
5	The client user dashboard includes a new tile for Apply for Benefits (AFB)
N/A	The purple banner text is now shown in English, Spanish, or Arabic language depending on the client's preferences.

Apply for Benefits (AFB)

Figure	Update
6	<p>AFB – Introduction – Contact Information:</p> <ul style="list-style-type: none"> • If the client answers "No" to "Are you homeless and don't have a permanent place to stay?", then their home address will pre-fill based on the address stored on the client's profile. <p>Note: regardless of the pre-fill of home address, the client will need to manually edit the "What county do you reside in?" field.</p>
7	<p>AFB Introduction – Incomplete Application:</p> <ul style="list-style-type: none"> • The term "filing form" is updated to "incomplete application" language on screen
9/10	<p>There is an alert saying that "Energy related SER requests submitted between June 1st and October 31st will be denied" which appears in two places:</p> <ul style="list-style-type: none"> • The Program Selection screen • The SER Pre-Application Question screen
11/12	<p>AFB – SER Program Details:</p> <ul style="list-style-type: none"> • When a client is applying for Heat and/or an Electricity Service request, then the client will see the question (optional): <ul style="list-style-type: none"> ➢ Do you have a prepaid account?

Figure	Update
	<ul style="list-style-type: none"> If a client answers yes, then they will see the following question (optional): <ul style="list-style-type: none"> ➤ Current Balance (if prepaid account) <p>These questions will appear updated in the client and caseworker PDF.</p>
13	AFB – Signature page: <ul style="list-style-type: none"> On the signature page the client will see the Signature of Representative field if they answered yes to the following question: Do you want anyone else to act for or represent you in this case?
N/A	Now when the client successfully submits an application with a non-Michigan address, a PDF is sent to FileNet, and application is available in Bridges.
13	AFB – Signature page: <ul style="list-style-type: none"> When the client is viewing their application signature page, they will see added text stating "Type Your Name" under the Signature field.
N/A	AFB – Income & Employment: <ul style="list-style-type: none"> The Amount and Frequency is now required for all program cases
N/A	Now the application successfully submits with extended ZIP code entries

Explore Resources

Figure	Update
N/A	The order of the resources displayed on Help Me Find Resources is updated to: <ol style="list-style-type: none"> MDHHS state programs 211 local resources 211 state resources

Community Partners

Figure	Update
N/A	MDHHS can now remove an organization that has active users: <ul style="list-style-type: none"> If a client is connected to a Navigator whose organization has been removed, then client will receive a notification on their dashboard, and their Navigator tile will be removed from their dashboard.

Appendix

Screenshots:

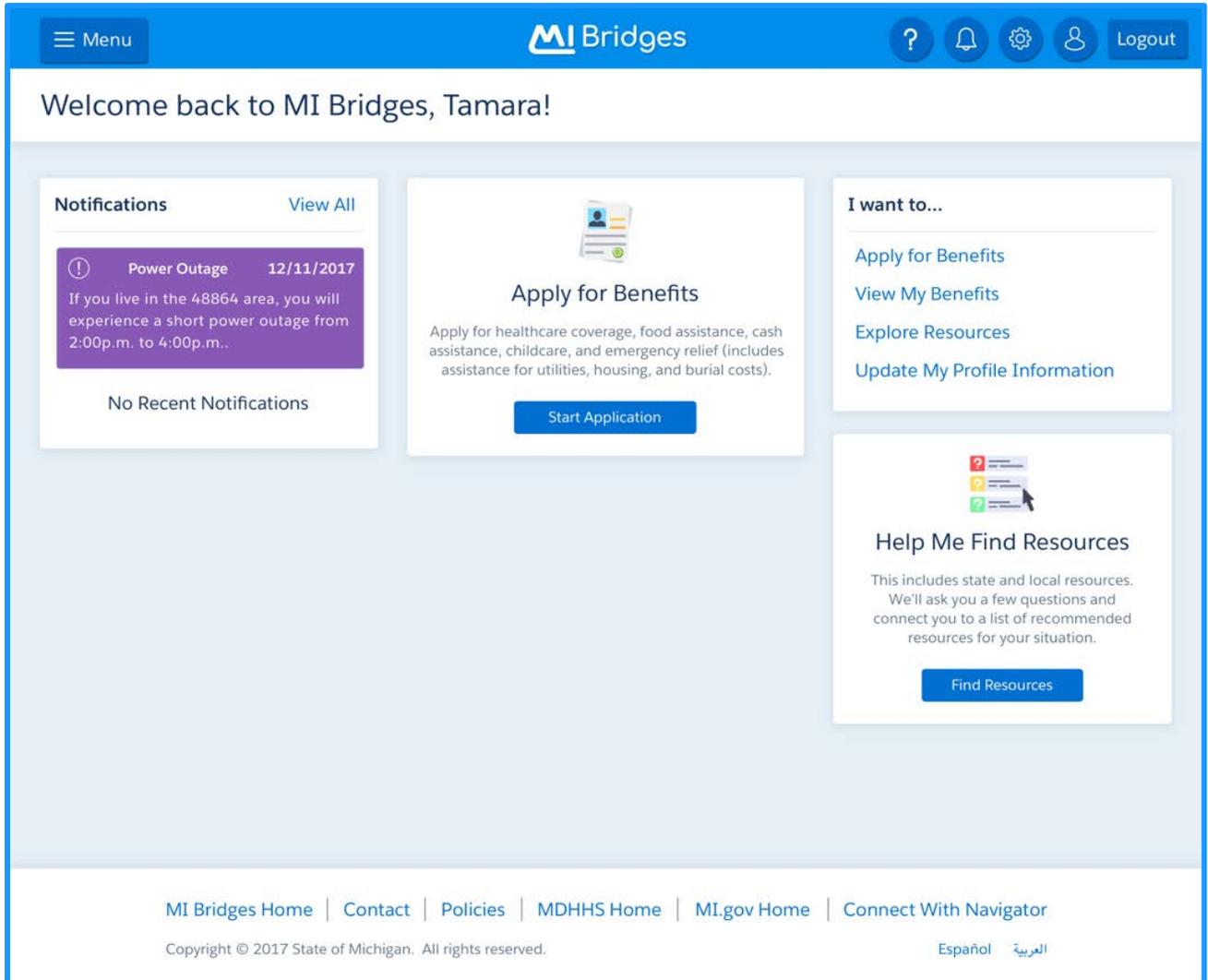


Figure 1. US 21504 Client Dashboard, Find Resources button

The screenshot displays the MI Bridges client dashboard. At the top is a blue header bar containing a 'Menu' button, the 'MI Bridges' logo, and utility icons for help, notifications, settings, user profile, and a 'Logout' button. Below the header, a white banner reads 'Welcome back to MI Bridges, Tamara!'. The main content area is divided into four panels: 1) 'Notifications' with a 'View All' link, featuring a purple 'Power Outage' alert for 12/11/2017 and two 'New' appointment notifications from MDHHS dated 12/11/2017 and 12/10/2017, plus an update from the MI Bridges navigator dated 11/22/2017. 2) 'My Resources' showing '(10 Total)' items, with 'Food' (7) and 'Housing & Shelter' (3) categories, and a 'View Resources' button. 3) 'I want to...' with links for 'Apply for Benefits', 'Report Changes', 'View My Benefits', 'Explore Resources', 'Update My Profile Information', and 'View Case History'. 4) 'My Navigator' displaying a compass icon and contact information for Janet Jenkins at Cherry Hill Clinic, including the phone number 616-555-5443. The footer contains navigation links: 'MI Bridges Home', 'Contact', 'Policies', 'MDHHS Home', 'MI.gov Home', and 'Connect With Navigator'. It also includes copyright text 'Copyright © 2017 State of Michigan. All rights reserved.' and language options 'Español' and 'العربية'.

Figure 2. US 21965 Client Dashboard, top blue header bar

The screenshot shows the MI Bridges client dashboard for Tamara Davis. The dashboard is divided into several sections:

- Header:** MI Bridges logo, user name Tamara Davis, and navigation icons.
- Welcome Message:** "Welcome back to MI Bridges, Tamara!"
- Sign Up for Notifications:** A tile with a red arrow pointing to a text input field labeled "Enter 10 digit phone number". Below it is an "Opt In" button. Text above the input field says "Get Text Notifications Sent To:". Below the input field is a link: "You can change your phone number in Preferences."
- Renew Benefits:** A tile with a circular refresh icon and a "Renew Benefits" button. Text: "One or more of your programs has an upcoming renewal. Please renew them before the renewal due date."
- I want to...:** A list of links: "Apply for Benefits", "Report Changes", "View My Benefits", "Explore Resources", "Update My Profile Information", "View Case History".
- My Resources:** A section with a "(10 Total)" count and two categories: "Food" (7 items) and "Housing & Shelter" (3 items). A "View Resources" button is at the bottom.
- Notifications:** A section with a "View All" link and three notification cards:
 - Power Outage:** 12/11/2017. "If you live in the 48864 area, you will experience a short power outage from 2:00p.m. to 4:00p.m.."
 - New:** 12/11/2017. "MDHHS has new information regarding your appointment." Link: "View Letters".
 - New:** 12/10/2017. "MDHHS has new information regarding your appointment." Link: "View Letters".
- Apply for Benefits:** A tile with a "Start Application" button. Text: "Apply for healthcare coverage, food assistance, cash assistance, childcare, and emergency relief (includes assistance for utilities, housing, and burial costs)."
- My Navigator:** A section with a clock icon and contact info for Janet Jenkins at Cherry Hill Clinic, phone number 616-555-5443.

At the bottom of the dashboard, there are navigation links: "MI Bridges Home", "Contact", "Policies", "MDHHS Home", "MI.gov Home", "Connect With Navigator". Below these are the copyright notice "Copyright © 2018 State of Michigan. All rights reserved." and language options "Español" and "العربية".

Figure 3. US 21500 Client dashboard, Sign Up for Notifications tile

MI Bridges

Welcome back to MI Bridges, Tamara!

Sign Up for Notifications

Stay informed on letters from MDHHS, receive updates to your MI Bridges account, and reset your password.

Get Text Notifications Sent To: **810-234-4567**

[Opt In](#)

You can change your phone number in Preferences.

Renew Benefits

One or more of your programs has an upcoming renewal. Please renew them before the renewal due date.

[Renew Benefits](#)

My Resources

(10 Total)

- Food **7**
- Housing & Shelter **3**

[View Resources](#)

Apply for Benefits

Apply for healthcare coverage, food assistance, cash assistance, childcare, and emergency relief (includes assistance for utilities, housing, and burial costs).

[Start Application](#)

I want to...

- [Apply for Benefits](#)
- [Report Changes](#)
- [View My Benefits](#)
- [Explore Resources](#)
- [Update My Profile Information](#)
- [View Case History](#)

My Navigator

Janet Jenkins
Cherry Hill Clinic
[616-555-5443](#)

Notifications

[View All](#)

- Power Outage** 12/11/2017
If you live in the 48864 area, you will experience a short power outage from 2:00p.m. to 4:00p.m..
- New** 12/11/2017
MDHHS has new information regarding your appointment. [View Letters](#)
- New** 12/10/2017
MDHHS has new information regarding your appointment. [View Letters](#)
- 11/22/2017
You have an update from your MI Bridges navigator. [View Details](#)

[MI Bridges Home](#) | [Contact](#) | [Policies](#) | [MDHHS Home](#) | [MI.gov Home](#) | [Connect With Navigator](#)

Copyright © 2018 State of Michigan. All rights reserved. [Español](#) [العربية](#)

Figure 4. US 21500 Client dashboard, Sign Up for Notifications tile with phone number provided during Registration

MI Bridges

Welcome back to MI Bridges, Tamara!

Sign Up for Notifications

Stay informed on letters from MDHHS, receive updates to your MI Bridges account, and reset your password.

Get Text Notifications Sent To:

Opt In

You can change your phone number in Preferences.

Apply for Benefits

Apply for healthcare coverage, food assistance, cash assistance, childcare, and emergency relief (includes assistance for utilities, housing, and burial costs).

Start Application

Help Me Find Resources

This includes state and local resources. We'll ask you a few questions and connect you to a list of recommended resources for your situation.

Find Resources

I want to...

- [Apply for Benefits](#)
- [View My Benefits](#)
- [Explore Resources](#)
- [Update My Profile Information](#)

My Navigator

Janet Jenkins
Cherry Hill Clinic
 616-555-5443

Notifications

[View All](#)

Power Outage 12/11/2017

If you live in the 48864 area, you will experience a short power outage from 2:00p.m. to 4:00p.m..

No Recent Notifications

[MI Bridges Home](#) | [Contact](#) | [Policies](#) | [MDHHS Home](#) | [MI.gov Home](#) | [Connect With Navigator](#)

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Figure 5. US 22302 Client dashboard, Apply for Benefits tile

Apply for Benefits

START

Introduction

- Introduction
- Household
- Assets
- Income
- Expenses
- Program Details
- Final Details & Submit

Let's get started.

To ensure you can read and understand your benefits information and correspondence, indicate the following:

What language do you prefer to speak?

English Español العربية Other

In which language do you prefer to write?

English Español العربية Other

Do you need to be contacted at a hearing assistance number? ⓘ

Yes No

TTY/TTD

What communication assistance do you need? You can always bring your own support.

An intprepreter

Sign language

Assistive listening device

Other

I don't need assistance.

Continue

Figure 6. US 21505 AFB Introduction, Let's get started screen

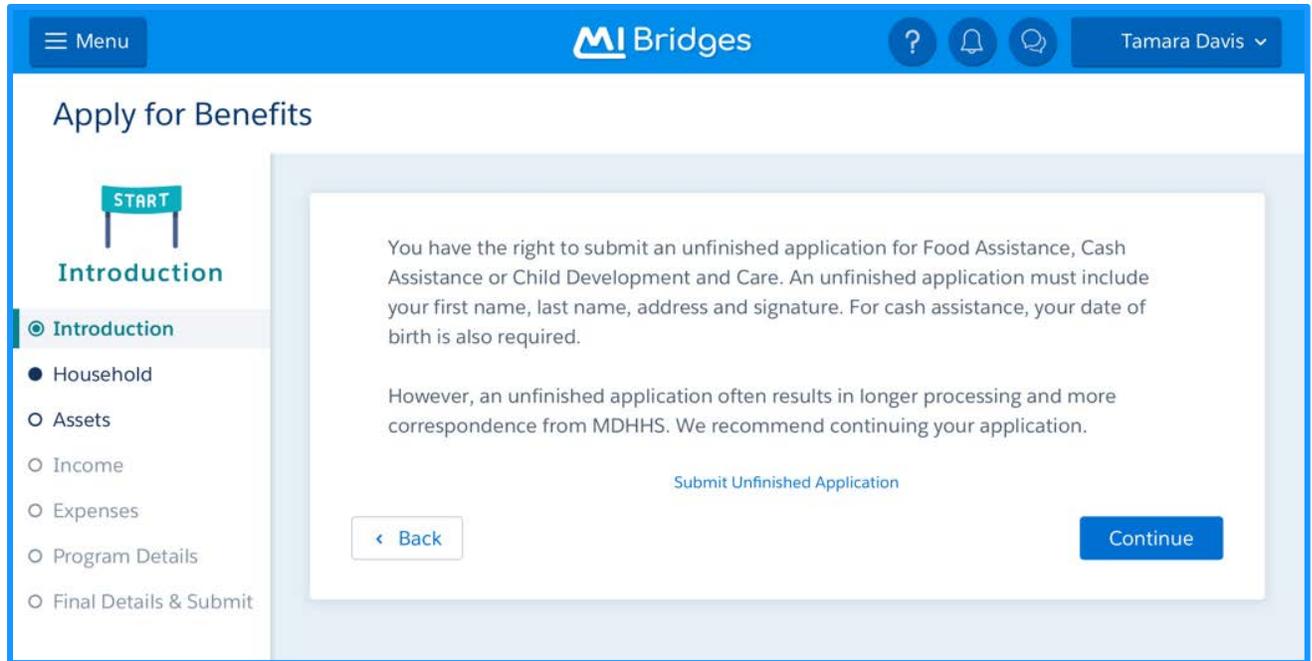


Figure 7. US 22280 and Defect 23113 AFB Introduction, Incomplete application

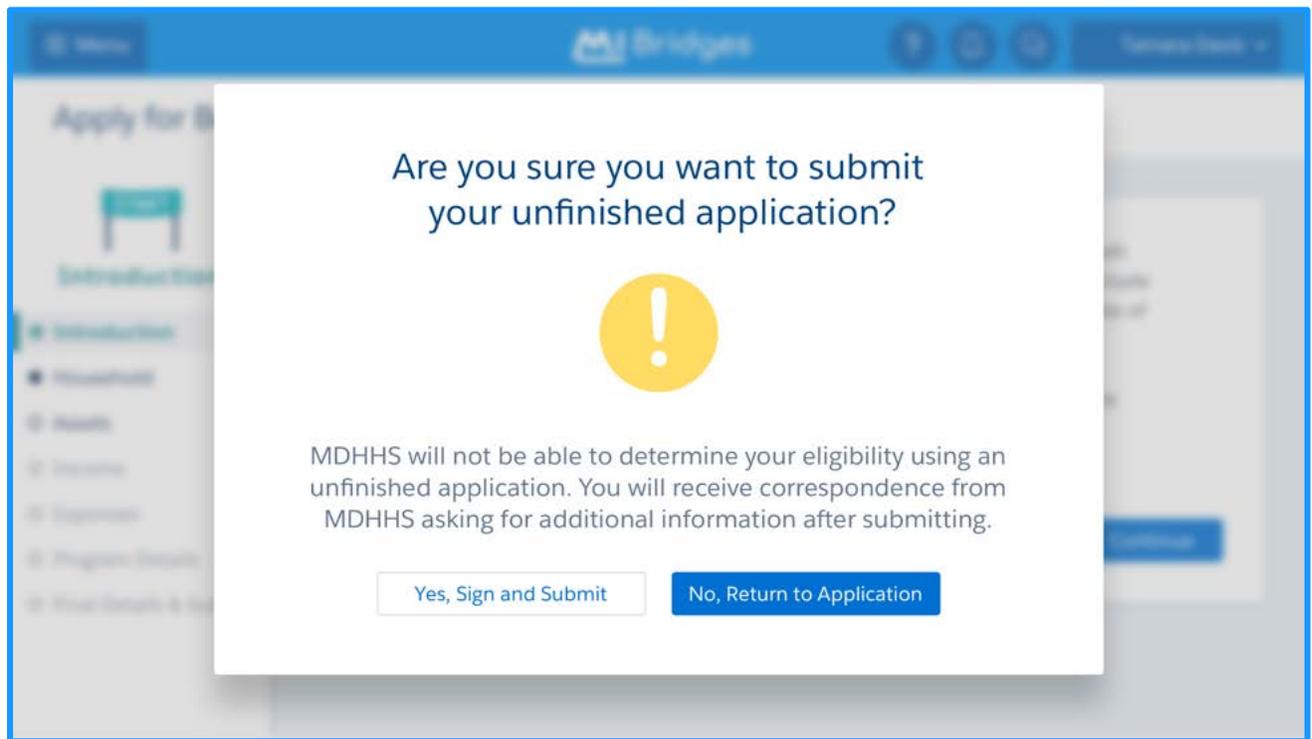


Figure 8. US 22280 AFB Introduction, Incomplete application modal

Menu MI Bridges ? Tamara Davis

Apply for Benefits

What programs are your household applying for today?
To apply for benefits, choose from the programs below. You can select more than one.

- Healthcare Coverage**
Helps pay for medical cost.
[Learn More](#)
- Food Assistance Program (FAP)**
Provides benefits to buy or grow food.
[Learn More](#)
- Cash Assistance**
Provides cash to help meet your basic needs.
[Learn More](#)
- Child Development & Care (CDC)**
Helps pay for childcare.
[Learn More](#)
- State Emergency Relief (SER)**
Provides help or assistance for emergency situations.
[Learn More](#)

For energy related emergencies, the SER crisis season runs from November 1 - May 31. Requests for those services will be denied June 1 - October 31.

[Start Application](#)

Figure 9. US 22216 AFB Program Selection, seasonal crisis alert

Menu MI Bridges ? Tamara Davis

Apply for Benefits

Pre-Application Question

These questions will help us decide what is best while processing your application
Note: For energy related emergencies, the SER crisis season runs from November 1 - May 31. Requests for those services will be denied June 1 - October 31.

 **Because you are applying for State Emergency Relief**

* = Required

Are you applying for Burial Service Request? *

Yes No

Are you applying for someone outside your household? *

Yes No

[Back](#) [Continue](#)

Figure 10. US 22216 AFB SER, Pre-Application Question, seasonal crisis alert help text

Figure 11. US 22385 AFB SER Program Details, Electricity Request

Date of Shut off	Prepaid Account?	Current Balance of Prepaid Account	% Remaining in Tank
10/10/17	Yes	\$100	12%

Date of Shut off	Prepaid Account?	Current Balance of Prepaid Account
10/10/17	Yes	\$100

Figure 12. US 22385 AFB PDF, SER Program Details, Heat Request

Menu MI Bridges ? Tamara Davis

Apply for Benefits

- Final Details & Submit
- Introduction
- Household
- Assets
- Income
- Expenses
- Program Details
- Final Details**

Your Signature

* = Required

By signing this application you are agreeing to the below:

Your Responsibilities

I have told the truth; I understand that I can be held criminally responsible for lying on this application.

I will have to provide papers that show what I've told the department is true.

I will have to repay any benefits I should not have received, even if it is the department's error.

I will have to tell the department of any changes to the information I provided on my application.

I agree to cooperate with state or federal reviewers for an audit.

I agree to release my information for program needs.

I will use my benefits legally and will not sell, trade, or give away my benefits online or in person.

I have received, reviewed, and agree to the information provided in the Information Booklet.

The Department's Responsibilities

If you think we, the department, made a mistake, you can ask for a hearing.

The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, genetic information, sex, sexual orientation, gender identity or expression, political beliefs, or disability.

Information Booklet

[View Information Booklet](#)

The application information booklet contains important information about the programs you are applying for and your rights, responsibilities, and privacy. You can view the information booklet at the link above and save or print it for your records.

Sign Here

Under penalties of perjury, I state that I have reviewed this application, and to the best of my knowledge and belief, the answers I give within this application are true, including household, citizenship and non-citizenship information, and I have listed all amounts and sources of income and property I receive/own. If I am declaring an Authorized Representative, by signing below, I allow this person to sign my application, get official information about this application, and act for me on all future matters with this agency.

Signature of Applicant*

Signature of Representative

Type your name in the box above.

[< Back](#) [Submit](#)

Figure 13. US 21510 AFB Final Details, Signature