



# MI Bridges Training

## Referral Partners

# Meeting Objectives

At the conclusion of today's webinar you will be able to:

- Describe common MI Bridges functions
- Understand how clients send referrals
- Understand the referral management dashboard
- Understand common best practices of referral management in MI Bridges
- Understand suggested considerations for their organization and locate external resources for support



## Your role as a MI Bridges Referral Partner

### Responding to referrals

- Attempt contacting a client within 2 business days
- Never charging a fee for MI Bridges assistance

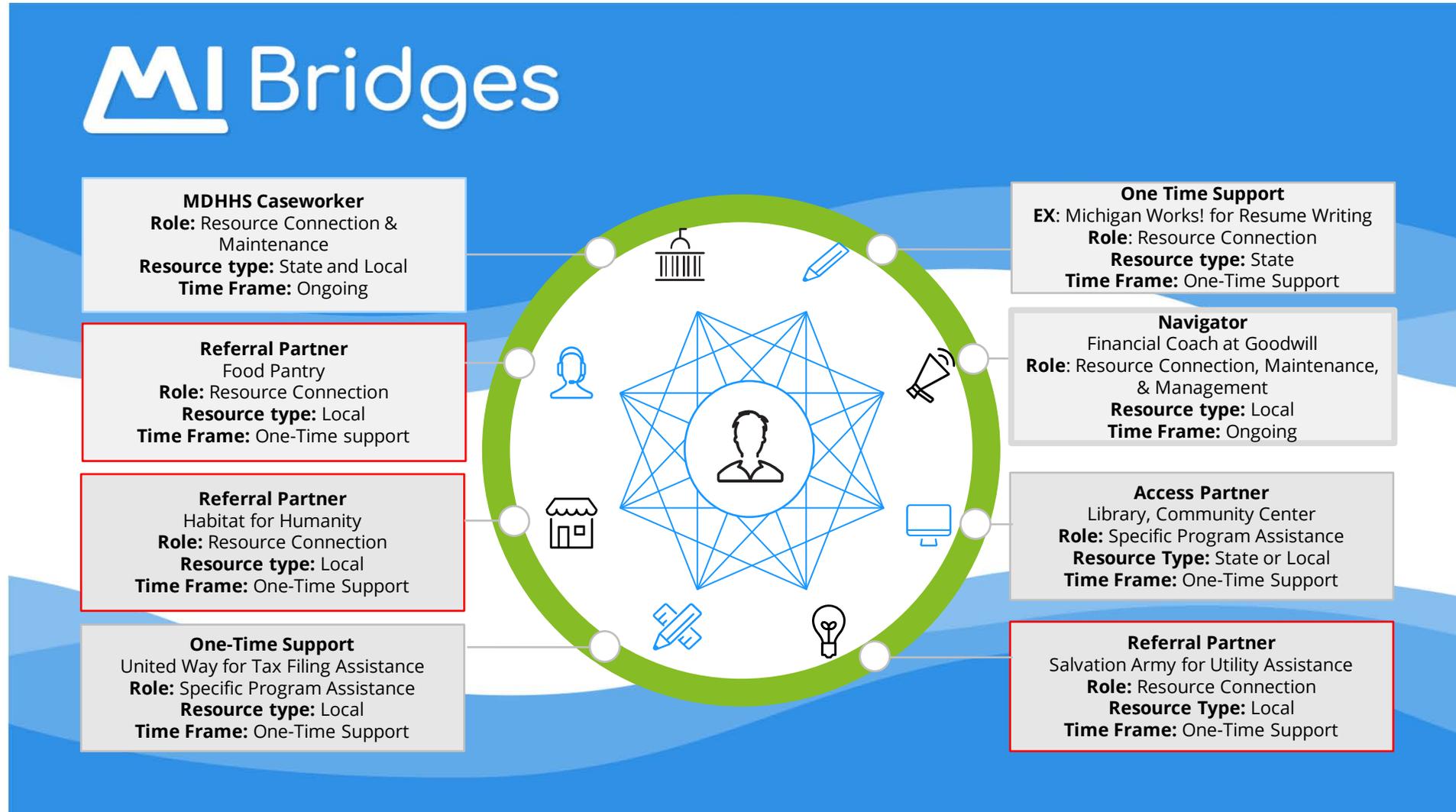
### Organization Information

- Review your organization's information in Michigan 2-1-1 at least annually to ensure information is accurate and comprehensive. Visit [www.mi211.org](http://www.mi211.org) for more information.

### Benefits and Requirements

- For a full list, visit [www.Michigan.gov/MIBridgesPartners](http://www.Michigan.gov/MIBridgesPartners) and navigate to the Become a Partner section

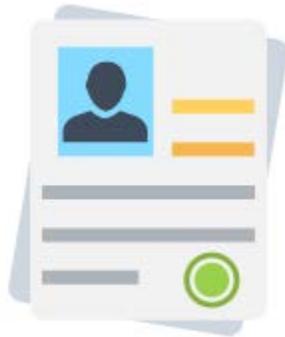
# Many different roles and agencies work together to support Michigan residents and MDHHS clients through MI Bridges





# Business Processes

## Community Partner Training



# Organization Considerations:

Here are a list of factors - and suggested best practices - for partners to think about for their internal business processes.

Level of Integration

Duration of In-Progress Referrals

Guidance When Contacting Clients

Frequency of Checking MI Bridges

# Level of Integration

Before using MI Bridges, determine the level of integration in current business processes:

**Will MI Bridges be used more broadly along the customer life cycle?**

**Will MI Bridges be used for specific services?**

# Duration of in-progress

Before using MI Bridges, determine how long you will keep referrals in “in-progress”

**How many times will you attempt to contact a client to provide services?**

**How long will you give a client to respond to your attempts of contact?**

# Guidance for Contact

Before using MI Bridges, determine the guidance for contact

**What information should you gain  
in your initial reach out?**

**What should be transcribed in the  
notes section?**

# Frequency of Checking MI Bridges

Before using MI Bridges, determine how often and when to check MI Bridges. Users can sign up to receive a notification when new referrals come in. This is an email that is automatically send at the end of day if there are new referrals.

**How often should users with assign permission level to review progress?**

**Who should sign up for the notification?**

# Common Questions

When should I  
move a  
referral to in-  
progress?

- After you attempt to make first contact

What if I have  
duplicate  
requests to  
process?

- If you receive duplicates, you can mark the duplicate as complete and note it was a duplicate in the feedback form

# MI Brides June Updates

# Updates June 27, 2020

- Clients will have a new tile for Quarantine Care Kits

The screenshot displays the MI Bridges user interface. At the top, a blue navigation bar contains the MI Bridges logo, a home icon, and menu items for 'Apply for Benefits', 'To Do List', 'Benefits', 'Resources', and 'Settings'. A 'Logout' button is located in the top right corner. Below the navigation bar, a welcome message reads 'Welcome back to MI Bridges, Tamara!'. The main content area is divided into three columns. The left column, titled 'Notifications', shows three notification items with dates and links to view resources, letters, and appointments. The middle column, titled 'Benefits', features an 'Apply For Benefits' section with a list of services: Healthcare Coverage, Food Assistance Program (FAP), Cash Assistance, Child Development & Care (CDC), and State Emergency Relief (SER). The right column, titled 'Resources', contains a new tile for 'Quarantine Care Kit' (highlighted with a red border), which includes an icon of a shopping basket with groceries. Below this tile are two other resource tiles: 'Explore Resources' with a map and binoculars icon, and 'Help Me Find Resources' with a search icon. At the bottom of the right column, there is a partial view of a tile with a star rating icon.

# Updates June 27, 2020

- Clients have a new topic in Help Me Find Resources: COVID 19 Resources
- Clients will see new resources listed under the COVID 19 topic in Explore Resources

MI Bridges Home Apply for Benefits To Do List Benefits Resources Settings Logout

Find Resources Step 1 Choose Topic(s) Step 2 Answer Questions Step 3 View My Results

Choose the topics you are interested in getting help with. It's okay to choose more than one.  
# = Number of Resources in My Resources

<b>COVID-19 Resources</b> Quarantine Care Kit COVID-19 Testing Food Delivery	<b>Food</b> Food Pantries Help Buying Food Home-Delivered Meals 3	<b>Housing &amp; Shelter</b> Shelters Low-cost Housing Home Repairs
<b>Utilities</b> Gas Payment Assistance Heating Fuel Assistance Electric Payment Assistance 22	<b>Health</b> Health Insurance Dental Care Nursing Homes & Adult Care	<b>Income &amp; Employment</b> Employment Agencies Tax Preparation Financial Assistance 22
<b>Transportation</b> Public Transportation Automobile Assistance Medical Transportation	<b>Clothing &amp; Household Goods</b> Household Items Personal Hygiene Products Baby Items	<b>Child Care</b> Child Care Centers Child Development Child Care Expense Assistance
<b>Education</b> School Supplies Adult Education Early Childhood Education	<b>Legal</b> Eviction Prevention Employment Discrimination Divorce	

MI Bridges Home Apply for Benefits To Do List Benefits Resources Settings Logout

Find Resources

COVID-19 Resources

All Sub Topics

- All Sub Topics
- Quarantine Care Kit
- COVID-19 Diagnostic Tests
- Child Care
- Financial Support
- Food Assistance
- Small Business Support
- Transportation/Delivery
- Medical Services
- Donations/Household Goods
- Support Groups
- Shelter and Transportation
- Other Services

Map showing locations: West Olive, Olive Center, Olive Township, Crisp, New Holland, Holland, Waverly, Pine Creek, Oaklawn Beechwood, Park Township, Macatawa, Lake Macatawa, Macatawa.

# Updates June 27, 2020

- Enhancement to reporting inaccuracies to MI 211

**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

**This is only an option for MI Bridges Community Partners**

# Updates June 27, 2020

- MI Bridges Referral Partners will be able to easily identify if a client sent a referral to another organization, by topic when reviewing the details for the client

The screenshot displays the MI Bridges web application interface. At the top, there is a navigation bar with the MI Bridges logo and links for Home, Manage, Organization, Reports, and Settings, along with a Logout button. Below the navigation bar, there is a breadcrumb trail for 'Back to Referral Management' and the client name 'Tamara Davis'. The main content area is divided into several sections: 'Referral Reason', 'Contact Info', 'Referral Feedback', 'Resources', and 'Notes'. The 'Referral Reason' section is highlighted with a red box and contains the following information:

Referral Date	Topic	Need	Referral Status
06/06/2018	Utilities	Get Help with Energy Self-Sufficiency	Completed

The 'Contact Info' section includes:

Cell Number	Home Number	Email	Preferred Language
810-878-9988	810-878-9988	Tamara_Davis12345@gmail.com	English

The 'Referral Feedback' section includes:

Helped	Description	Forwarded
No	Client did not want to proceed	Yes - <<Organization Name>>

The 'Resources' section features a 'View All' link and four resource categories, each with a count of 3: Food, Housing & Shelter, Referral Sent (highlighted with a red box), and Income & Employment. Below the resources, there is a search bar with the text 'Find and share resources directly with <First Name>.' and two buttons: 'Explore Resources' and 'Help Me Find Resources'. The 'Notes' section includes a text area for user input with the instruction: 'This space is provided for your own use. Type in any thoughts or reminders that are relevant.'

# Updates June 27, 2020

- MI Bridges Referral Partners will be able to easily identify which organization the client sent a referral when they navigate to their client's My Saved Resources page.

## Tamara's Resources

Show Income & Employment ▼

 Income & Employment

Get help finding job openings

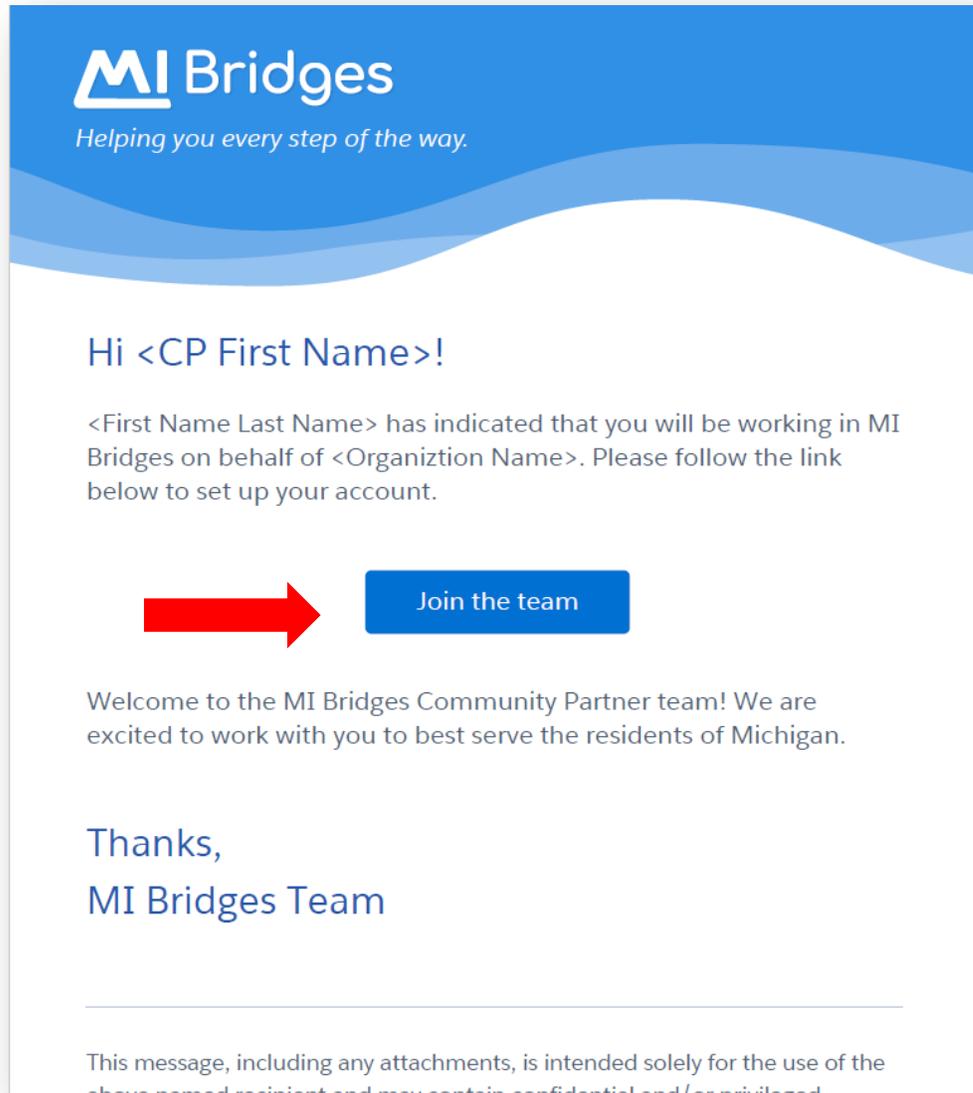
Resource Name	Address	Referral Sent?
<a href="#">Pure Michigan Talent Connect</a>	35731 West Michigan Avenue, Wayne, Wayne, MI, 48184	Yes
<a href="#">Employment and Training Designs</a>	35731 West Michigan Avenue, Wayne, Wayne, MI, 48184	No
<a href="#">Food Assistance Program (FAP)</a>	Michigan Department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

[View All Resources](#) ▼

**Next Steps/Resources**

# How Will I Receive My Partner Username, Password, and ID?

After confirming attendance in today's training, the MDHHS team will mark your training record as complete. This triggers an email invitation to register your partner account. MDHHS will also follow up with participants after today's webinar with next steps, including the job aid on the account creation process.



As Community Partners, you are **required** to complete ID proofing process. This is because you potentially will have access to personally identifiable information (PII) of the clients you assist.

**NOTE:** This email maybe filtered to your junk/spam folder

# There are Many Resources Available for Support Using MI Bridges!

- For questions on interactions with community partners you can email: the MDHHS Community Partner Liaison at [MDHHScommunitypartners@michigan.gov](mailto:MDHHScommunitypartners@michigan.gov)
- A community partner MI Bridges website is available with FAQs: [www.Michigan.gov/mibridgespartners](http://www.Michigan.gov/mibridgespartners). The website will also host job aids and how-to videos for real-time assistance.

Remember to visit [www.Michigan.gov/mibridgespartners](http://www.Michigan.gov/mibridgespartners) and view the **Tools and Resources page**. Here you can find

- A job aid on how to create your account and view your Community Partner ID (CPID). Your CPID is assigned when you create your username and password.
- How-to videos and job aids for a refresher

**Create a New Community Partner User** 

 The Job Aid explains how a partner can create a new community partner user account in MI Bridges.

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**Important Information**

You will receive an invitation to register as a community partner user after your organization has been registered in MI Bridges by your Lead Point of Contact and approved by MDHHS. In MI Bridges each user will receive their own unique account.



# There are Many Resources Available for Support Using MI Bridges!

You can view Help anytime in MI Bridges by selecting Contact at the bottom of each page or after logging in, the Help button on the settings drop-down.

The screenshot shows the MI Bridges user interface. At the top is a blue navigation bar with the MI Bridges logo and menu items: Home, Apply For Benefits, To Do List, Benefits, Resources, and Settings. A Logout button is in the top right. Below the navigation bar is a white header with the word "Help". The main content area is titled "Frequently Asked Questions" and is divided into three columns. The left column contains navigation links: Login/Registration, Apply for Benefits, Notifications, Resources, Navigator, and View Benefits. The middle column lists several questions with expandable dropdown arrows: "If I have an account from the old MI Bridges, do I have to create a new account?", "My account was disabled, what should I do?", "What do I do if I forget my password and cannot answer the security questions to reset my password?", "Do I need to have an active case to use the new MI Bridges?", "I forgot my username. How do I retrieve it?", and "I forgot my password. How do I reset it?". The right column is titled "Need Technical Assistance?" and contains three sections: "Call our Help Desk (844) 799-9876", "Need to visit your local office? Find your local MDHHS office by visiting List of MDHHS Offices", and "Want help using MI Bridges? Locate organizations that can help you by searching for Community Partners". A red circle highlights the "Need Technical Assistance?" section. At the bottom of this section, it says "For all other inquiries, Please contact your caseworker."