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APPENDIX 3

SCREENSHOTS:3

Application for Benefits (AFB)

Figure	Update
1	AFB. Updates to household details page text.
2	AFB. State Emergency Relief (SER) enhanced “bill help” description to help understand how to enter the correct bill amounts.
3 – 5	AFB. SER enhancements to questions so it is clearer who the questions are referring to in the household.
6	AFB. Enhanced SER program description including heat, electricity, and other emergency situations.
7	AFB. Address verification enhancement so user will not think they are receiving an error message.

Renew Benefits (RB) | Report Changes (RC)

Figure	Update
8	RB. Updates to household details help text.
9	RC. Add option only if account does not have reported income and/or employment.

Referrals

Figure	Update
10	Referrals. A user will not see another option to send a WIC referral when a WIC referral was already sent in the last 7 days to avoid duplicate referrals.

Client Dashboard

Figure	Update
11	Client Dashboard. “Edit Navigators” link added to the main dashboard for easy access to change or update navigator permissions.

Explore Resources

Figure	Update
12	Explore Resources. A user will see a simplified search process on the Explore Resources page to help understand what to enter.
13	Explore Resources. Enhancement to location map when hovering over a location to see the organization information.

Frequently Asked Questions (FAQ)

Figure	Update
NA	FAQ. New topics added to the Help Page FAQ questions and answers.
14	FAQ. Need Help? Added to the Feedback Page. Technical assistance directs to the MI Bridges Help Desk, to speak to a case worker, or a search link is provided to the MDHHS local office locator.

Upload Documents

Figure	Update
NA	Upload Documents. “Other” document type option added in the drop-down selection.
15	Upload Documents. Enhanced error message when attempting to upload an invalid size document.

Community Partners (CP)

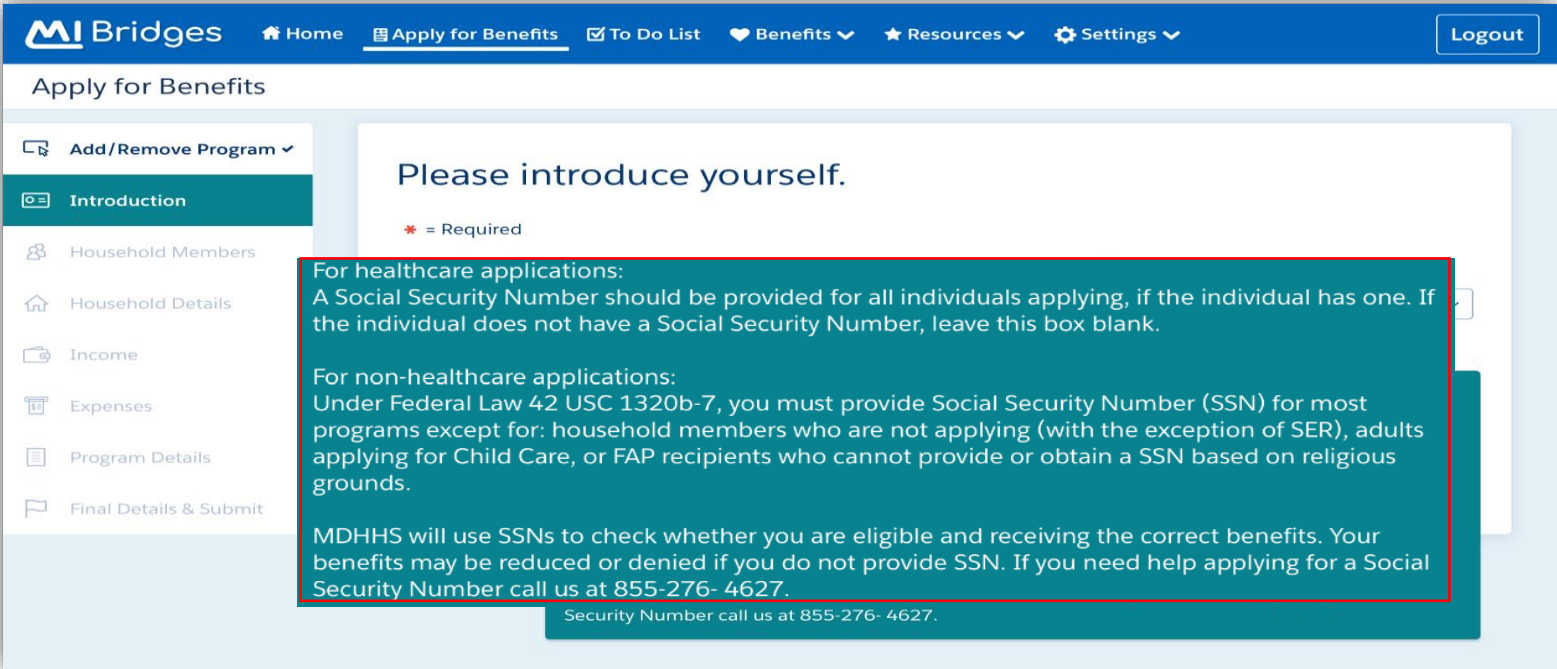
Figure	Update
NA	CP. “Not a Michigan County” added to the county dropdown so non-Michigan community partners can be listed in MI Bridges.

Michigan Online Reporting System (MORS)

Figure	Update
16	MORS. Alert to users only need to create one complaint via phone calls or online.
17	MORS. Message to contact Centralized Intake by phone if MI Bridges is down for maintenance.

Appendix

Screenshots:



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

Apply for Benefits

Add/Remove Program Introduction Household Members Household Details Income Expenses Program Details Final Details & Submit

Please introduce yourself.

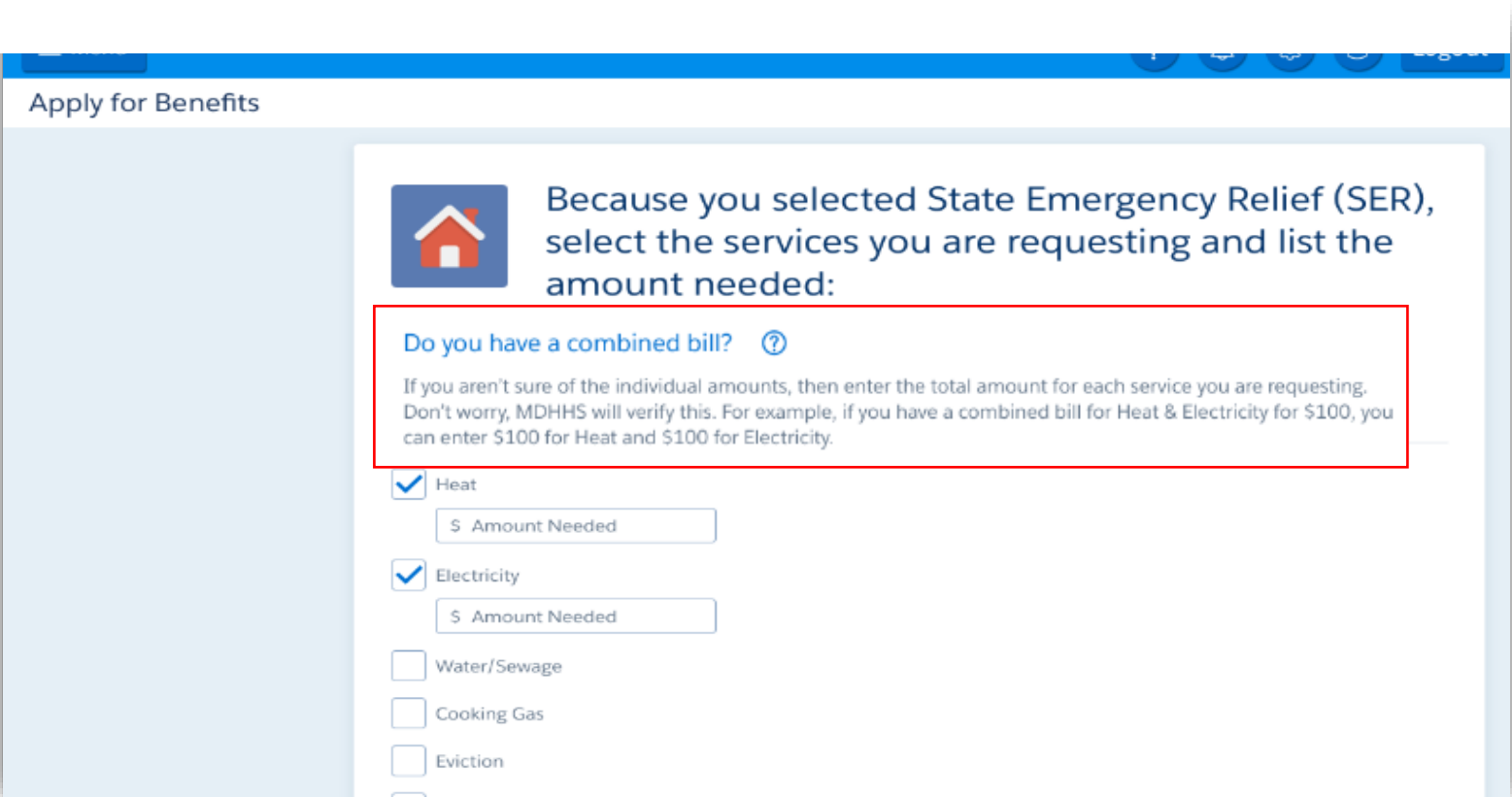
* = Required

For healthcare applications:
A Social Security Number should be provided for all individuals applying, if the individual has one. If the individual does not have a Social Security Number, leave this box blank.

For non-healthcare applications:
Under Federal Law 42 USC 1320b-7, you must provide Social Security Number (SSN) for most programs except for: household members who are not applying (with the exception of SER), adults applying for Child Care, or FAP recipients who cannot provide or obtain a SSN based on religious grounds.

MDHHS will use SSNs to check whether you are eligible and receiving the correct benefits. Your benefits may be reduced or denied if you do not provide SSN. If you need help applying for a Social Security Number call us at 855-276- 4627.

Figure 1: AFB



Apply for Benefits

Because you selected State Emergency Relief (SER), select the services you are requesting and list the amount needed:

Do you have a combined bill?

If you aren't sure of the individual amounts, then enter the total amount for each service you are requesting. Don't worry, MDHHS will verify this. For example, if you have a combined bill for Heat & Electricity for \$100, you can enter \$100 for Heat and \$100 for Electricity.

☒ Heat \$ Amount Needed

☒ Electricity \$ Amount Needed

☐ Water/Sewage

☐ Cooking Gas

☐ Eviction

Figure 2: AFB

MI Bridges

[Home](#) [Apply for Benefits](#) [To Do List](#) [Benefits](#) [Resources](#) [Settings](#)

Logout

Apply for Benefits

Add/Remove Program

Introduction

Household Members

Assets

Income

Expenses

Program Details

Final Details & Submit

Please introduce yourself.

We will ask for details about the deceased later in the application.

* = Required

First Name*

Middle Name

Last Name*

Suffix

Date of Birth*

Social Security Number

MM/DD/YYYY

SSN is only required for applicants.

Back

Continue

Figure 3: AFB

MI Bridges

[Home](#) [Apply for Benefits](#) [To Do List](#) [Benefits](#) [Resources](#) [Settings](#)

Logout

Apply for Benefits

Add/Remove Program

Introduction

Household Members

Assets

Income

Expenses

Program Details

Final Details & Submit

Who's included in your household?

This includes everyone who lives in your home, even if they are not there all the time. Please do not include the deceased.

NAME

DATE OF BIRTH

Tamara Davis

06/13/1976 (41)

Edit

+ Add New Member

Back

Continue

Figure 4: AFB

MI Bridges

Home

Apply for Benefits

To Do List

Benefits

Resources

Settings

Logout

Apply for Benefits

Add/Remove Program

Introduction

Household Members

Assets

Income

Expenses

Program Details

Final Details & Submit

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 over the last 6 months.

Please do not include the deceased in your household.

Number of People in Home

Has this changed over the last 6 months?

Yes

No

Total Monthly Income (Before Tax)

Figure 5: AFB

Menu

MI Bridges

?

Tamara Davis

Apply for Benefits

What programs is 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 for heat, electricity, and other emergency situations.

Learn More

Start Application

Figure 6: AFB

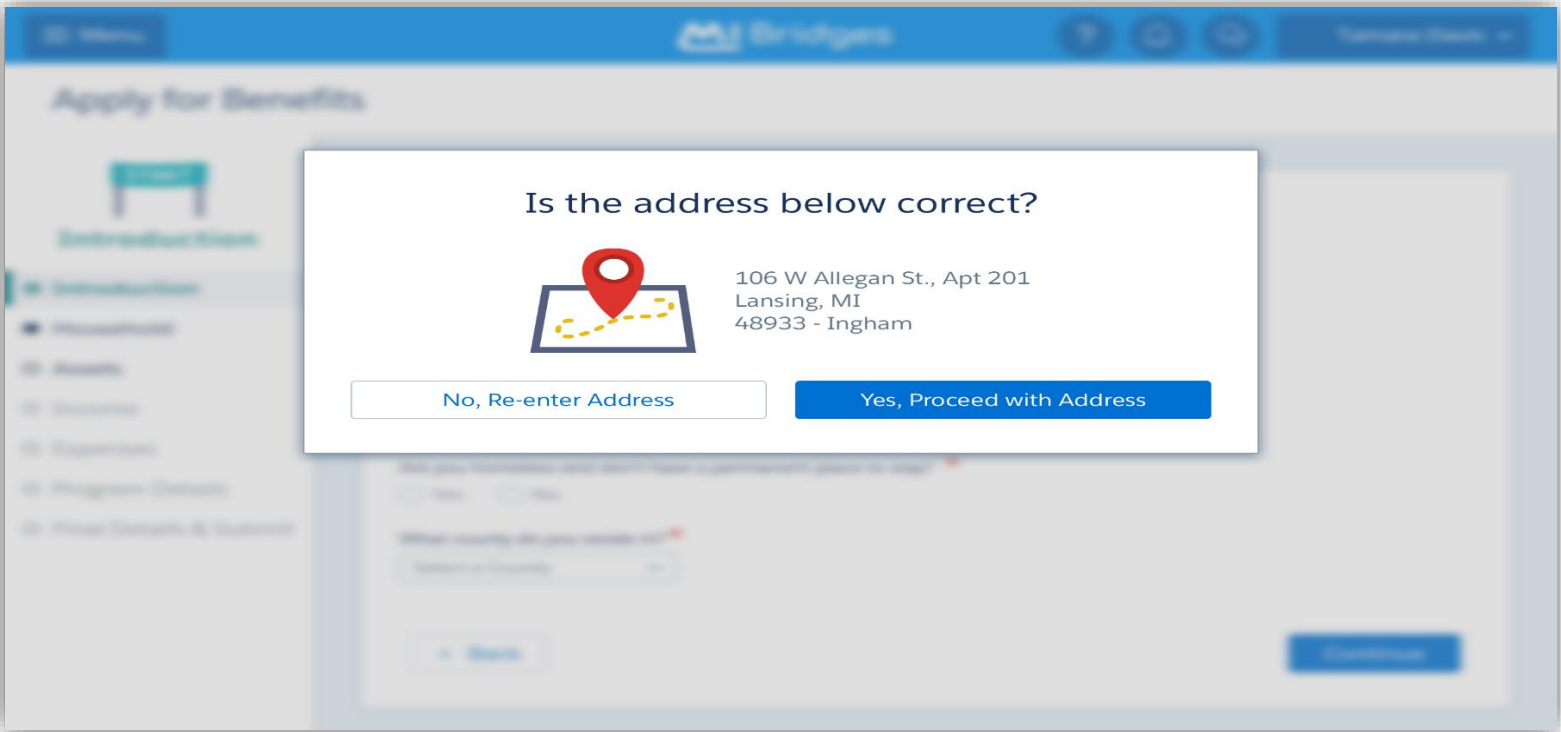


Figure 7: AFB

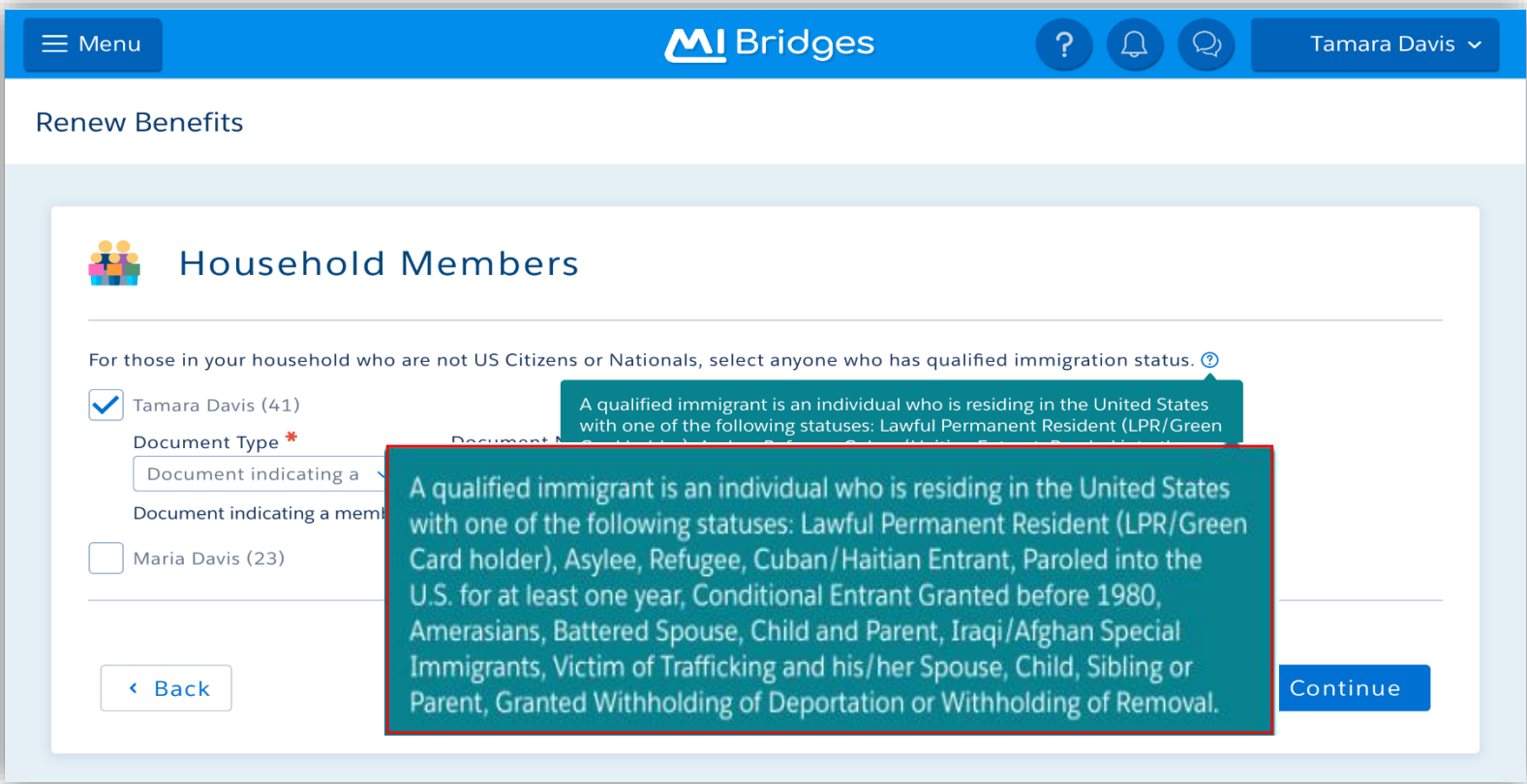


Figure 8: RB

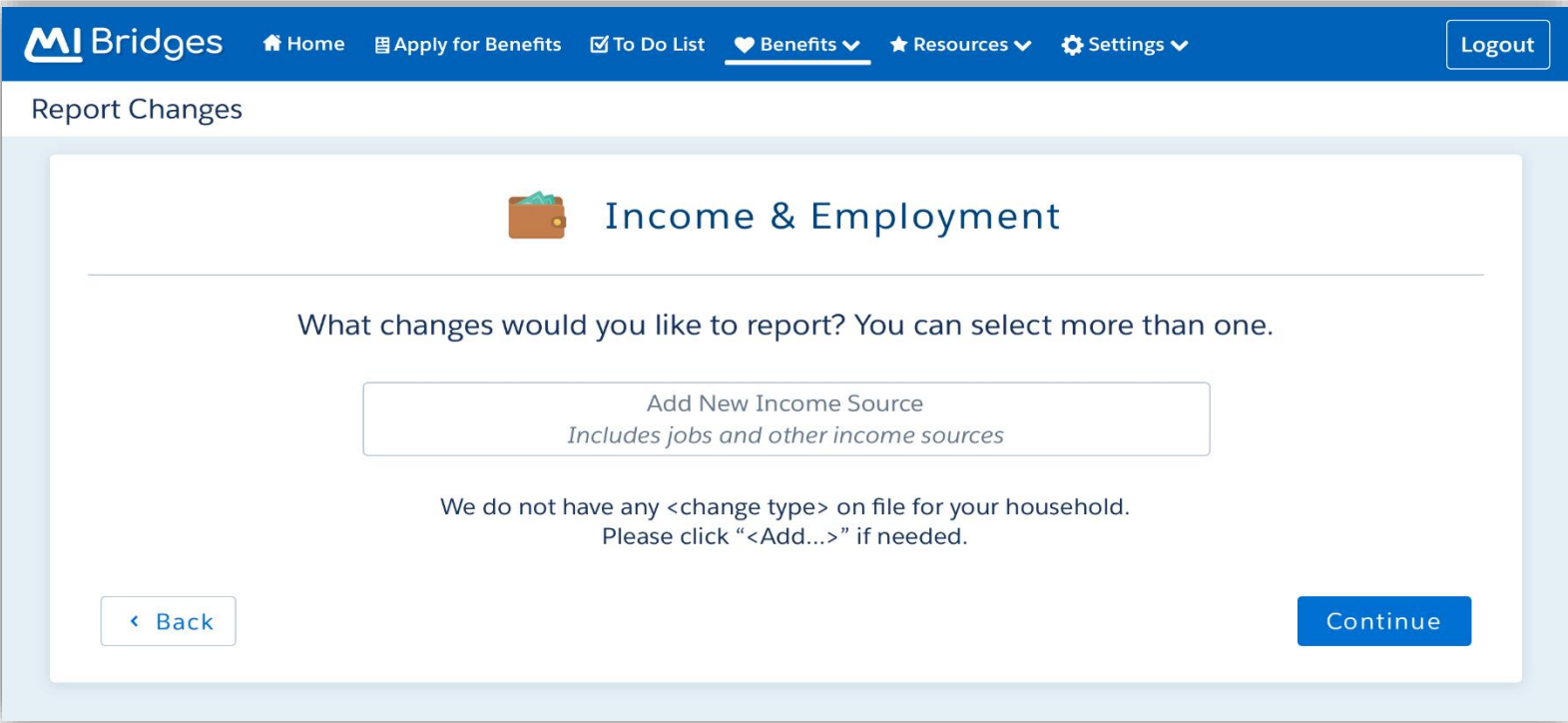


Figure 9: RC

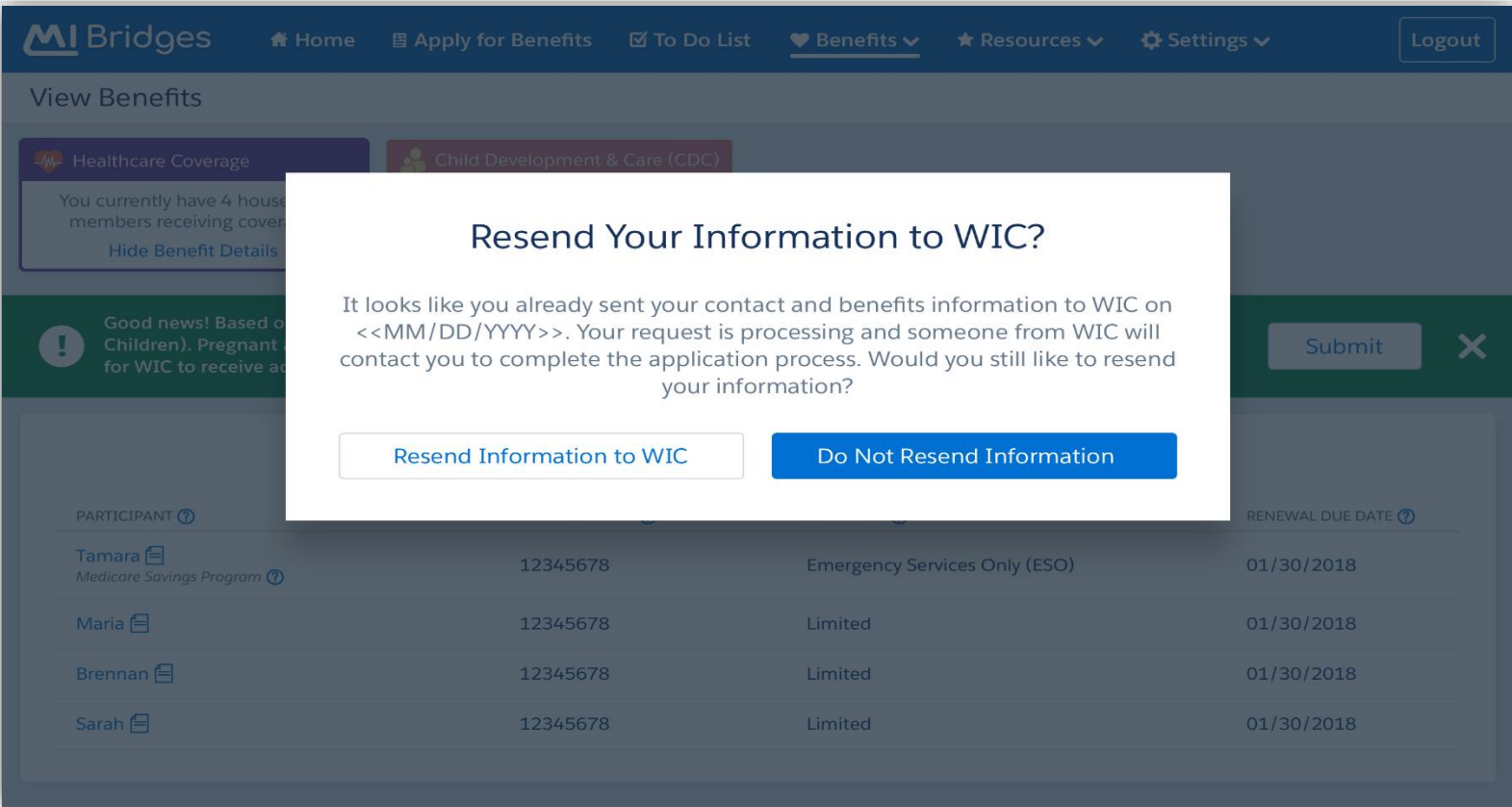


Figure 10: Referrals

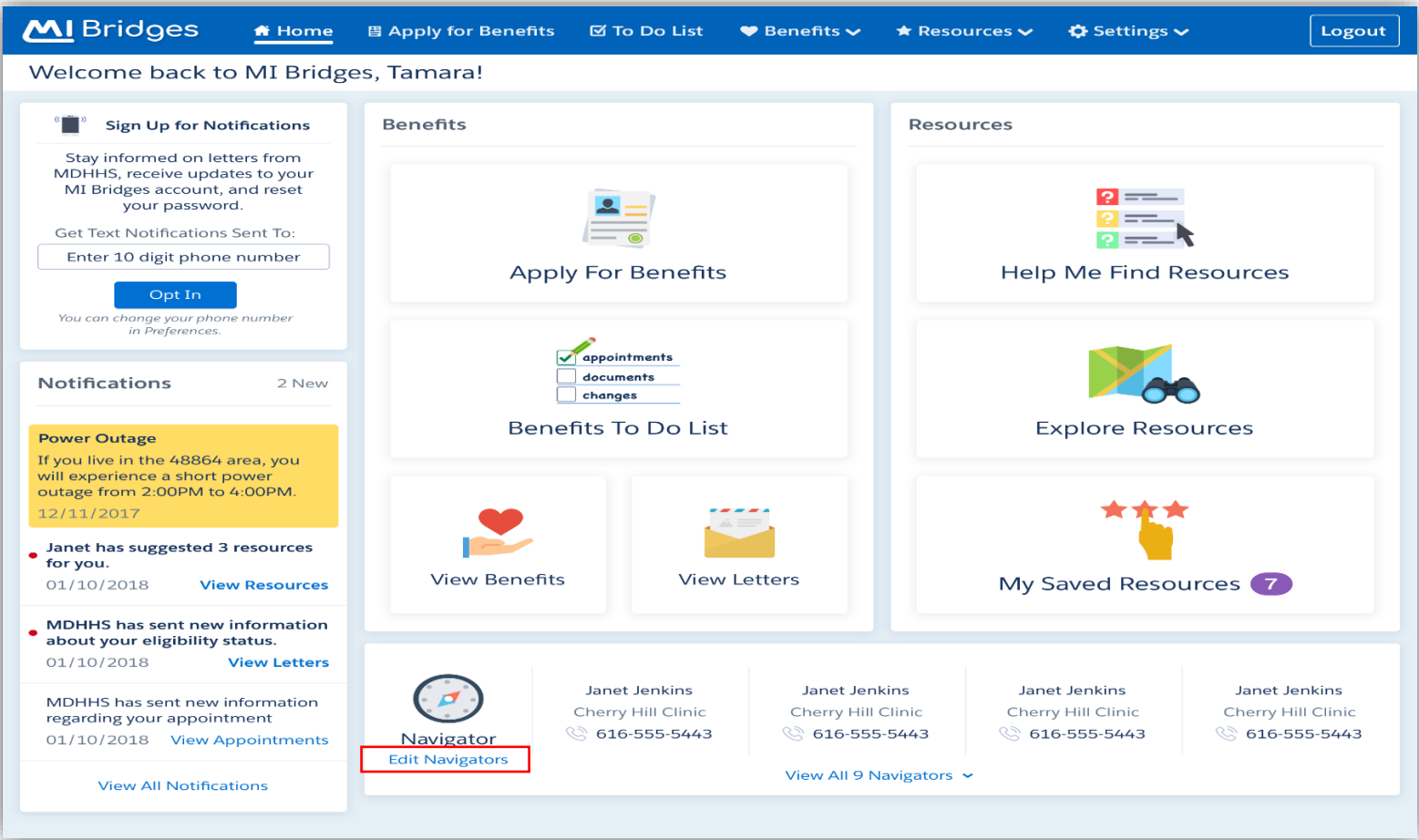


Figure 11: Client Dashboard

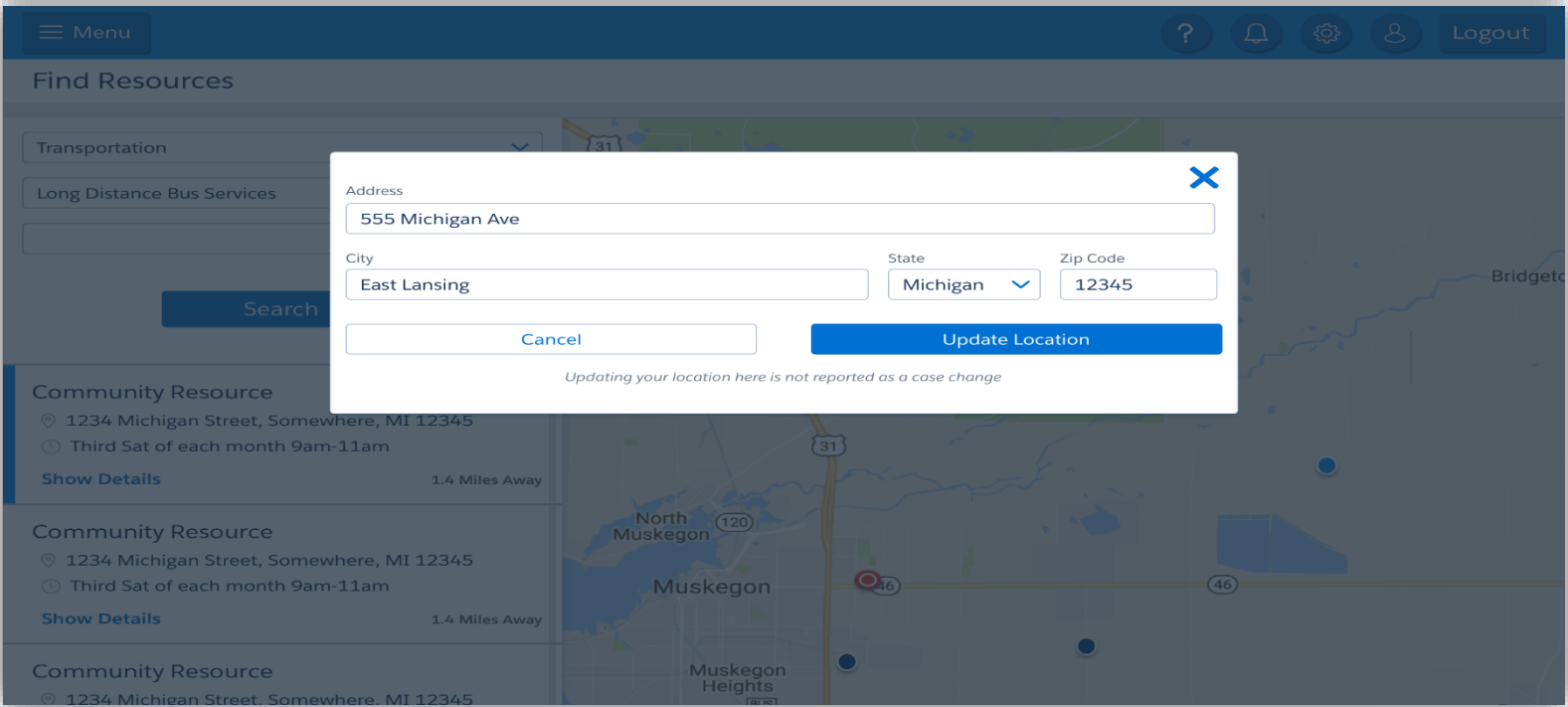


Figure 12: Explore Resources

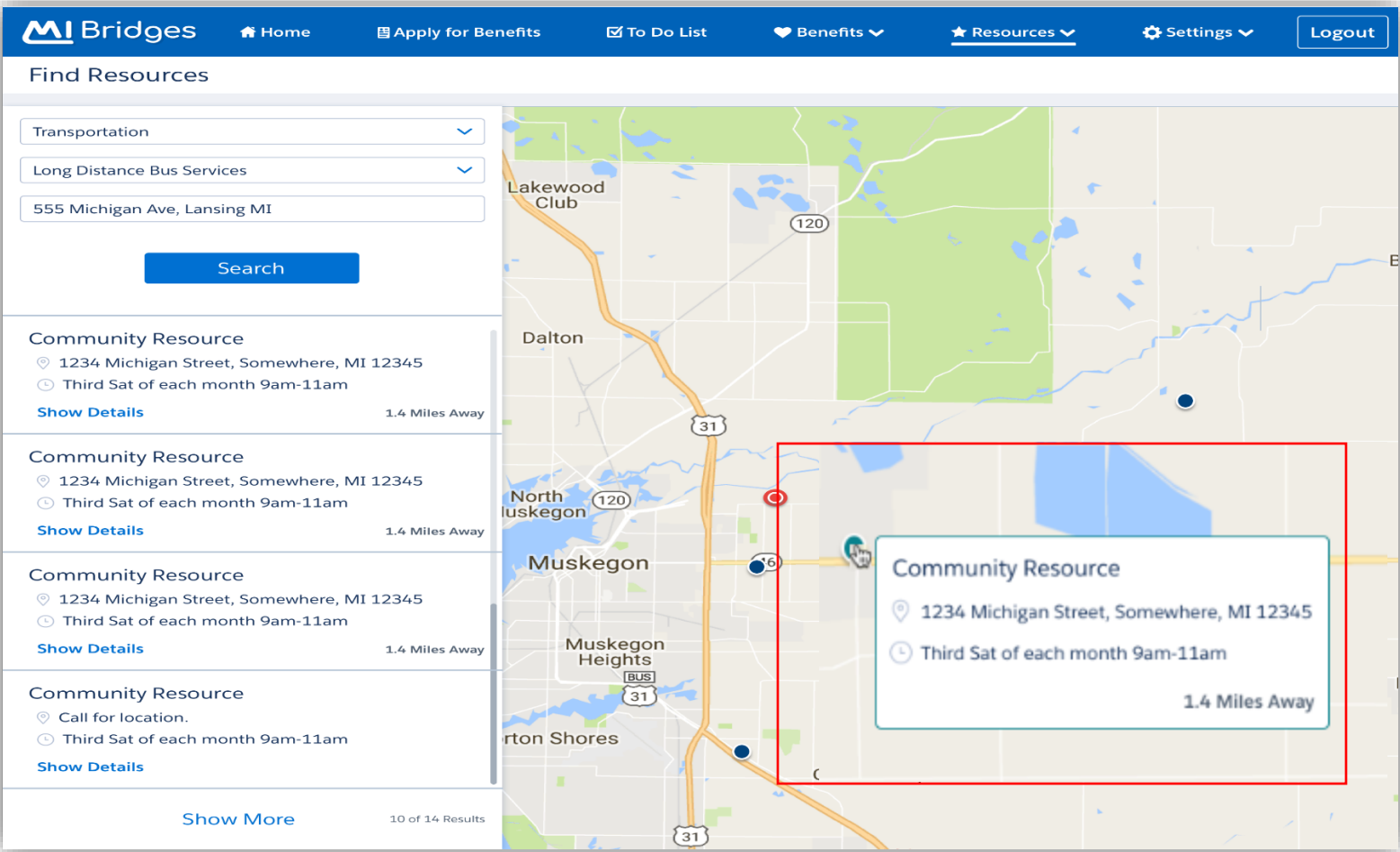


Figure 13: Explore Resources

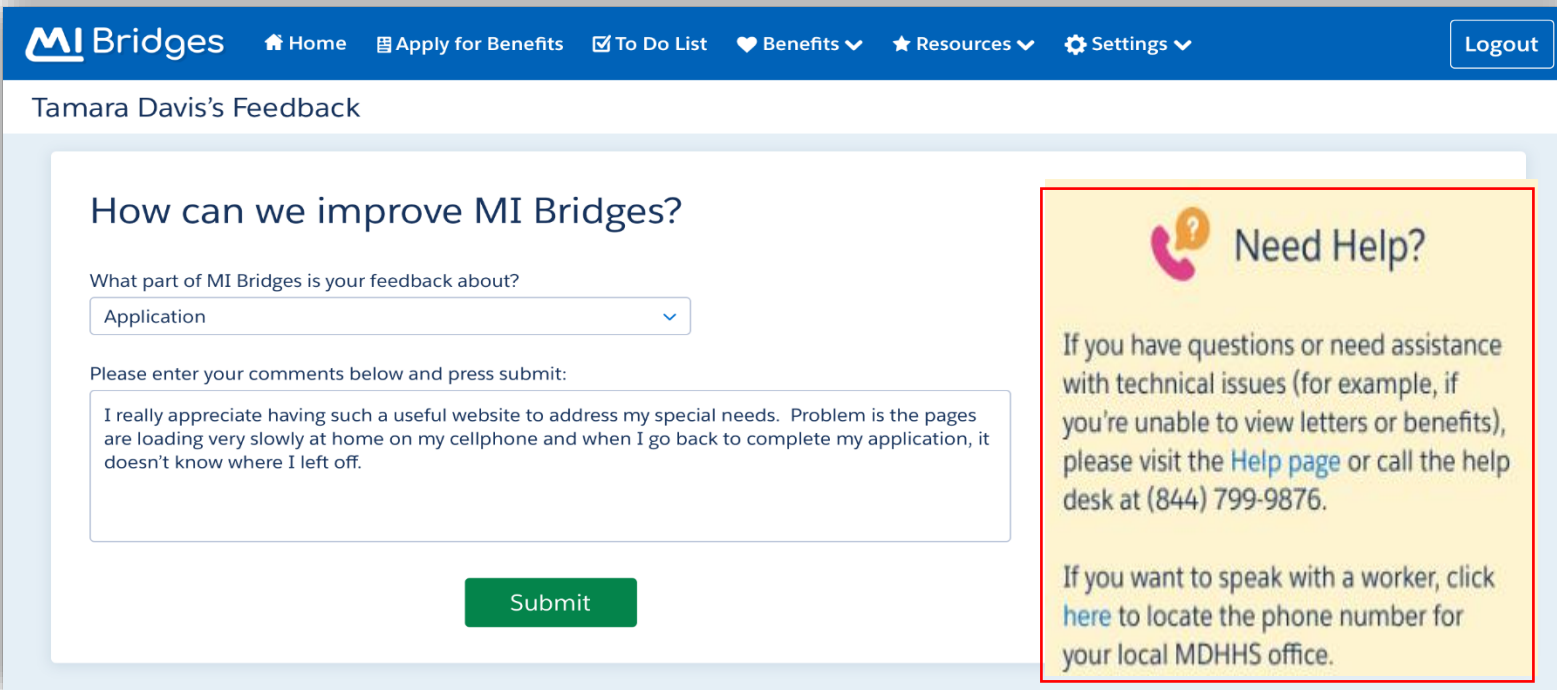


Figure 14: FAQ

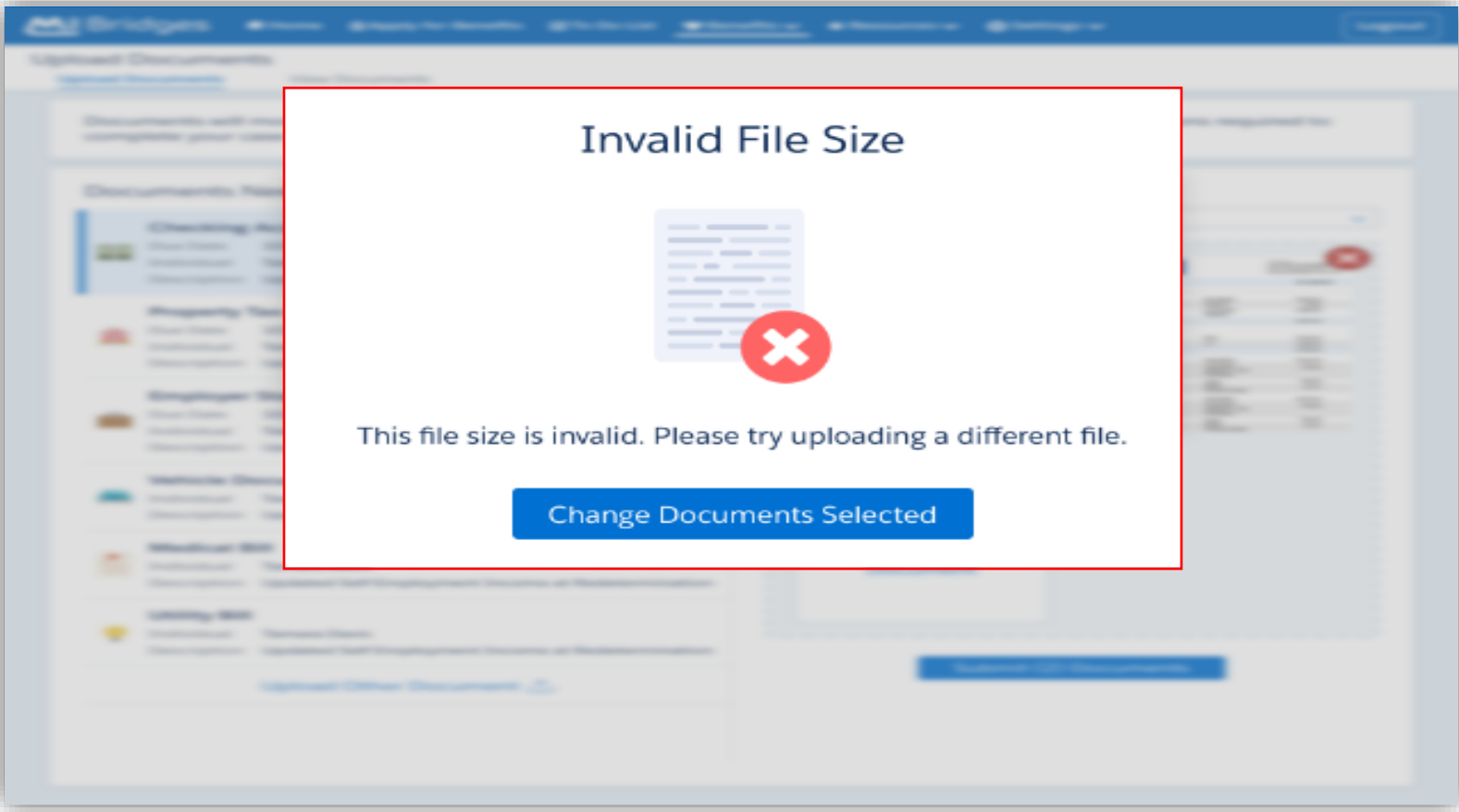


Figure 15: Upload Documents

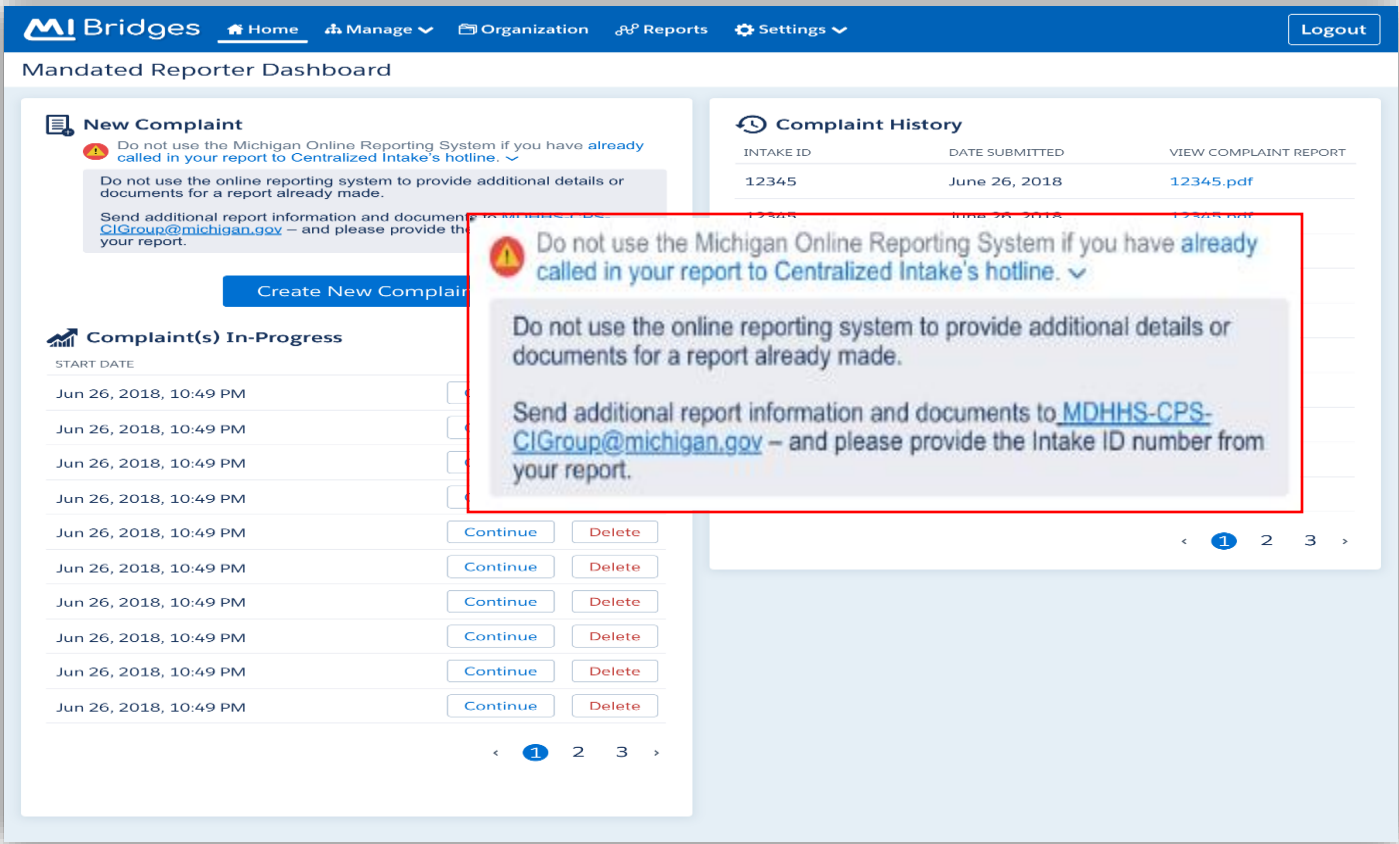


Figure 16: MORS



MI Bridges is down for maintenance.



If you have questions about your case or need additional assistance, you can contact the help desk Monday-Friday 8:00 AM-7:00 PM at (844) 799-9876.

If you are a mandated reporter who suspects child abuse or neglect, you can still report your complaint at any time day or night via phone at (855) 444-3911.

Figure 17: MORS