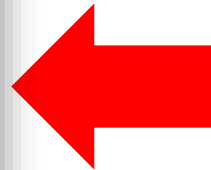
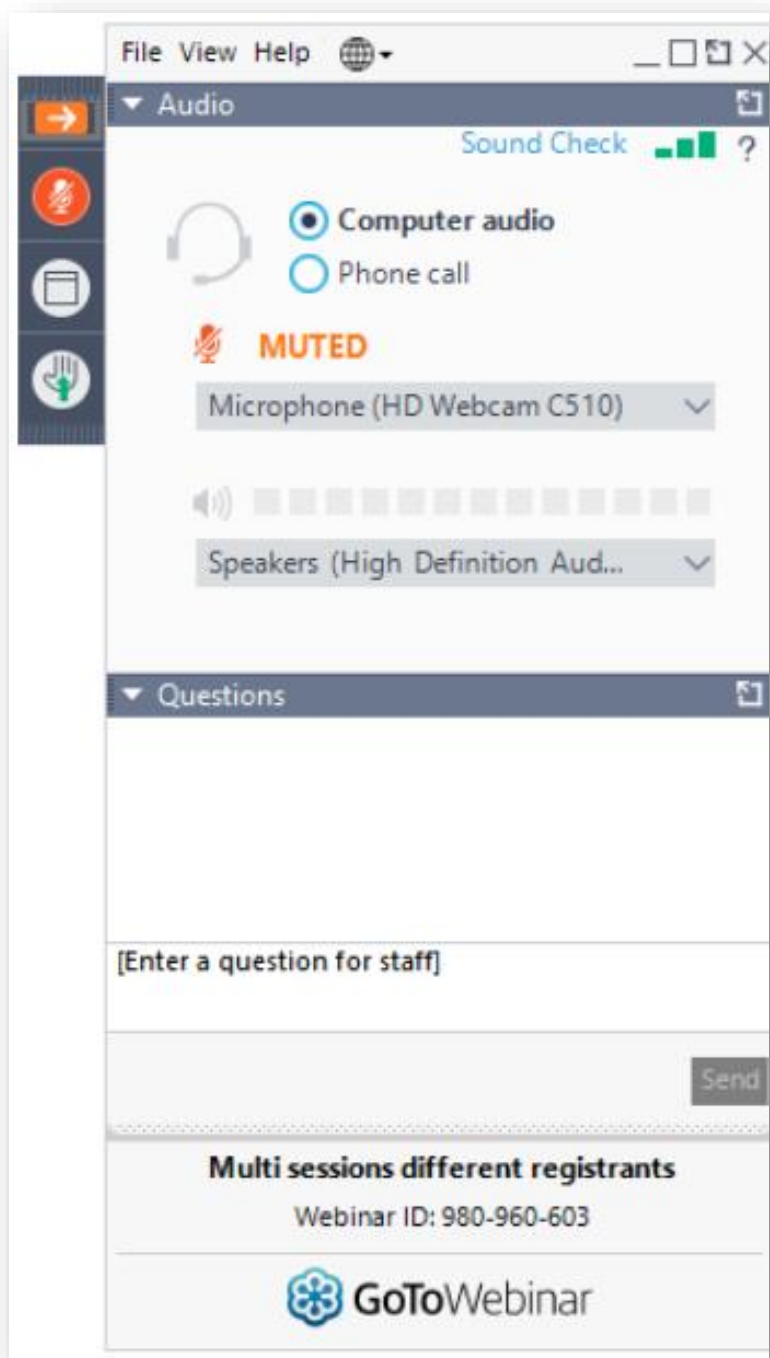




Navigation Partner Updates

12-16-2020





Where you can make comments and ask questions

Agenda

- Welcome and Introduction
- Review of Community Partner Roles
- Overview of Latest Release
- 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

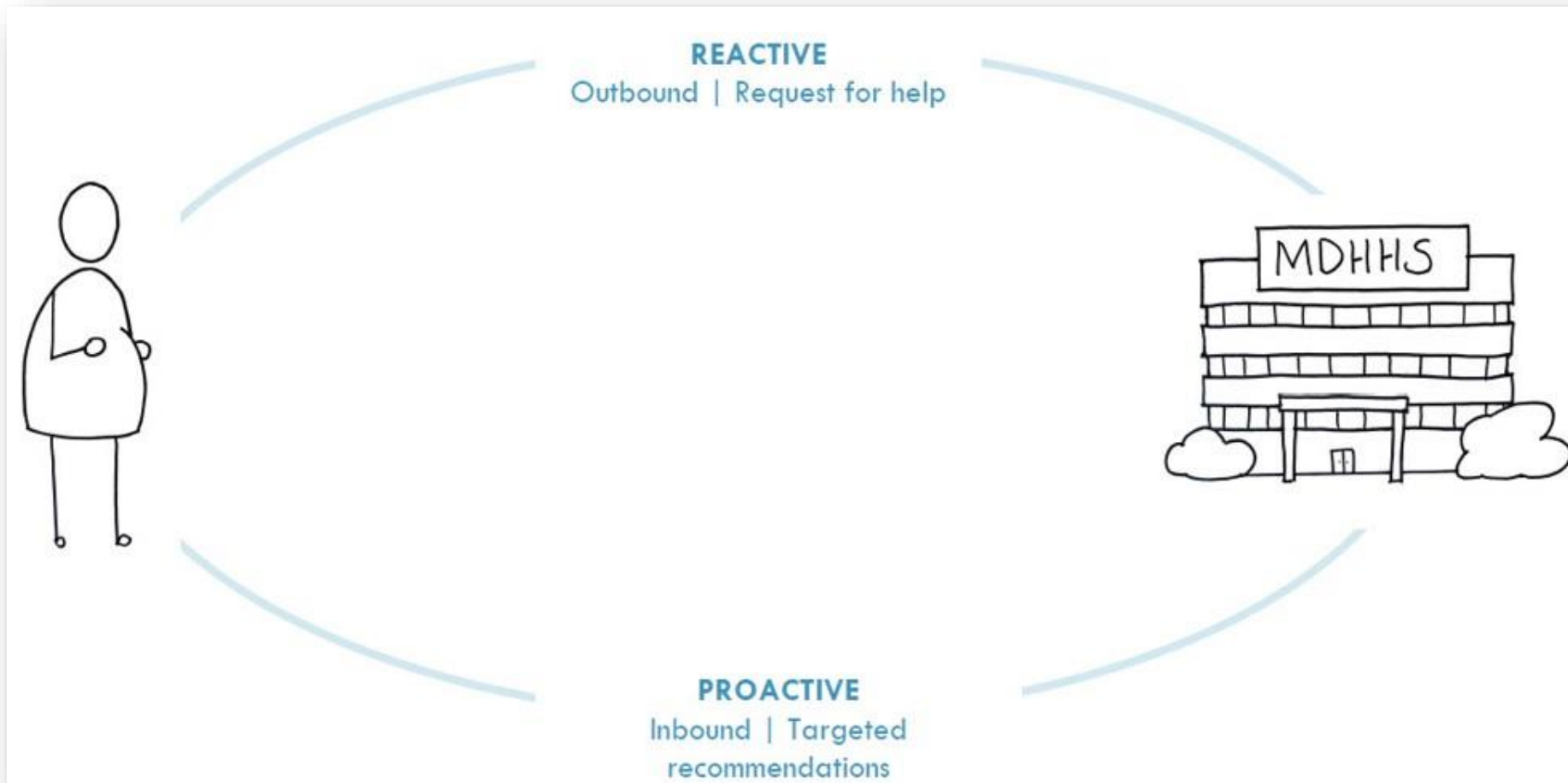


An agency that agrees to promote MI Bridges by displaying promotional materials and providing a computer(s), tablet(s) or mobile device(s) for individuals to use MI Bridges.

Overview of Latest Release

From the 12/12/20 MI Bridges release...

- New proactive referrals to Home Visiting programs (via MI Bridges referral partners)
- New proactive referrals to Michigan Veterans Affairs Agency (via external system)
- New application for the WIC program in the Apply for Benefits section



- Two new 'Proactive' referral types:
 - **Michigan Veterans Resource Service Center (MVRSC)**
 - **Home Visiting Programs**

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

MI Home Visiting Programs

Pregnancy and parenting can seem like a game without instructions. Based on your application, you may be eligible to receive free support, built around your needs and availability, to get off to a winning start. Click on 'Send' for information about programs in your area.

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 home visiting programs
 - Referrals are recommended when users submit an application for benefits and indicate they:
 - Are pregnant
- AND/OR
- Have children under age 6

Which programs are you interested in?

☐

Early Head Start-Home Based (EHS-HB)

EHS-HB supports pregnant women and families to better understand how your child learns and grows.

☐

Family Spirit (FS)

FS is the only program for and by American Indian Communities. FS helps you be a strong and healthy parent, during pregnancy and beyond.

☐

Healthy Families America (HFA)

HFA supports pregnant women and families to build a positive bond between you and your children.

☐

Infant Mental Health (IMH)

IMH supports pregnant women and families who are struggling to meet their baby's needs or bond with their baby (which can affect social, emotional, behavioral, and cognitive development in infants and toddlers).

☐

Maternal Infant Health Program (MIHP)

MIHP can support you while you are pregnant and after you have your baby to make sure you and your baby are happy and healthy.

☐

Nurse-Family Partnership (NFP)

NFP serves first time mothers and can provide you with the help you need during your pregnancy and after your baby arrives. NFP supports moms and babies to be happy and healthy.

☐

Parents as Teachers (PAT)

PAT supports pregnant women and families in developing a good relationship with your child.

☐

Play and Learning Strategies-Infant (PALS)

PALS supports you in learning ways to help your child learn and grow. PALS helps you have a strong bond with your child.

Click [here](#) for more information on any of the programs offered by MI Home Visiting.

Cancel

Continue

- Users will be shown a list of Home Visiting models based on the stage of pregnancy and/or age of the children in the household
- Users can select which programs they are interested in sending referrals to
- There is also a link to the [Michigan.gov/homevisiting](https://michigan.gov/homevisiting) website

Choose Organizations to Send Referral To



Early Head Start-Home Based (EHS-HB)

☐

Champion Home Healthcare, Inc.

16250 Northland Dr., Ste 368
Southfield, MI 48075

☐

Babies World LLC

8104 Farnum Ave. Warren, MI 48093

[Show Additional Organizations](#)



Maternal Infant Health Program (MIHP)

☐

Champion Home Healthcare, Inc.

16250 Northland Dr., Ste 368
Southfield, MI 48075

☐

Babies World LLC

8104 Farnum Ave. Warren, MI 48093

[Show Additional Organizations](#)



Play and Learning Strategies-Infant (PALS)

☐

Champion Home Healthcare, Inc.

16250 Northland Dr., Ste 368
Southfield, MI 48075

☐

Babies World LLC

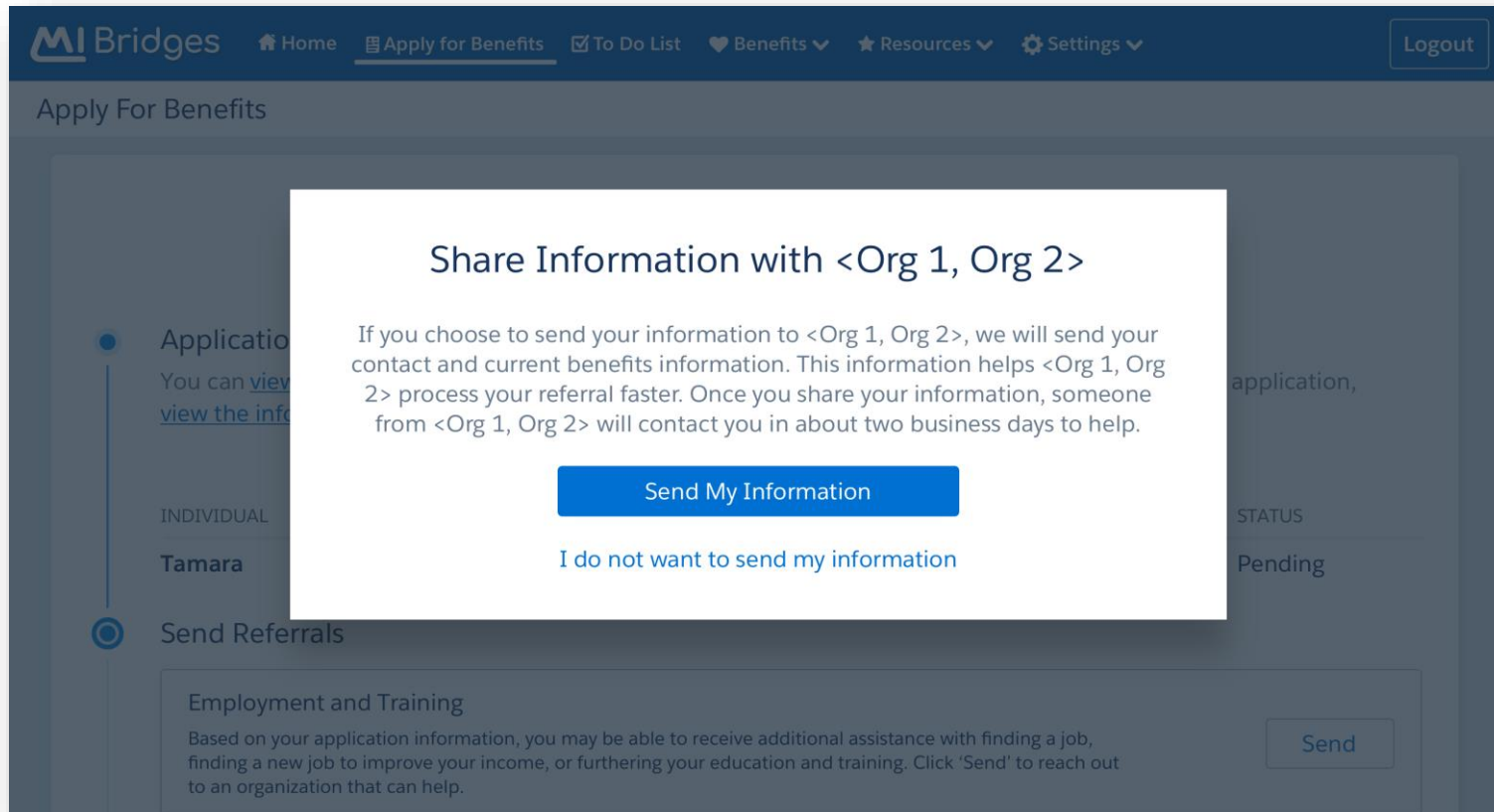
8104 Farnum Ave. Warren, MI 48093

[Show Additional Organizations](#)

Cancel

Continue

- Based on the models selected on the previous screen, users will be shown home visiting programs based on their location that they can send a referral to
- Users will only be shown programs that are registered as a MI Bridges Community Partner and is currently accepting referrals



- Users who consent to send referrals to programs are told the organization will reach out to them in about two business days

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 Maria Davis	300 Grand Tower Ave, East Lansing	Applicant Self-Referral	Pregnant Household Member(s) for fewer than 28 weeks
<input type="checkbox"/>	01/01/17	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food	Get help with finding healthy food

- Referral topic will display as **‘Applicant Self Referral’**
- Referral will display as **‘Pregnant Household Member(s) for fewer than 28 weeks’, ‘Child(ren) in household under 3 months old’** etc.

[Back to Assign Referrals](#)

Tamara Davis - For Maria Davis

Referral Reason

Referral Date
06/06/2018Topic
Applicant Self-ReferralNeed
Pregnant Household Member(s) for
fewer than 28 weeksReferral Status
NewAssigned To
Unassigned
[Assign Referral](#)

Contact Info

Cell Number
810-878-9988Home Number
810-878-9988Email
Tamara_Davis12345@gmail.comPreferred Language
EnglishResources [View All](#)

Food

3

Housing &
Shelter

3

Income &
Employment

3

Find and share resources directly with <First Name>.

[Explore Resources](#)[Help Me Find Resources](#)

Notes

This space is provided for your own use. Type in any thoughts or reminders that are relevant.

Navigator

Janet Jenkins
Cherry Hill ClinicJanet Jenkins
Cherry Hill Clinic

- Referral partners can click on the referral to view more information about the client including saved resources/referrals and any navigators they are working with

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	

Pregnant Household Member(s) for fewer than 28 weeks

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

Next Steps

[Apply for State Programs](#)[Send My Info to Saved Resources](#)[View PDF of Saved Resources](#)[Add More Resources](#)[View Removed Resources](#)

- **Applicant Self-Referrals** will now display in the ‘**My Saved Resources**’ as a new Topic for these proactive referrals to Home Visiting programs
- 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

A couple more things about Home Visiting referrals...

- Only home visiting programs that are registered as MI Bridges Community Partners (Referral Partner Type) will be displayed in the new proactive referral option
- The mapping of programs to home visiting models is based on the information in the [Michigan.gov/HomeVisiting](https://michigan.gov/HomeVisiting) Program Finder database
- Home visiting programs will still display as search results if users search for resources through Explore Resources and Help Me Find Resources
- The proactive home visiting referrals functionality launched on **12/12/20**, but home visiting organizations who are not currently MI Bridges Community Partners can continue to register and get approved to start receiving referrals

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

Michigan Veterans Affairs Agency (MVAA) - Tamara Davis, Lisa Davis

Based on your application information, they might be eligible for other veteran benefits. Depending on service information (dates of service, discharge status, etc.) you may be eligible for healthcare, compensation benefits, or temporary emergency financial assistance.

[Send](#)

- New ***optional*** post-application referral recommendation for Michigan Veterans Affairs Agency (MVAA)
- Referrals are recommended when users submit an application for benefits and indicate they or someone in their household is a veteran

Share Information with MVAA

If you choose to send your information to MVAA (Michigan Veterans Affairs Agency), we will send your contact and current benefits information. This information helps MVAA provide appropriate assistance specific to your needs. If you do not wish to send a referral today, you are always welcome to contact 1-800-MICH-VET at any time.

Share Information for Tamara Davis



Tamara's Branch of Service *

Select a Branch



Year Service Began *

YYYY

Year Service Ended /
Current Year if Active *


YYYY

MVAA will contact you by email unless you'd prefer a [phone call](#).

Send My Information

[I do not want to send my information](#)

- Users who choose to send a referral to MVAA will be asked to provide some additional information about the member(s) of their household who are veterans
- Along with the information about the veteran's service, the referral to MVAA will also include the applicant's contact information (if different) and programs the household is applying for
- Users can also select if they would like someone from MVAA to reach out to them via phone (otherwise someone will reach out via email)


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

Apply for Benefits


[Add/Remove Program](#)
[Introduction](#)
[Household Members](#)
[Household Details](#)
[Income](#)
[Program Details](#)
[Final Details & Submit](#)

What programs are 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](#)



Women, Infants, & Children (WIC)
Helps moms and kids up to age 5 with food, education, etc.
[Learn More](#)



State Emergency Relief (SER)
Provides help for heat, electricity, and other emergency situations.
[Learn More](#)

[Start Application](#)

- Users can now apply for the WIC program alongside other benefits programs in MI Bridges in the 'Apply for Benefits' section
- Users can submit standalone applications for WIC or multi-benefit applications with WIC and other programs

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

✓

Program Details

Final Details & Submit

Program Details



Section 6 of 7

Next, you will be asked for details specific to the programs you are applying for, including:

- Healthcare Coverage
- Food Assistance Program (FAP)
- Cash Assistance
- Child Development & Care (CDC)
- Women, Infants, & Children (WIC)
- State Emergency Relief (SER)

Back

Continue

- The application flow and structure are the same as what we use for other programs

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

Program Details

Final Details & Submit

Your Signature

* = Required

Signing the agreement for this application does not replace signature requirements as part of the enrollment process for the WIC program. A WIC staff member will contact you to schedule your first appointment. The WIC Program is not administered through your MDHHS Caseworker. This institution is an equal opportunity provider. View the full Non-Discrimination Statement [here](#).

Navigator Information

Did a navigator assist you in completing this application?

+ Provide Community Partner ID (CP ID)

CP ID

Signature of Applicant *

Type your name in the box above.

< Back

Submit

- Navigators can still select their name or enter their CP-ID on the Signature page of the WIC application to get credit for assisting the resident.

Apply for Benefits

Application Submitted

● Application Submitted

You can [view your submitted application here](#) or access it later.

● Thank you for submitting your WIC application.

A WIC staff member will contact you to schedule your first appointment. The WIC Program is not administered through your MDHHS Caseworker. Please contact your local WIC clinic if you have questions about your WIC application.

Need help finding your WIC Clinic? Go to the [WIC Client Connect](#) website to find the clinic closest to you.

- Unlike other MI Bridges benefit programs, WIC applications are not sent to MDHHS offices. WIC applications are sent to the local WIC clinic in the resident's area
- A WIC staff member will follow up with the resident about their application and scheduling their first appointment

- MI Bridges does not currently have other self-service benefits functions for WIC besides the application (e.g. viewing active benefits, uploading documents, appointments, etc.)
- Residents can still access those self-service features through the WIC Client Connect website or WIC mobile app
- MI Bridges will display messages in the benefits self-service sections reminding users about WIC

Utilization

MI Bridges Utilization



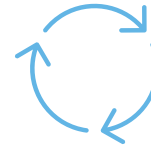
2.7M Client Accounts



3.95M Applications for Benefits



5.79M Documents Uploaded
2.14M uploaded via Desktop
3.58M uploaded via Phone
70,000 uploaded via Tablet



607,000 Renewals

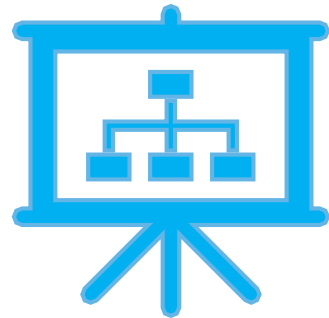
*Numbers as of 12/11/2020

MI Bridges Utilization

867 Community Partner Organizations

3,991 Community Partner Users

66,000+ Navigator assisted applications

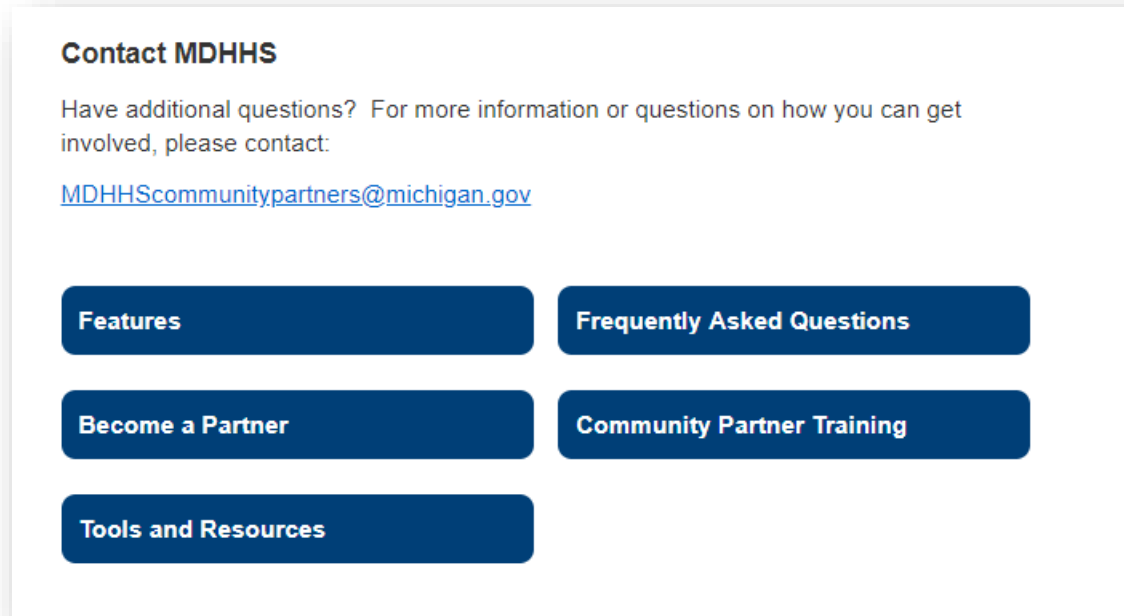


Community Partner Resources

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?

