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Help Me Find Resources

<table>
<thead>
<tr>
<th>Figure</th>
<th>Update</th>
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</table>
| 1      | Find Resources now has 10 categories  
|        | • New categories  
|        |   o Clothing & Household Goods  
|        |   o Legal |
| 2      | Help Me Find Resources  
|        | • Client will see a message page successfully saved.  
|        | • Client can see a summary of added resources, download a PDF and jump to their resource page.  
|        | • If a client chooses a state resources during Help Me Find Resources, the client can click [Start Application] to start the benefits application. |
| 3      | Help Me Find Resources  
|        | • My Resource Page  
|        |   o Current & Removed Resources  
|        | • Easier topic menu listing the number of resources in each topic.  
|        | • Added [Removed Resources] page that stores resources a client removed in the past year. |
| 4      | Explore Resources  
|        | • Clients can search for Child Care Providers from the Great Start to Quality database.  
|        | • Filter providers by age, date, and time, and type. |
| 5      | Explore Resources  
|        | • After clicking [Search], clients will see a Great Start to Quality rating next to each resource based on five factors:  
|        |   1. Staff Qualifications  
|        |   2. Family & Community Partnerships  
|        |   3. Administration & Management  
|        |   4. Program Environment  
|        |   5. Curriculum & Instruction |
| 6      | Explore Resources  
<p>|        | • If a resource is listed as a Woman, Infant, and Children (WIC) program, clients can send an electronic referral to that location. |</p>
<table>
<thead>
<tr>
<th>Figure</th>
<th>Update</th>
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</table>
| 7 | Explore Resources  
  • Clients can report inaccurate information directly to 2-1-1. |
| 8 | Notifications  
  • On the home page, new notifications will now appear when a client logs-in.  
  • A Navigator now can recommend resource for a client. |

### Apply for Benefits (AFB)

<table>
<thead>
<tr>
<th>Figure</th>
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| 9 | AFB  
  • Clients can return to the program selections page to add or remove programs for which they are applying for.  
  • After adding a program, a pop up will display asking the client to confirm the want to add the new program. |
| 10 | AFB  
  • At the end of the application, if clients entered household details, assets, income, or expenses earlier, a page will display asking if any of those situations have changed in the last 6 months. |
| 11 | AFB  
  • When submitting an application, if a client has previously connected with a Navigator, the Navigator(s) display on the submission page.  
  • Client can indicate if any of the Navigators or none assisted with completion of the application.  
  • The name of the navigator who assisted the client with the application displays on the PDF of the application sent to the caseworker. **It does not display on the client copy of the application.** |
| 12 | AFB  
  • Clients will see a real time response for their Healthcare application.  
  • With the new WIC post-eligibility support, the benefits application will suggest to the client the ability to send referrals to organizations that can support their needs. *(Estimated for October 27).*  
  • Client will see the WIC Referral prompt anytime they indicate on the application that a person in the household is a child under 5, a pregnant woman, or a foster child. *(Estimated for October 27).*  
  • After submitting an application, clients are now prompted to go directly to the Upload Documents page to share documents with their application. |
| 13 | AFB  
  • If a client applied for SER for heat or electricity, they will have the option to send a referral to a MEAP grantee.  
  • If a client chooses to send a Referral, the closest 5 MEAP Grantee organizations display and the client can choose to work with an organization. Clients can select “Show Additional Organizations” to see more MEAP agencies.  
    • Statewide MEAP Grantee organizations display at the top of the list. |
Connect with Multiple Navigators

<table>
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</table>
| 14 | Connect with a Navigator  
• Clients can now share information with multiple Navigators (up to 10). Clients will see all Navigators they are connected to listed on their dashboard. (Note: Navigators cannot see the other Navigators a client is working with)  
• Clients can select [Add Navigator] from their dashboard or [Connect with a Navigator] at the bottom of any page to share information with a Navigator. |

Navigation Partner Client Directory

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<th>Update</th>
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</table>
| 15 | Client Directory  
• Navigators can now remove clients from their directory by selecting [Remove Clients] |
| 16 | Client Directory  
• To add a client, type the clients First Name, Last Name, and Date of Birth in the fields. A list of client(s) that meet those criteria will be listed below.  
• To send the request, click the [Request] button and the client will receive a notification that you have requested to be their Navigator. |
| 17 | Client Directory  
• The tab format will give a quick view for each of the topics.  
• If the client has given the Navigator consent, they can view their household information, needs & resources, benefits, case history, and documents needed.  
• On the Documents Needed tab, Navigators can quickly see what documents are needed and the date due. If the date shows read, that document has not been submitted and overdue. |
| 18 | Client Directory  
• On the Case History tab the Navigator will see a quick view of the history of that client’s case. To see more, the Navigator can click [Show More] and see the exact same information that a client sees about the case.  
• The ability to see the Healthcare application results by clicking view results next to the application submitted. |
| 19 | Client Directory  
• On the Needs and Resource tab, you will see a quick view of the client’s information. Such as the topics of help they have, the number of urgent needs they have, and the amount of corresponding resources.  
• [Show More] will again show the same information the client sees when they view their resource page.  
• Partners can suggest resources to a client in their directory. If a partner clicks [Help me Find Resources] of [Explore Resources] they can find and suggest resources to the specific client. |
| 20 | Report Incorrect Resource Information  
• Partners can report information that is incorrect by clicking report inaccurate information and selecting the type of information that needs to be changed. The request will be submitted to 2-1-1 in the form of an email to review. |
| 21 | Send Resources  
• Partners can suggest an organization to a client. If the client accepts the suggestion, an electronic referral can be sent to the organization. |
## Update Partner Account

<table>
<thead>
<tr>
<th>Figure</th>
<th>Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>Partner Account</td>
</tr>
<tr>
<td></td>
<td>• Partners will be able to edit their location, notification preferences, update their password and security questions from their profile.</td>
</tr>
<tr>
<td></td>
<td>• Referral partners can opt in to receive a daily email notification when their organization received a new referral.</td>
</tr>
<tr>
<td></td>
<td>• Navigation partners can opt in to receive an email if a client in their directory as an ‘urgent need’ to their resources.</td>
</tr>
</tbody>
</table>
Appendix

Screenshots:

Figure 1. Find Resources 10 Categories
Figure 2. Help Me Find Resources New Functions
Figure 3. My Resources
Figure 4. Search for Child Care Providers from Great Start to Quality database.
Figure 5. Great Start to Quality Rating.

Share Information with Resources

The resource you added can receive your contact and resource information electronically. If you send your information, someone from the organization will contact you in about two business days. You may also reach out to them on your own.

Resource Name

WIC at Wayne County Health Department

I agree to share my contact and resource information with the confirmed resource above.

Send

I Don't Want To Share My Information

Figure 6. Share Information with Resources - Estimated for October 27.
Welcome back to MI Bridges, Tamara!

Notifications

- **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
  
  Janet recommended 3 resources for you.

- **New** 12/10/2017
  
  MDHHS has new information regarding your appointment.

- **11/22/2017**
  
  You have an update from your MI Bridges navigator.

My Resources (10 Total)

- Food
- Housing & Shelter

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

Figure 7. Report Inaccurate Information

Figure 8. Notifications
Figure 9. AFB Add Program
**Household Information**

First, enter the number of people in your household and provide details about their monthly expenses. Then, indicate if any of these have changed in the last 6 months.

- **Number of People in Home**

- **Total Monthly Income (Before Tax)**

- **Has total monthly income (before tax) changed in the last 6 months?**
  - Yes
  - No

- **Rent/Mortgage**

- **Has rent/mortgage changed in the last 6 months?**
  - Yes
  - No

- **Electricity**

**Navigator Information**

Were you helped by a Navigator?

Irma Acevedo - Salvation Army (The) - Jackson

Signature of Applicant *

Hyatt Green

Type your name in the box above.
Figure 12. AFB Application Submitted | Upload Documents
Figure 13. SER MEAP Grantee Referral
What is your Navigator's ID?
Ask your Navigator to enter their Community Partner ID.

CPID
2123-111

Next

My Navigator is Not Nearby

Figure 14. Connect with a Navigator
Figure 15. Client Directory Add or Remove Client
Figure 16. Client Directory Add a Client
Figure 17. Client Directory Tab Format
Figure 18. Client Directory Case History
Figure 19. Client Directory Needs & Resources
Figure 20. Send Resources Find & Explore Resources | Report Inaccurate Information to 2-1-1
Share Information with Resources

The resource you added can receive your contact and resource information electronically. If you send your information, someone from the organization will contact you in about two business days. You may also reach out to them on your own.

Resource Name

WIC at Wayne County Health Department

I agree to share my contact and resource information with the confirmed resource above.

Send

I Don't Want To Share My Information

Figure 21. Send Resources Electronic Referral - Estimated for October 27.
Jeanette Rose’s Profile

Personal Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Jeanette</td>
</tr>
<tr>
<td>Last Name</td>
<td>Rose</td>
</tr>
<tr>
<td>Work Number</td>
<td>313-324-1410</td>
</tr>
<tr>
<td>Cell Phone</td>
<td>313-324-1450</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:jeanette.rose@mailinator.com">jeanette.rose@mailinator.com</a></td>
</tr>
<tr>
<td>Date Of Birth</td>
<td>10/14/2003</td>
</tr>
</tbody>
</table>

Address Information

- **Organization Address**: 2500 Jefferson Street, Muskegon Heights, Michigan, 49444
- **Location**: Mission For Jesus People, 2500 Jefferson Street, Muskegon Heights, 49444

Notification Preferences

- **Sign Up for Email Notifications**: Jeanette.rose@mailinator.com
- **Notification Type**
  - Referrals
  - Urgent Need Updates

Update Password and Security Questions

You can change your password or security questions through MI2Login. Your password and security questions will be updated for any State of Michigan account.

- **Change Password**
- **Change Security Questions**

- **Date Joined**: 12/15/2017
- **Date Trained**: 07/15/2018

Figure 22. Partner Account Edit

Updated: 10/15/2018