

EWR Low Income Workgroup

June 6, 2019

Agenda

- Jaspreet Malhotra, MPH
MI Bridges Community Partners/ISD
Michigan DHHS
Bureau of Community Services
- Jen Dennis, SEMCO ENERGY Gas Company
LI Workgroup Steering Committee
Stakeholder Services Matrix Spreadsheet
- Topic Groups Breakout
- Wrap Up, Announcements
- Adjourn



MI Bridges

Michigan Department of Health & Human Services

*Putting people first, with the goal of helping
all Michiganders lead healthier and more
productive lives, no matter their stage in life.*



Agenda

Welcome and Introduction

MI Bridges Overview

Improved processing within MDHHS

Community Partner Role

Live Demo of Portal

Utilization

Community Partners Training and Resources

Q&A

MI Bridges: Helping Michigan Residents Every Step of the Way



[Link: https://www.youtube.com/watch?v=IAiBuearpng](https://www.youtube.com/watch?v=IAiBuearpng)

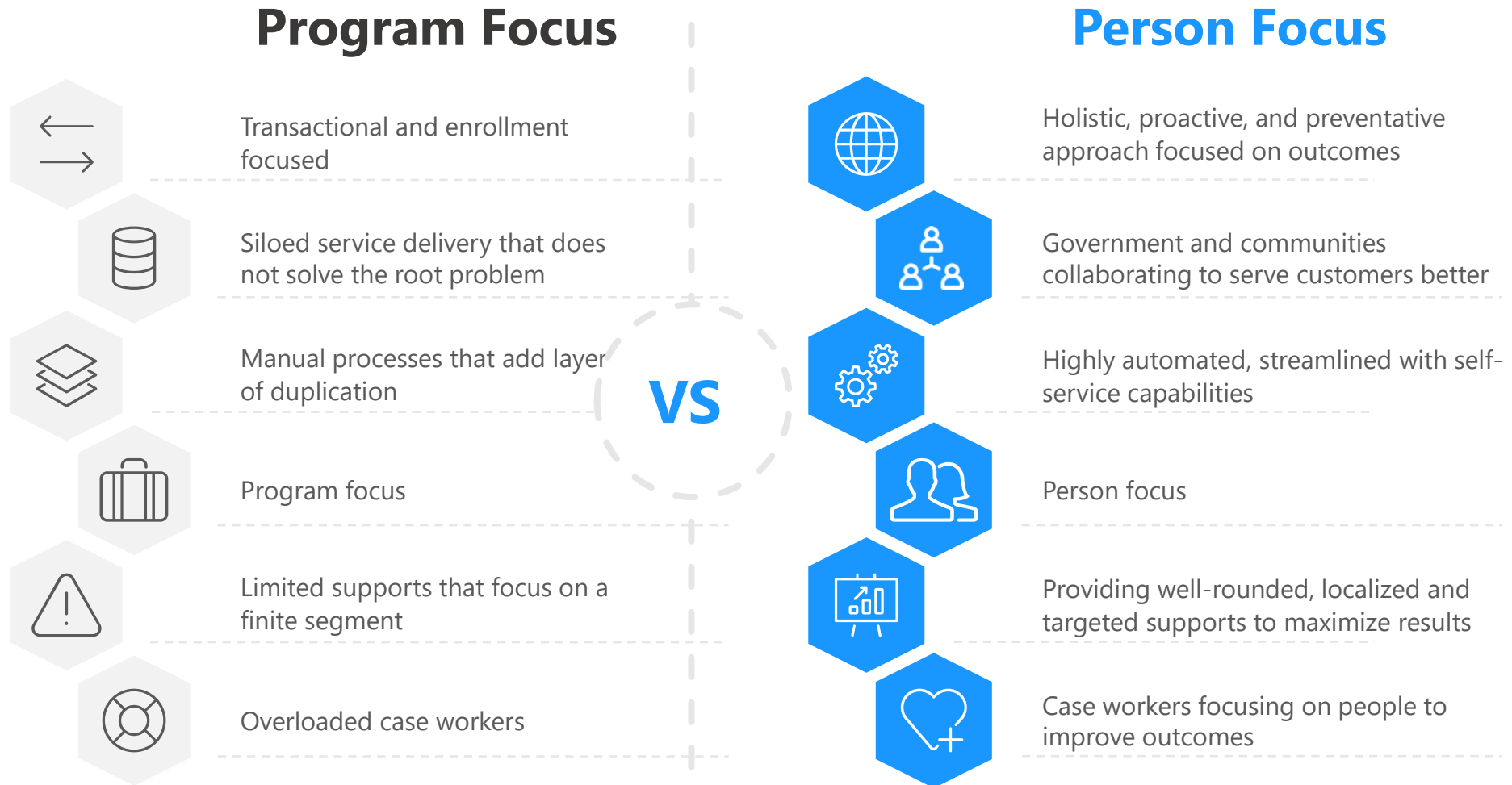
Vision: Transform the Health and Human Services system to improve the lives of Michigan Families

Strategic Objectives:

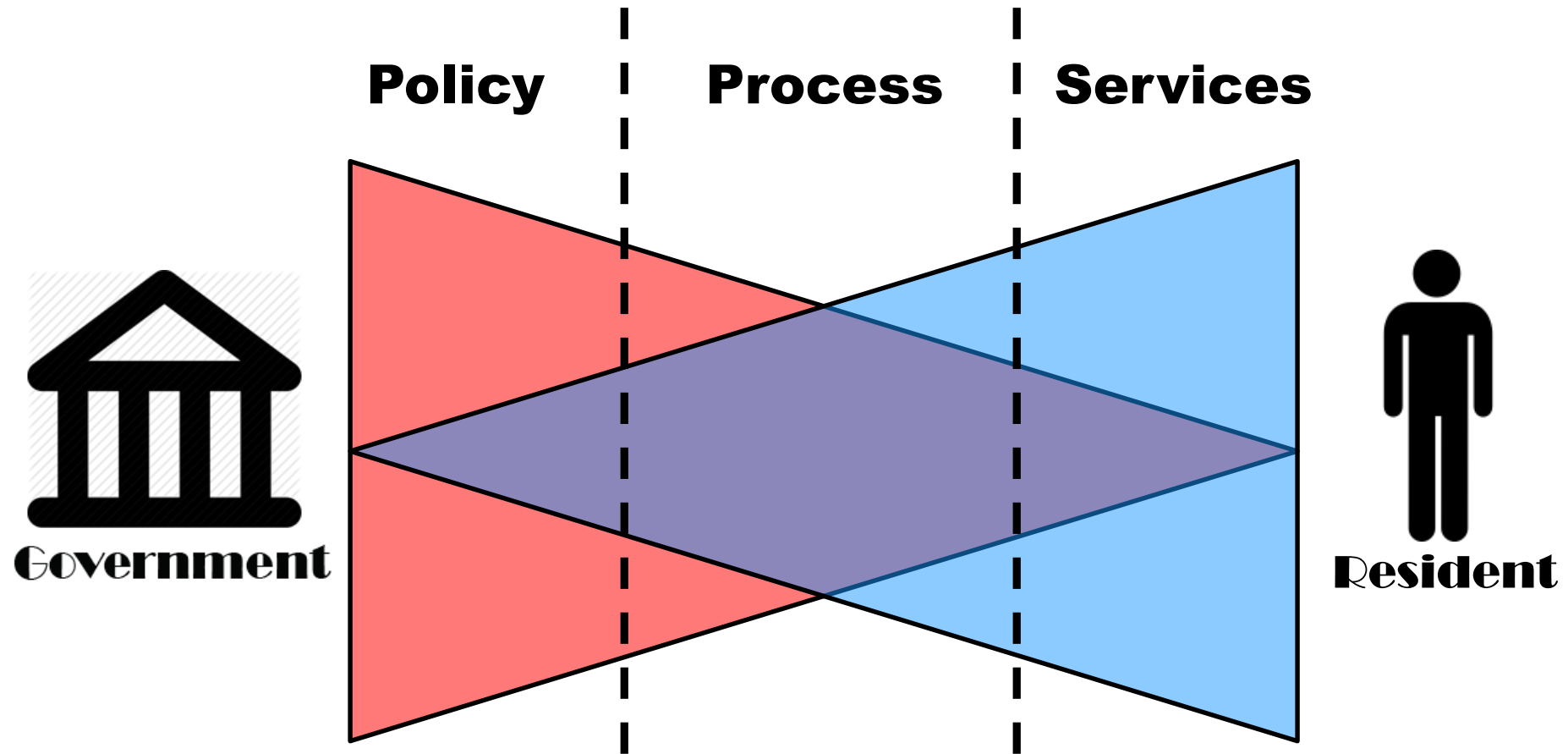


Integrated Service Delivery: A Three Year Transformation

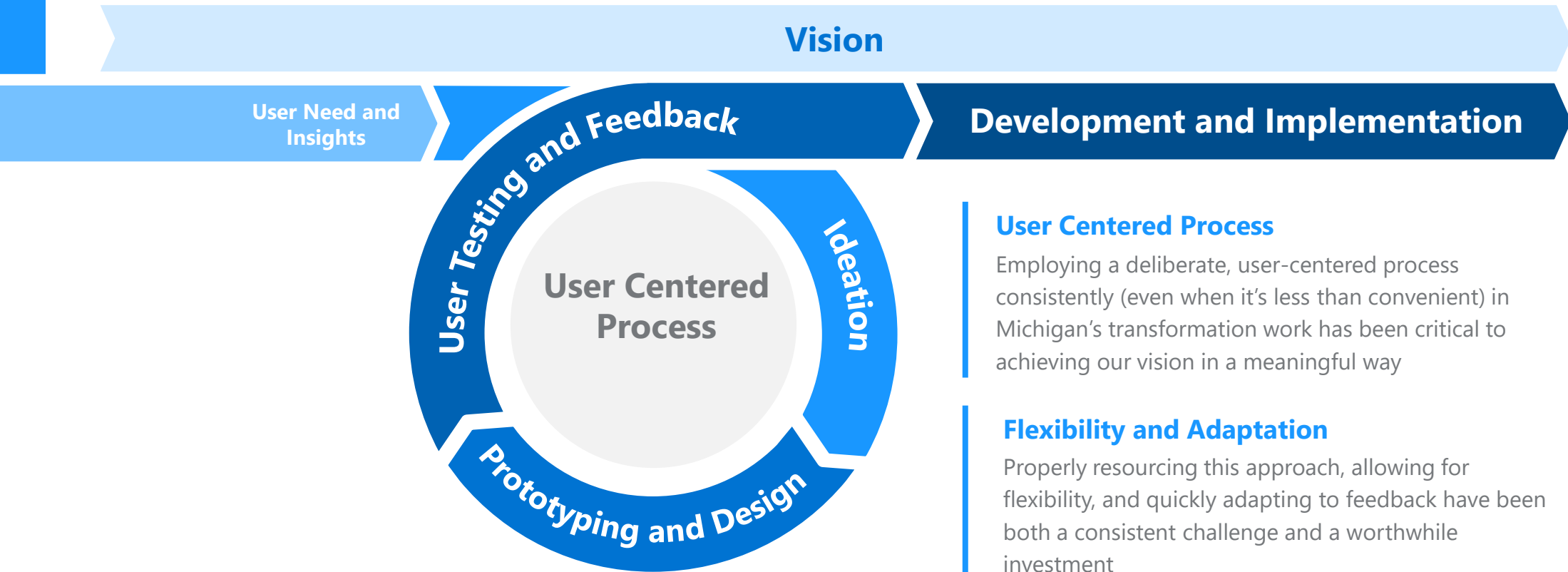
Integrated Service Delivery is a comprehensive, transformative effort to better integrate programs and improve customer service and outcomes.



Government Perception vs Resident Experience



Integrated Service Delivery Approach



User Centered Process

Employing a deliberate, user-centered process consistently (even when it's less than convenient) in Michigan's transformation work has been critical to achieving our vision in a meaningful way

Flexibility and Adaptation

Properly resourcing this approach, allowing for flexibility, and quickly adapting to feedback have been both a consistent challenge and a worthwhile investment

What We Accomplished

Modernized Self Service Portal: MI Bridges

Developed a new online system which guides residents (and facilitates community partner assistance) through a process which assesses needs and connects them to resources, both state programs and community supports, that improve customer stability and makes available modern benefits self-service features. MI Bridges began use statewide in April 2018.

Improved Paper Application

Created a new paper-based application for public assistance programs which substantially shortens application time, reduces application complexity and improves processing time. The application began use statewide in January 2018.



The Assistance Application

Past

The previous application asked the client for a wide range of information, regardless of the program for which they are applying. This application was the longest assistance application of all 50 states!

The image shows a scan of a paper form titled "Assistance Application" from the Michigan Department of Health and Human Services (MDHHS). The form is titled "Instructions" and contains a large block of text. It lists several programs with checkboxes: Food Assistance Program (FAP), Child Development and Care (CDC), and Cash Assistance (FIP - Family Independence Program, RCA - Refugee Cash Assistance, SDA - State Disability Assistance). Below this, there are instructions for how to complete the form, including a section for people who do not speak English or have a disability, with checkboxes for interpreter, sign language, or assisted listening device. At the bottom, there is a section for "For office use only" with fields for date, name, application number, and specialist information.



Today

The current application is redesigned with a new look, and only asks questions related to the program for which the client is applying.

The image shows a digital version of the assistance application form, titled "Application for Assistance". It has a clean, modern layout with a blue header and a white background. The form is divided into sections: "Welcome!", "Fill out the Application for Assistance", "Fill out Program Details", and "Submit your application for one or more programs". The "Fill out Program Details" section is highlighted in blue and lists several programs: Healthcare Coverage, Food Assistance Program (FAP), Cash Assistance (Family Independence Program (FIP), Refugee Cash Assistance (RCA), State Disability Assistance (SDA)), Child Development + Care (CDC), and State Emergency Relief (SER). Below this, there is a section for "What language do you prefer?" with options for English, Español, and Other. At the bottom, there is a section for "Application for Assistance" with fields for Case # and ID#.

The Future of the MI Bridges

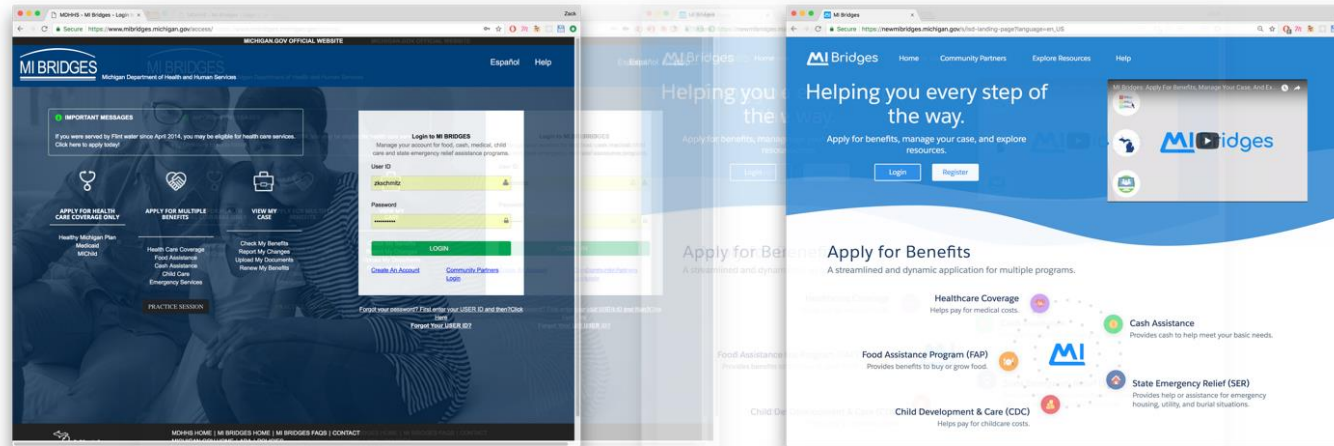
Past

The previous MI Bridges allowed residents to apply for some benefit programs and complete some self-service tasks like reporting a change or checking benefits status. The portal asked community partners to record their agency number to share they have assisted the client with applying for benefits.



Today

MDHHS makes the experience of accessing benefits and other supports simpler, more comprehensive, and more proactive.



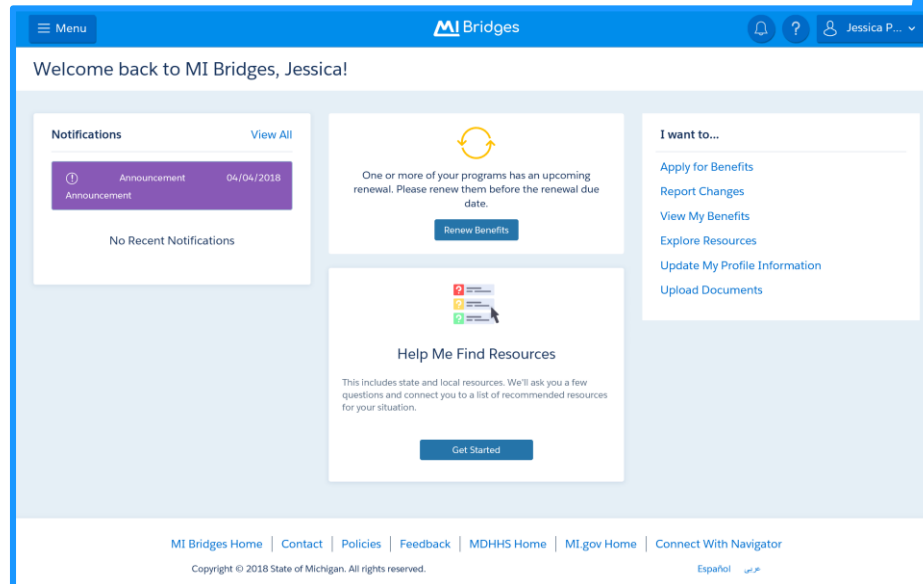
Community Partners

Roles

A New MI Bridges

MI Bridges Transformation

- MI Bridges enables residents to identify their needs and connect to community resources (including community programs and organizations through a partnership with 2-1-1) that meet those needs to improve stability over time
- MI Bridges makes common MDHHS processes easier for residents, improving their experience and providing more options for self-service
- MI Bridges helps community partner organizations play a more significant role in helping residents access benefits and supports
- MI Bridges has specialized features targeted at Community Partners, such as a dashboard of clients who the partner has assisted, and the ability for the client to send a referral directly in to the community partner through MI Bridges



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.

LIVE DEMO

Navigation Partner Functionality

Referral Management Functionality

View referral status

View Metrics

For Demonstration Purposes Only

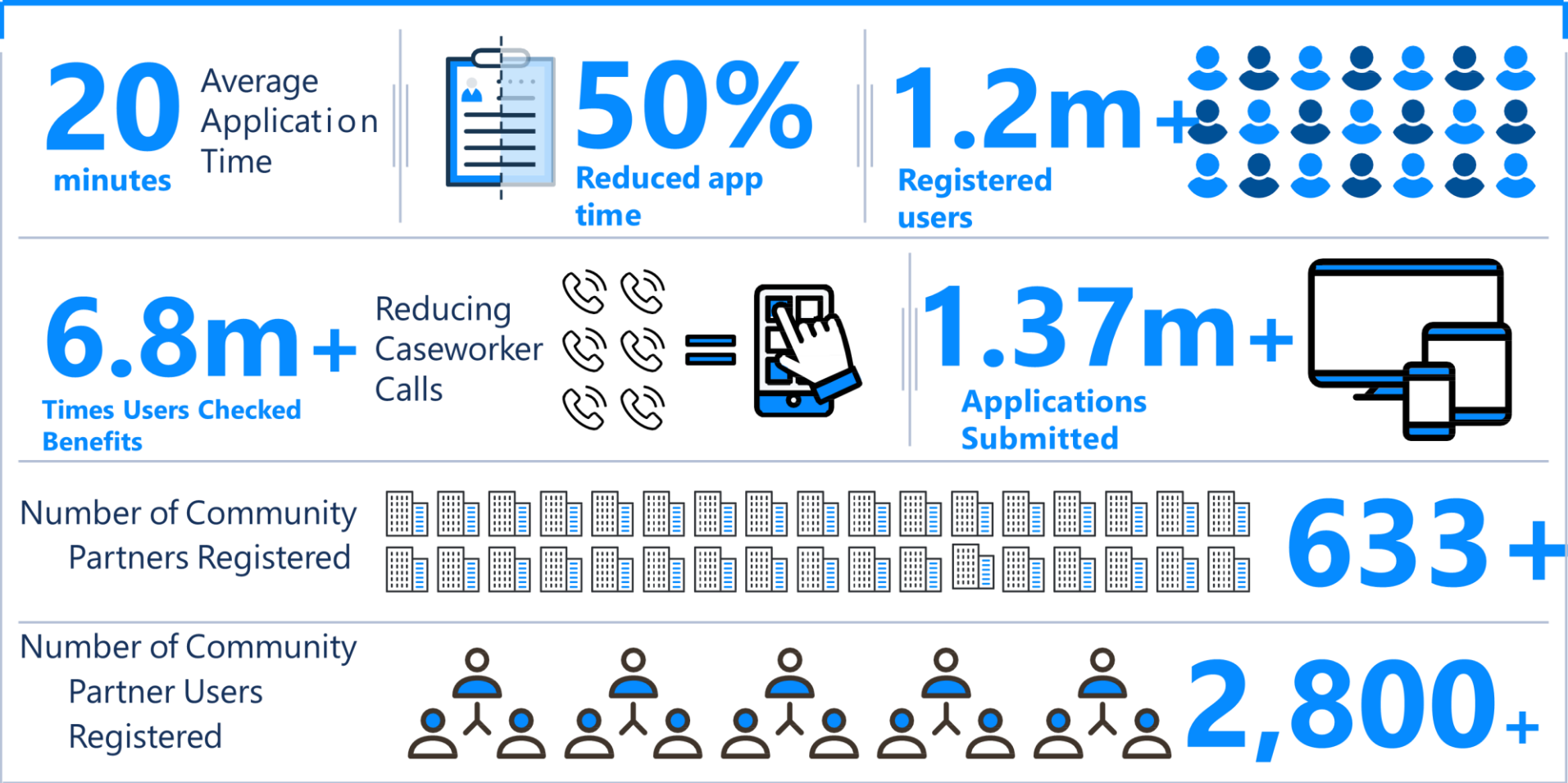
Community Partner Feature: Metrics

Reports/Metrics Description

Report	Description
Application and Renewal Breakdown	View a breakdown of application and renewal submissions across each benefit program
Household Members Per Program	View a breakdown of household members per new applications and renewals
Referral Breakdown	View a breakdown of new/in progress referrals and the number of needs met versus needs unmet
Reasons Needs Were Unmet	View a breakdown of the reasons needs were unmet
Top 10 Referral Requests	View a breakdown of the top 10 most common referral requests
Top 10 Most Common Needs	View a breakdown of the top 10 most common client needs
Client Count	View a number of clients per navigator per quarter
AFB Applications Submitted	View a number of applications submitted where a navigator was assigned to the application
RMB Applications Submitted	View a number of redeterminations submitted where a navigator was assigned to the application

MI Bridges Utilization

MI Bridges: By The Numbers



MI Bridges Utilization

Needs Added

120,630

Needs Inferred

20,288

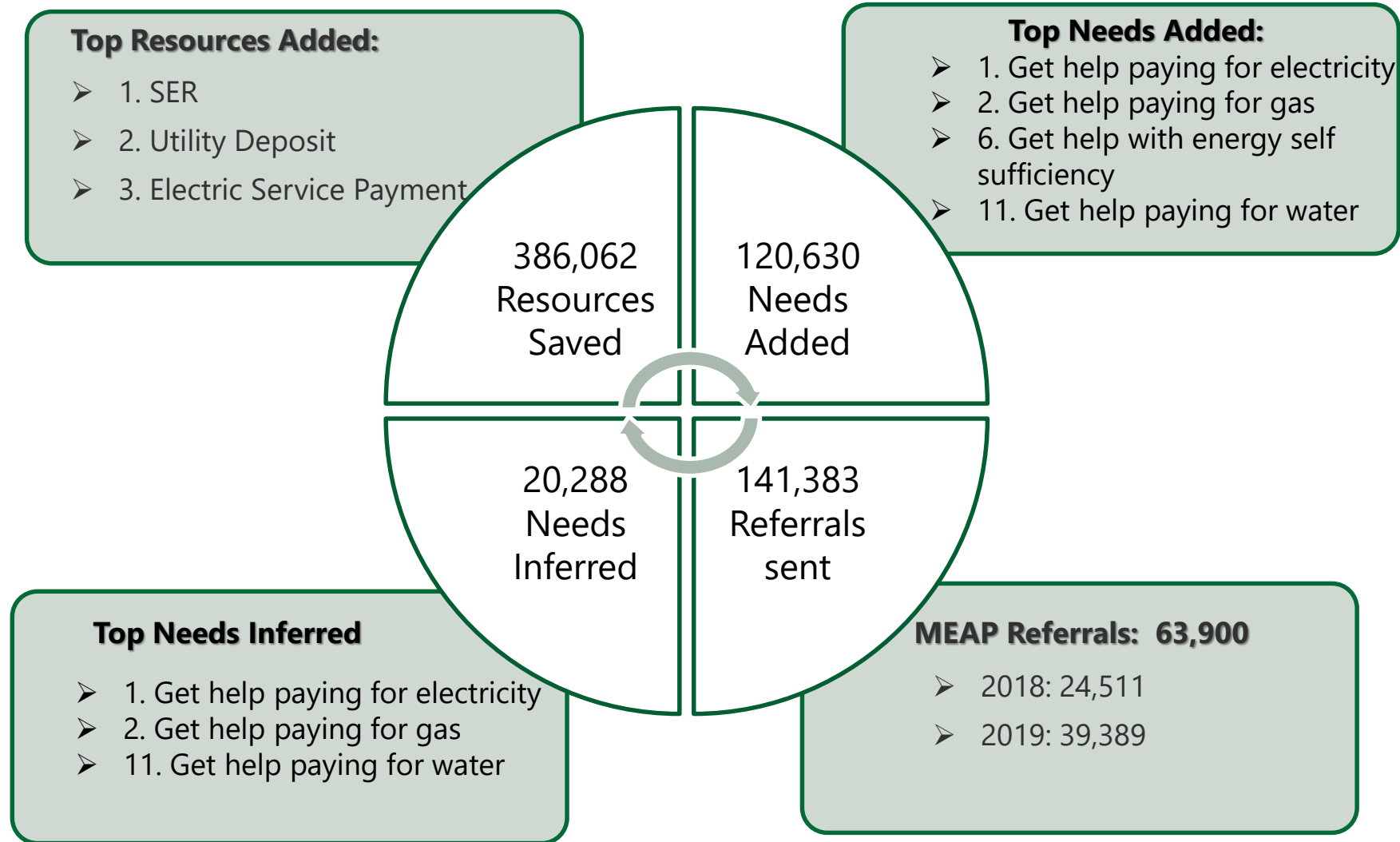
Resources Added

386,062

Community Partners	Clients
Over 630 community partners	Over 1.2 million users
Over 2,865 community partner users	
544 navigation partners	30,832 clients connected to a navigator
190 referral partners	77,483 referrals sent*

*MEAP referrals are not included in this number

MI Bridges: By the Numbers



Community Partners

Training and Resources

Community Partner Training Requirements

Navigation Partner Navigation Partners will attend a 4 hour classroom training to learn how to:



- Help clients create a MI Bridges account
- Find local resources
- Apply for benefits
- View case information
- Use Navigator features, such as a client directory

Referral Partner Referral Partners will view a 1 hour web-based training to learn how to:



- View and manage referrals sent to their agency
- Provide feedback on referrals
- Refer clients to another agency if needed

Access Partner Access Partners will view a 30 minute web-based training to learn how to:



- Answer basic client questions
- Find the latest MI Bridges information

Community Partner Feature: Resources

Where can partners look for additional information?

MI Bridges Community Partner Liaison

MDHHSCommunityPartners@Michigan.gov

517.355.5297

MI Bridges Partners website

www.michigan.gov/mibridgespartners



Low Income Services Matrix

Jennifer Dennis, SEMCO Energy

Topic Group Breakout

Wrap Up and Adjourn