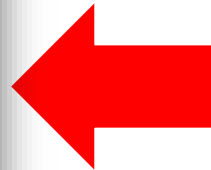
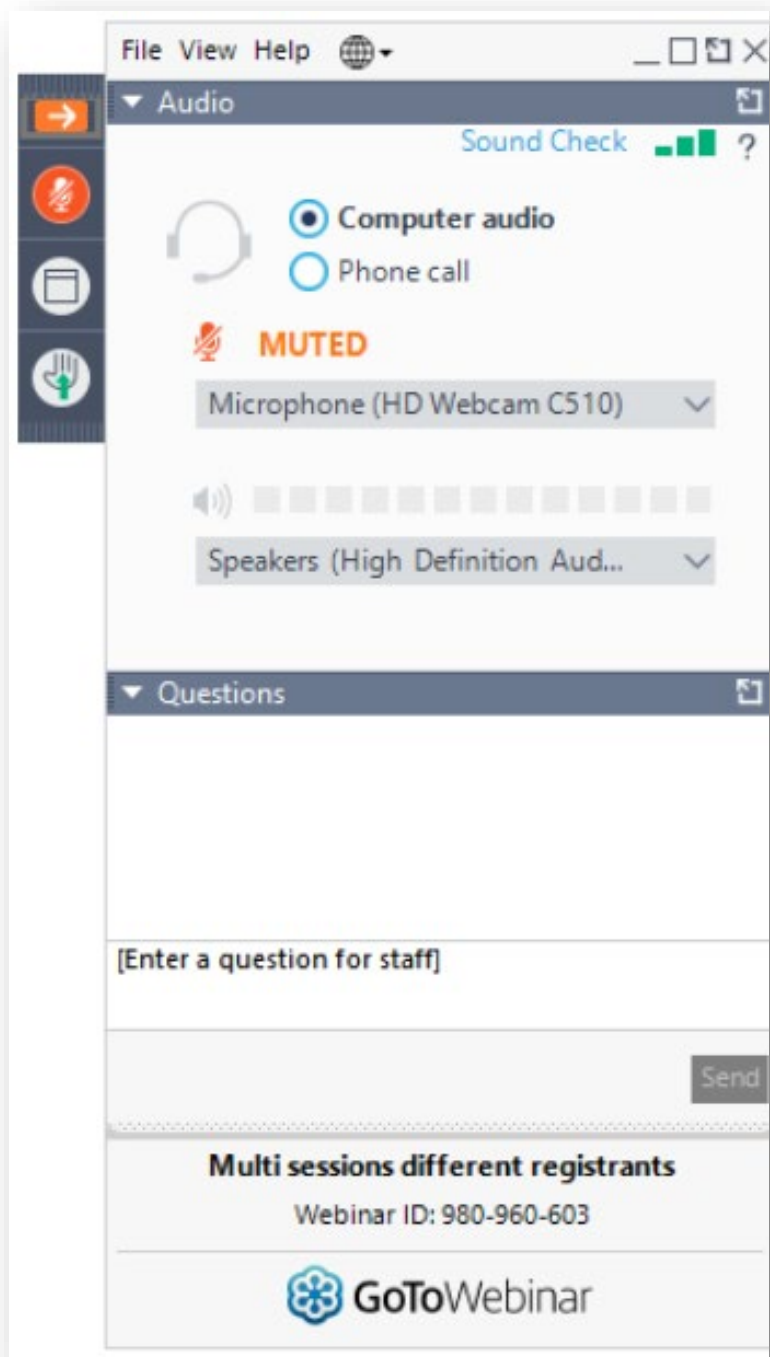




Navigation Partner Updates





Where you can make comments and ask questions

Agenda

- Welcome and Introduction
- Review of Community Partner Roles
- Demo of Upcoming Enhancements
- Utilization Data
- Community Partner Resources
- Q&A



Community Partners are an essential part of the success of MI Bridges.

There are 3 options for partners to engage with MDHHS and Michigan residents – they can choose to serve as in multiple partner roles!

Navigation Partner



An agency that agrees to promote MI Bridges by displaying promotional materials and providing one-on-one assistance to MI Bridges users. The assistance provided may vary from simply answering user questions to helping them complete a needs survey, finding local resources, or applying online for a MDHHS benefit program.

Referral Partner



An agency that agrees to receive referrals sent from clients using MI Bridges. When a client would like to use a resource offered by a Referral Partner, the partner organization receives an electronic referral on their MI Bridges dashboard and can contact the client to provide services.

Access Partner



An agency that agrees to promote MI Bridges by displaying promotional materials and providing a computer(s), tablet(s) or mobile device(s) for individuals to use MI Bridges.

Demo



Helping you every step of the way.

Hi <CP First Name>!

<First Name Last Name> has indicated that you will be working in MI Bridges on behalf of <Organization Name>. Start by setting up your Community Partner account.

Set Up Account

Welcome to the MI Bridges Community Partner team! If you have questions, please reach out to Anne Li at anneli@salvationarmy.org.

Thanks,
MI Bridges Team

- Updated email notification language to new users to create their account
- The email lists the name of the individual who added the new user and the LPOC's contact information



Helping you every step of the way.

Hi <CP First Name>!

You were marked as trained to <permission> on MM/DD/YYYY.



Login

Now you can [log into your MI Bridges](#) account to access the full Provide Navigation functionality.



Check your Dashboard

Check “Action Needed” on your MI Bridges dashboard to see if you need any further training.

Thanks,
MI Bridges Team

- Updated email notification language to users once they’ve been marked as trained
- **Note:** Confirming training completion is a manual process by MDHHS and there may be a delay in between training and access to functionality

Janet's Thompson's Dashboard

CP ID 403-2319

My Community Partner Access

 **Action Needed**

Before you can see and work with client info, you are required to do the following:

1 Attend Online Training for Navigation Partner (2 Hours)

Sign up for a Navigation Partner training session [here](#).

2 Wait for Email(s) - Marked as Trained (1 Week)

You will receive a "Marked as Trained" email for each training you complete. Only at this point can you access that functionality in MI Bridges.

CP ID: 403-2319

Permissions: Provide Navigation *Training Required*

Lead Point of Anne Li

Contact: anneli@salvationarmy.org[View Profile](#)

Explore Resources

Community Partner
Tools & Resources

- New 'Action Needed' section on the dashboard for users who need to complete Navigation and/or Referral Partner training

My Community Partner Access

Action Needed

Before you can see and work with client info, you are required to do the following:

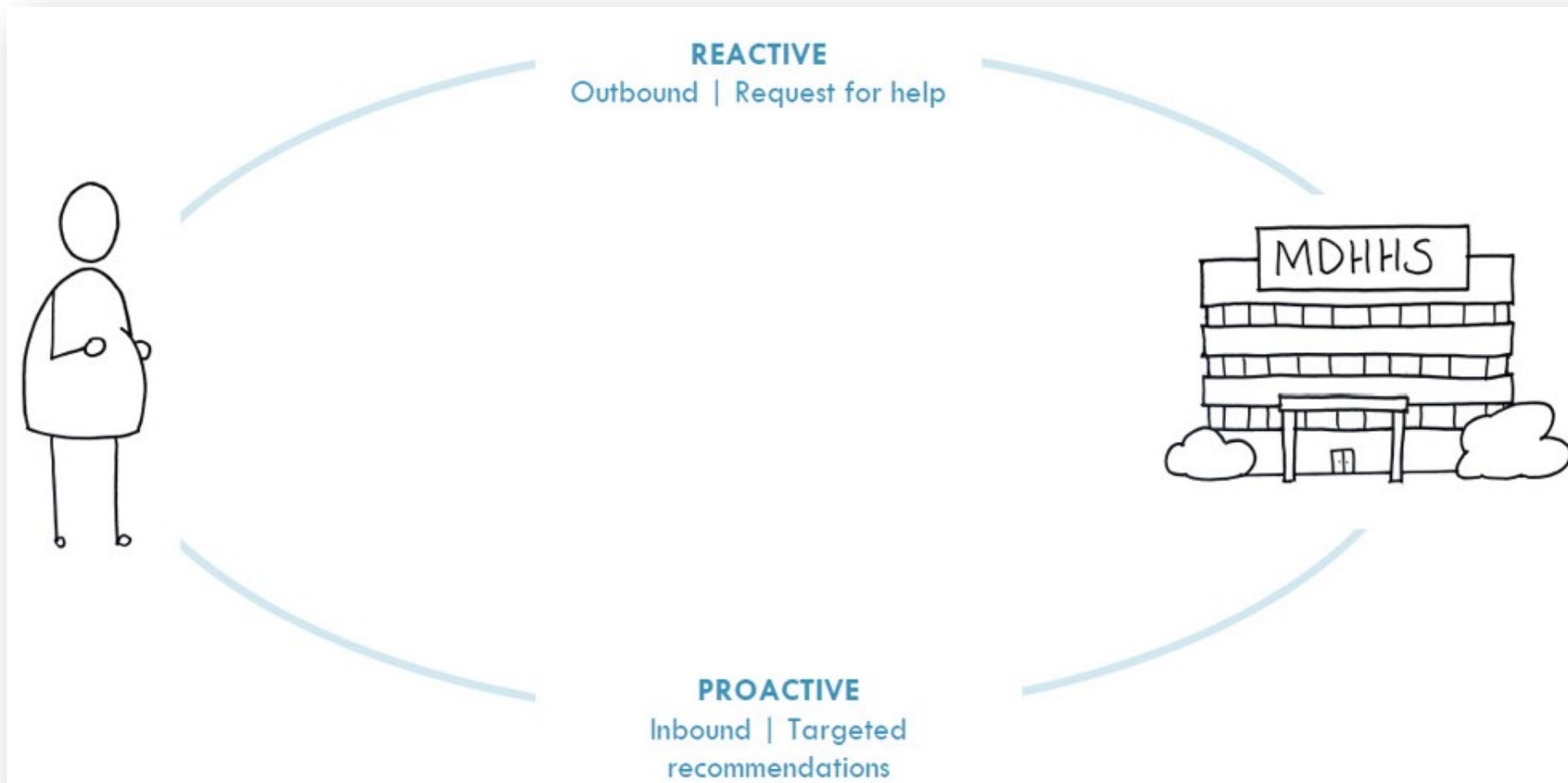
1 Attend Online Training for Navigation Partner (2 Hours)

Sign up for a Navigation Partner training session [here](#).

2 Wait for Email(s) - Marked as Trained (1 Week)

You will receive a “Marked as Trained” email for each training you complete. Only at this point can you access that functionality in MI Bridges.

- Training instructions customized based on the user’s training requirements (Navigation vs. Referral)



- Two new 'Proactive' referral types:
 - **Michigan Works! (LEO)**
 - **Area Agencies on Aging (AAA)**

Apply For Benefits

Application Submitted

Tracking Number: T00123456789

Application Submitted

You can [view your submitted application here](#) or access it later. If you need more information on the application, [view the info booklet](#).

Pending = MDHHS will contact you for more information

INDIVIDUAL	TYPE OF COVERAGE	STATUS
Tamara	Healthcare Coverage	Pending

Send Referrals

Employment and Training

Based on your application information, you may be able to receive additional assistance with finding a job, finding a new job to improve your income, or furthering your education and training. Click 'Send' to reach out to an organization that can help.

Send

Go to Benefits To Do List

To help process your application faster, visit the Benefits To Do List where you can view a list of your next steps.

View To Do List

- New ***optional*** post-application referral recommendation for employment assistance through a local Michigan Works! agency
- Referrals are recommended when users submit an application and indicate they:
 - Recently lost their job

AND/OR

- Are currently receiving unemployment assistance



Send Referrals

Employment and Training

Based on your application information, you may be able to receive additional assistance with finding a job, finding a new job to improve your income, or furthering your education and training. Click 'Send' to reach out to an organization that can help.

[Send](#)

- Referral **are recommended** for applications for Healthcare, Child Development & Care (CDC), and State Emergency Relief (SER)
- Referrals **are not recommended** for Food Assistance (FAP) or Cash Assistance applications (due to existing program referrals/connections to Michigan Works! agencies)

MI Bridges

Menu ? [bell icon] [gear icon] [user icon] Logout

Apply for Benefits

Application

You can [view the info](#)

INDIVIDUAL

Tamara

Send Referral

Energy Select

Based on your selection, click "Send" to find the best agency for you.

WIC (Women, Infants, & Children)

Good news! You've been selected for WIC. (Women, Infants, & Children) under the age of 5.

Go to Benefits To-Do List

To help process your application faster, visit the Benefits To-Do List where you can view a list of your next steps.

[View To-Do List](#)

Choose an Organization

☐ Branch County Service Center

210 Vista Drive, Coldwater MI 49036

☐ Calhoun County Service Center

200 Van Buren St, Battle Creek MI 49017

☐ Kalamazoo County Service Center

1601 S. Burdick St, Kalamazoo MI 49001

☐ St. Joseph County Service Center

16587 Enterprise Dr., Albion MI 49093

☐ Albion P.A.T.H. Office

101 S. Superior St, Albion MI 49224

Search By

Organization Name

Organization Name

Search

Cancel

Continue

- Users will be shown Michigan Works! agencies in their area who are registered as Community Partners and are currently accepting referrals
- Users can also manually search for a Michigan Works! agencies via name or CP-ID

Assign Referrals

Unassigned 4

Assigned 0

Assign (0)

Filter by Location

Select location

Search by Name

Search...

ASSIGN	DATE OF REFERRAL ⇅	NAME	LOCATION	REFERRAL TOPIC ⇅	REFERRAL NEED ⇅
<input type="checkbox"/>	10/16/2020	Palmer, Bobby	3729 W Chicago, Detroit	Applicant Self-Referral	Employment and Training: Lost/reduced employment in the last 30 days
<input type="checkbox"/>	10/16/2020	Palmer, Bobby	3729 W Chicago, Detroit	Applicant Self-Referral	Employment and Training: Lost/reduced employment in the last 30 days
<input type="checkbox"/>	10/16/2020	Palmer, Bobby	3729 W Chicago, Detroit	Applicant Self-Referral	Employment and Training: Currently collecting unemployment
<input type="checkbox"/>	10/16/2020	Palmer, Bobby	3729 W Chicago, Detroit	Applicant Self-Referral	Employment and Training: Currently collecting unemployment and Lost/Reduced

- Referral topic will display as **‘Applicant Self Referral’**
- Referral need as **‘Employment and Training: Lost/reduced employment in the last 30 days’** or **‘Employment and Training: Currently collecting unemployment’**

Apply For Benefits

Application Submitted

Tracking Number: T00123456789

Application Submitted

You can [view your submitted application here](#) or access it later. If you need more information on the application, [view the info booklet](#).

Pending = MDHHS will contact you for more information

INDIVIDUAL

TYPE OF COVERAGE

STATUS

Tamara

Healthcare Coverage

Pending

Send Referrals

Area Agency on Aging (AAA) - Lisa Davis

Based on your application information, they may be able to receive additional assistance with nutrition support, home-delivered meals, transportation, in-home care and more from the Area Agency on Aging. Click 'Send' to reach out to an organization that can help.

Send

Go to Benefits To Do List

To help process your application faster, visit the Benefits To Do List where you can view a list of your next steps.

View To Do List

- New ***optional*** post-application referral recommendation for assistance through an Area Agency on Aging (AAA)
- Referrals are recommended when users submit an application with household member(s) age 60+
- Referrals are recommended for **all** program applications



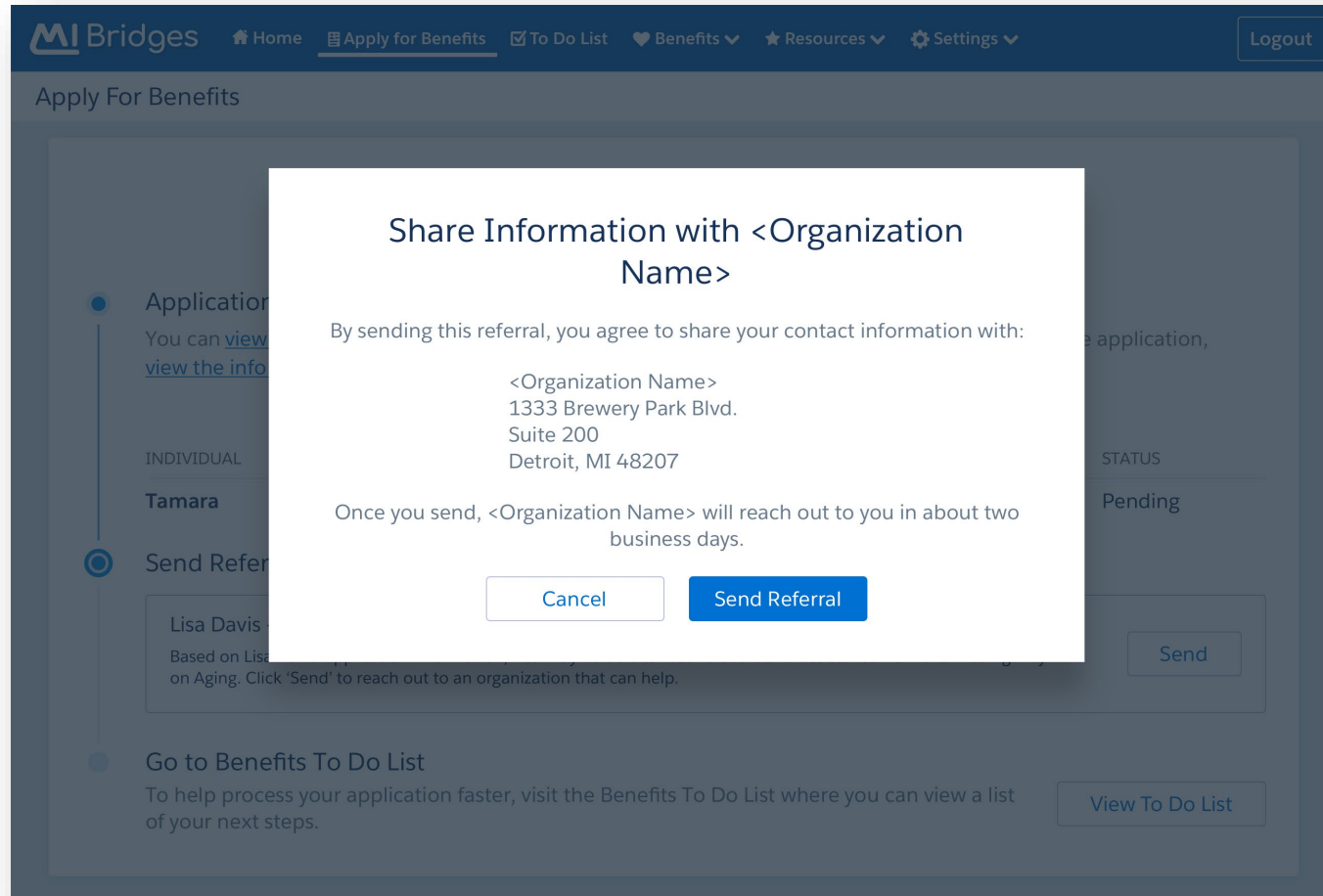
Send Referrals

Area Agency on Aging (AAA) - **Lisa Davis**

Based on your application information, they may be able to receive additional assistance with nutrition support, home-delivered meals, transportation, in-home care and more from the Area Agency on Aging. Click 'Send' to reach out to an organization that can help.

[Send](#)

- The name(s) of the household member(s) age 60+ will display on the referral



- Users will be shown the Area Agency on Aging (AAA) that serves their area
- If the AAA for their area is not registered as a Community Partner or currently accepting referrals, the referral recommendation option will not display
- Note: Since only one AAA serves each county/area, users will only be shown the AAA that serves their address

Assign Referrals

Unassigned 20

Assigned 20

Completed

+ Assign (0)

Filter by Location

Select location



Search by Name

Search...

ASSIGN	DATE OF REFERRAL	NAME	LOCATION	REFERRAL TOPIC	REFERRAL NEED
<input type="checkbox"/>	01/01/17	Davis, Tamara For Self (age 70)	300 Grand Tower Ave, East Lansing	Applicant Self-Referral	Benefits application submitted with household member(s) age 60+
<input type="checkbox"/>	01/01/17	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food	Get help with finding healthy food
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food

- Referral topic will display as **'Applicant Self Referral'**
- Referral need as 'Benefits application with household member(s) age 60+

My Saved Resources

Show Applicant Self-Referral



Applicant Self-Referral

Employment and Training: Currently collecting unemployment

Resource Name	Address	Contact Number	
<LEO Organization Name>	35731 West Michigan Avenue, Wayne, Wayne, MI, 48184	(513) 483-2833	

Employment and Training: Lost/reduced employment in the last 30 days

Resource Name	Address	Contact Number	
<LEO Organization Name>	35731 West Michigan Avenue, Wayne, Wayne, MI, 48184	(513) 483-2833	

Employment and Training: Currently collecting unemployment and Lost/Reduced employment in the last 30 days

Resource Name	Address	Contact Number	
<LEO Organization Name>	35731 West Michigan Avenue, Wayne, Wayne, MI, 48184	(513) 483-2833	

Benefits application submitted with household member(s) age 60+

Resource Name	Address	Contact Number	
<AAA Organization Name>	35731 West Michigan Avenue, Wayne, Wayne, MI, 48184	(513) 483-2833	

- **Applicant Self-Referrals** will now display in the ‘**My Saved Resources**’ as a new Topic for these proactive referrals to Michigan Works! and AAAs
- Applicant Self-Referrals will also display to Navigators by viewing a client’s saved resources via the **Client Directory**
- Note: Same as current referrals, the date and status of Applicant Self-Referrals will also be available for Navigators to view in a client’s saved resources

Step 2: Select your preference for how we should contact you.

Notification Type		Text	Email
Letters from MDHHS	?	<input type="checkbox"/>	<input type="checkbox"/>
Resource Updates	?	<input type="checkbox"/>	<input type="checkbox"/>
Application Submission		<input type="checkbox"/>	<input type="checkbox"/>
Reminders		<input type="checkbox"/>	<input type="checkbox"/>
MDHHS Announcements	?	<input type="checkbox"/>	<input type="checkbox"/>

This includes important messages, updates, program recommendations, surveys, etc.

- New notification type added for users to receive outreach messages from MDHHS (examples: cross-enrollment campaigns, information about new programs/services from MDHHS, etc.)
- Existing users who are opted in to notifications will automatically be opted in to this new type. Users can opt out at any time.
- Note: This notification type does not include case-related notifications

A few other changes...

- The following question was removed from applications and renewals:
"Has anyone ever been convicted of a drug-related felony for conduct which occurred after August 22, 1996?"
- Starting in December, MILogin will require new resident users to use a unique email/phone number when registering a new account
 - During registration users will be asked to verify their email/phone number (if they enter them)
 - Email/phone number will still be optional for MI Bridges users
 - **Note:** This does not apply to MILogin Third Party users (at the moment)

Utilization

MI Bridges Utilization



2.64M Client Accounts



1.43M clients connected to MDHHS



5.5M Documents Uploaded

2.06M uploaded via Desktop

3.4M uploaded via Phone

69,000 uploaded via Tablet



Applications

440,000 CASH

2.01M FAP

752,000 SER

1.71M Healthcare

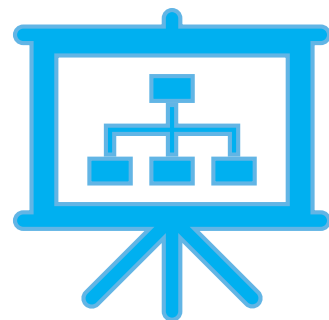
172,000 CDC

MI Bridges Utilization

836 Community Partner Organizations

57,205 Navigator assisted applications

3,973 Community Partner Users



MI Bridges Utilization

64,191 Navigator assisted applications

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 and get official information about this application. For Healthcare only, I authorize my Authorized Representative to act for me on all future matters. If I am signing as an Authorized Representative for Healthcare, I attest to my agreement to meet confidentiality and act in the best interest of the beneficiary.

Navigator Information

Did a navigator assist you in completing this application?

None

None

Samantha Ferik - Intercare Community Health Network

Adam Drum - East Lansing Center for Health

+ Provide Community Partner ID (CP ID)

[< Back](#)

Navigator Information

Did a navigator assist you in completing this redetermination?

+ Provide Community Partner ID (CP ID)

CP ID

745544-002

Signature of Applicant*

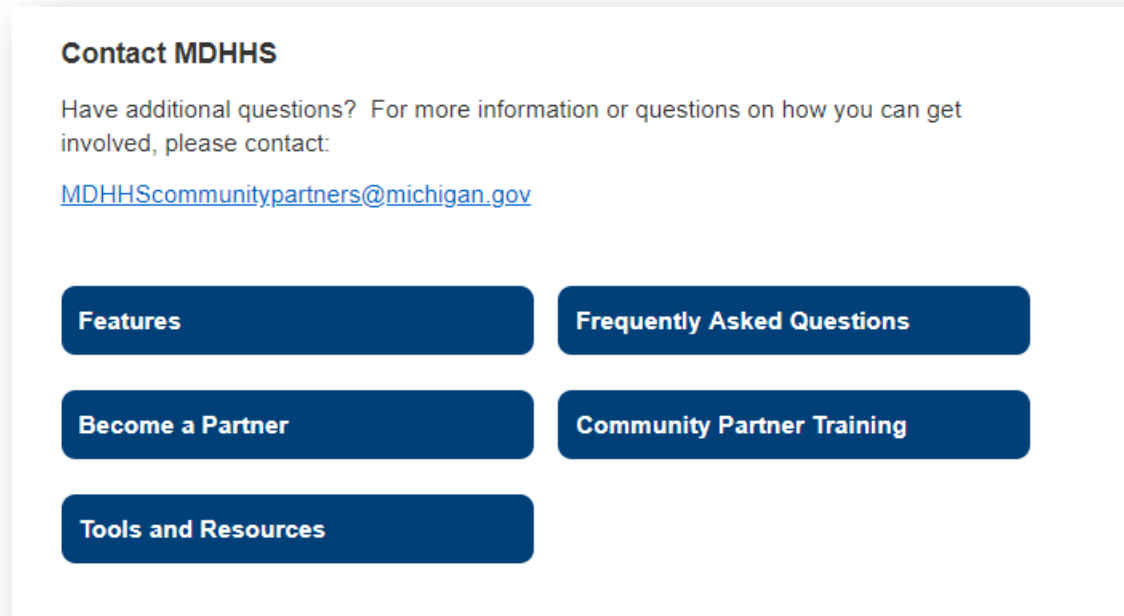
Type your name in the box above.

Community Partner Resources

Where to find answers

MI Bridges Community Partner Webpage

The MI Bridges Community Partner webpage (www.Michigan.gov/MIbridgesPartners) has information on, how-to videos, job aids, training, and MI Bridges features.



MI Bridges Community Bulletin

The Michigan Department of Health and Human Services distributes a monthly community partner bulletin to help partners stay informed on the latest MI Bridges developments. These are uploaded on the MI Bridges Community Partner page after they are distributed. Partners can access past bulletins on the **Tools and Resources** page of www.Michigan.gov/MIbridgesPartners.

Contact Information

MI Bridges Community Partner Liaison

MDHHSCommunityPartners@Michigan.gov



Thank You for Attending!



What Questions Do You Have?

