

Staff Member	Winning Idea/Submission	Location
<b>Deborah Bach-Stante,</b> Manager, Office of Nursing Programs	<ol style="list-style-type: none"> <li>1. Revise MDHHS webpage, literature and forms to indicate, in the appropriate languages, that materials are available in those languages.</li> <li>2. Have closed-captioned ASL videos available to accompany forms available in languages other than English to:               <ul style="list-style-type: none"> <li>• Explain how and where to access an interpreter, ASL video or</li> <li>• Explain other means for deaf and hard of hearing individuals to receive assistance in completing the form.</li> </ul> </li> </ol>	Central Office
<b>Jonathan Bair,</b> Provider Consultant	Remove non-federal requirements (specifically asset requirements).	Central Office
<b>Jennifer Bellini,</b> Eligibility Specialist Worker	<ol style="list-style-type: none"> <li>1. Clearly state on the first page of the FAP and SER applications that a worker will be calling them, a working phone number will be needed, and that we need to speak with them before we can certify any food benefits.</li> <li>2. Update the FAP and SER applications to include a statement regarding the importance of a) the applicant's phone number and b) the phone interview prior to certification of the application.</li> <li>3. Update the Verification Checklist to make it easier to read. Use plain language and make it basic.</li> </ol>	Ingham County
<b>Julie Booms,</b> Family Independence Manager	Allow workers to request Consolidated Inquiries (CIs) from within Data Collection as with State Online Queries.	Huron County
<b>Glenda Brintnell,</b> Eligibility Specialist	Have a button that pulls and automatically stores all Consolidated Inquiry's or State Online Queries for all members listed as in the household. It could read "store all".	Wexford County
<b>Deaondra Broaden,</b> Eligibility Specialist	Develop an alert system that will alert/warn clients who attempt to reapply for benefits when their case is still being processed and/or pending.	Macomb County

<b>Michele Brown,</b> Family Independence Specialist P2P	Create an interface between the newly created Interview Guide that is completed at application and the Case Comments section that is updated and viewed during all case actions.	Oakland County
<b>Sheryl Dykstra,</b> Family Independence Specialist	Open the SDA based on the 54-A or E. Require that the MD (or Psychiatrist) signs it and explains how the diagnosis prevents the client from participating in training, jobs, community service.	Barry County
<b>Matthew Goff,</b> Assistance Payments Worker	Enhance the Bridges EDG pending report by adding a column showing the due date for the Verification Checklist (VCL) on this report in addition to the Standard of Promptness (SOP).	Ingham County
<b>Brian Hines,</b> Assistance Payment Worker	Update Bridges functionality so that Consolidated Inquiries and State Online Queries can be requested and stored in the ECF from the Individual Household page for the entire household.	Kent County
<b>Stacy Kiger,</b> Eligibility Specialist	Make a couple of computers with printers available in each office for clients to print off items as needed.	Genesee County
<b>Jennifer Koss,</b> Assistance Payment Worker	Allow documents to print to .PDF and then save them to a shared drive that the local RSS (scanning personnel at local level) staff has access to.	Berrien County
<b>Angela LaLonde,</b> Registration Support Staff/General Office Assistant	Implement Live Chat on the MiBridges website for quick responses/resolutions to applicant/client issues.	Iosco County
<b>Kris Lamblin,</b> Adult Services Worker	Allow a face-to-face visit with a client, temporarily in a hospital or nursing facility when their six-month review is due, to count as an approved face-to-face interview to keep the case open and not have a missed Standard of Promptness.	Arenac County
<b>Emily Luther,</b> Family Independence Manager	Add an option to pay over the phone to the existing MiChild toll-free line would be a cost-effective measure for clients.	Macomb County

<p><b>Keegan Malone,</b> Prosecutive Attorney Liaison</p> <p><b>Erica Stoll,</b> Locate Technician Lead</p> <p><b>Ellen Wood,</b> Paternity Establishment Liaison</p>	<p>Give child welfare and foster care workers direct access to the Central Paternity Registry/Birth Registry System.</p>	<p>Central Office</p>
<p><b>Lacy Miller,</b> Lead Worker</p>	<p>Automatically renew benefits until redetermination when a semi-annual is submitted and no changes have been reported.</p>	<p>Clinton County</p>
<p><b>Colleen O'Boyle,</b> Assistance Payment Worker</p>	<p>Improve the re-determination packet so that the program and re-determination date of each household member is listed.</p>	<p>Saginaw County</p>
<p><b>Andrea Pertile,</b> Assistance Payment Worker</p>	<p>Prevent the deletion and re-entering of the applicant's employment record if the pay frequency is entered incorrectly.</p>	<p>Oakland County</p>
<p><b>Brenda Prentice,</b> Eligibility Specialist</p>	<p>Stop considering vehicles for FAP eligibility.</p>	<p>Lake County</p>
<p><b>Dannial Rogers,</b> Eligibility Specialist</p>	<p>Have a shared cell phone for staff or "text to email" software that each worker can use. This would allow workers to text clients when they do not have phone service on their cell.</p>	<p>Newaygo County</p>
<p><b>Melanie Sanford,</b> Deputy Director</p> <p><b>Benjamin Gulker,</b> Grant Manager</p> <p><b>Maddy Kamalay,</b> Weatherization Specialist</p> <p><b>Kris Schoenow,</b> Executive Director</p> <p><b>September Ward,</b> Weatherization Specialist</p>	<p>Increase the asset limits set in ERM 205 to a more reasonable amount, such as \$5,000.</p>	<p>Central Office</p>

<b>Jacqueline Shankster,</b> Eligibility Specialist 8 Worker	Add an online Bridges Help Section that answers frequently asked questions or assist clients when something goes 'wrong'.	Mecosta County
<b>Karen Sheerin,</b> FIS/Case Manager	Create a pop-up when applicants check "CASH" on their applications (so clients are aware of PATH program commitments).	Calhoun County
<b>John Sherman-Jones,</b> Community Resource Coordinator	Require use of the DHS-5330 "Medical Transportation Verification" form for only special non-emergency Medical Transportation request needs instead of requiring this form be completed for all non-emergency medical transportation.	Alger County
<b>Elizabeth Welke,</b> Family Independence Manager	Remove the asset test requirement for any client/group whose income is less than \$1000.00/month for all program benefits.	Branch County
<b>Cy Young,</b> E&T Coordinator	<ol style="list-style-type: none"> <li>1. Generate PATH referral's for clients coming off deferral the last weekend of the month that their deferral ends, so that it generates for the first week of the following month.</li> <li>2. Allow clients to designate that they want to receive email/text communication from MDHHS when they create their MiBridges account.</li> </ol>	Jackson County
<b>Shirley Young,</b> Family Independence Specialist	Fix the liquid asset page so that it holds if there is a \$0 balance.	Schoolcraft County