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Overview

This job aid covers how a Lead Point of Contact (LPOC) **registers** a Community Partner Organization in MI Bridges. Registering your organization is the first step to partnering with MDHHS as a MI Bridges Community Partner.





Important Steps Prior to Registration

ALL COMMUNITY PARTNERS

Prior to beginning the registration process, it is helpful to complete the below steps, so you have all the information needed to register your organization in MI Bridges.

- Determine if your organization will serve as a Navigation, Referral, or Access Partner –or any combination of the three! More details on expectations and benefits for each partner type can be found <u>here</u> on the MI Bridges Community Partners Website (www.michigan.gov/mibridgespartners).
- 2. If you are registering as a Referral Partner, confirm your organization is registered with Michigan 2-1-1 and that your agency's information in the 2-1-1 database is accurate.
- 3. Document all organization locations that will serve clients, the address of the location, and the type of partners who will reside at that location.
- 4. Create a list of staff who will serve as MI Bridges partners, including their first name, last name, partner type, and email address. This list can also serve as a guide to registering staff for training.



REFERRAL PARTNERS ONLY

When registering your organization in MI Bridges, your information must match the information in Michigan 2-1-1. It is recommended to proactively review your organization's record in Michigan 2-1-1 prior to beginning MI Bridges registration. This way the information in 2-1-1 can be matched to the record in MI Bridges. To find and update your MI 2-1-1 record, please visit the <u>MI 2-1-1 Page</u>.

1. Search for an organization using the **Search Resource Database** functionality.

Note: Search results for organizations with multiple locations generally display both the Name of the Organization as a Whole and the Name Associated with a Specific Site.

In example 1, the search result for "Capital Area Community Services" is the record of the organization (the main/primary location).

Example 1

CAPITAL AREA COMMUNITY SERVICES

(517) 482-1504 Main Head Start	view	Ingham County
(517) 482-6281 Main	map	
http://www.cacs-inc.org		
	(517) 482-1504 Main Head Start (517) 482-6281 Main http://www.cacs-inc.org	(517) 482-1504 Main Head Start view (517) 482-6281 Main map http://www.cacs-inc.org

In example 2, "Capital Area Community Services – Lansing Service Center" is the name of a site that is part of the organization.

Example 2

CAPITAL AREA COMMUN	ITY SERVICES CAPITAL AREA COM	IMUNITY SERVICES - LANSING SE	RVICE CENTER
1301 Rensen	(517) 393-7077 Main	view	Ingham County
Lansing, MI 48910	(517) 393-0444 Fax	map	
	http://www.cacs-inc.org		

- 2. Follow the Step pertaining to your organization type:
 - If you have an organization with only one site: Displayed in the format of example 1, record the information from the <u>MI 2-1-1 Page</u> search result in the Organization Information Section (Step 4) of the MI Bridges Community Partner Registration Process.
 - If you have an organization with multiple sites:
 - As displayed in the format of example 1, record the information from the <u>MI 2-1-1</u>
 <u>Page</u> search result in the Organization Information Section (Step 4) of the MI
 Bridges Community Partner Registration Process.
 - As displayed in the format of example 2, record the site information in the Locations and Engagement Section (Step 14) of the MI Bridges Community Partner Registration Process.



Registering your Organization

1. Go to the <u>MI Bridges Community Partner Page</u>.



Notice that the MI Bridges Community Partner page displays.

MI Bric	ges Home Help	
	Welcome MDHH Community Partn	IS ers
	Spread the word about MI Bridges and he	p residents
	Login Register Your Org	anization
	🔹 🗛 📔 🤷 Communit	y Partners
	MDHHS is seeking commun Bridges. Some community connect residents to resour	ity partners to promote and support access to MI partners provide assistance with MI Bridges and ces in their community.
	Looking to Register as a Cor	mmunity Partner?

2. Click Register Your Organization.





Notice the Organization Registration page displays.

Organization Registration
Welcome to our team!
Start Registration

3. Click Start Registration.



Notice the Organization Information page displays.

Organizatior	n Registration
Organization Locations &	Authorized Rep.
Let's collect some basic inform	nation about your organization.
★ = Required	, ,
Legal Organization Name *	Commonly Used Name 💿
Organization Phone *	
Enter an address for your organization or select an option below: Confidential Address Physical Address	
City *	State * Zip Code *
County *	Counties served 🕜
Select an Option V	Select a county 🗸
Is your mailing address different than the address above? * (The mailing address will not display in MI Bridges.) Yes No	
Organization Type (Select all that apply) *	
Select an Option	~



ORGANIZATION INFORMATION

- 4. Record your organization's information, including:
 - Legal Organization Name: This is the organization name listed on legal documents.
 - **Commonly Used Name**: This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
 - **Organization Phone**: This is the organization's main phone number for clients to use.
 - **Organization Address**: If you are a referral partner, and address is required and the address on this page must match the address for the agency's main location in Michigan 2-1-1.
 - If you are a Navigation Partner or Access Partner, check the Confidential Address or No Physical Address box if applicable.
 - **County**: This is the county where your organization's main location is located.

Legal Organization Name *	Commonly Used Name 🧿	
Test Organization	Test	
Organization Phone *		
517-444-5235		
Enter an address for your organization or select an option	below:	
Confidential Address No Physical Address	255	
Physical Address		
City	State	Zip Code
County	Counties served ⑦	
Select an Option 🗸	Select a county	~
Note: The fields with the Red Stars are re	equired.	

5. Click the **Arrow** in the field for Counties Served.

Counties served ?	
Select a county	$\overline{\checkmark}$



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6. Select all counties your organization serves from the dropdown.

Counties served 🥐	
Select a county	~
Select a county	Â
All Michigan Counties	
Alcona	
Alger	
Allegan	
Alpena	
Antrim	
Arenac	
Baraga	
Barry	
Bay	
Benzie	
Berrien	

Tip: Use the scroll bar on the right to find more Michigan Counties.

Notice all counties you selected are listed below the field.

Counties s	erved ?				
Keweena	W				~
Alcona X	Cheboygan X	Gladwin X	Iosco X	Keweenaw 🗙	

Tip: To deselect a county, click the **X** next to the county name



- 7. Continue filling out your Organization's Information including:
 - **Mailing Address**: If your organization mailing address is different than the address listed above.
 - **Organization Type**: You can select multiple options (similar to the Counties Served field). Clients will use this information as search criteria when looking for resources.
 - Tax Identification Number: This is the 8 digit number issues to the organization.
 - Does your organization have multiple locations?
 - Selecting **Yes** will allow you to record additional organization locations after adding the main location.

Is your mailing address different than the address above? * (The mailing address will not display in MI Bridges.) Yes No	
Organization Type (Select all that apply) *	
2 Options Selected	~
Health Center × Hospital ×	
Tax Identification Number *	
78-952353	
Does your organization have multiple locations? *	

8. Click the **Next** button on the bottom right of the screen.





LOCATIONS & ENGAGEMENT

Notice the Locations & Engagement page displays.

 — 	— • –	- 8	(8)	
Organization Info	Locations & Engagement	Authorized Rep.	Organization Users	
	Please choose a Level of Er	gagement for your organization.		
	Review the information below and choose a level of engager	ent. Once everything is complete, press Next to continue r	spistration.	
= Required		Community Hand Marrie O		
Test Organization		Test		
Confidential Address No Physical Address				
Charles Antenna		Circ		
Country		State	7in Code	
Select an Option				
Level of Engagement (LDE).*	Sater	all then more		
Access Partner 🕥	Referral Partner 📀		Navigation Partner 📀	
Provides Internet access and computers for clients to access MI Bridges.	Receives referrals from MI Bridges clients.		Helps clients apply for benefits, find resources, and use MI Bridges.	
Display to Public: O				
wy organization may be insted as an access partner on the public page of ML bridges				
My organization may be listed as a Navigation Partner on the public page of MI Bridges				



Tip: Notice you cannot edit the organization's information from this page. To edit the organization's information, return to the previous page by clicking the **Back** button on the bottom left of the screen.

9. Record or Update your organization's **Commonly Used Name** if needed.

Commonly Used Name ⑦

Note: This name to help clients better locate your organization if it is often referred to as a name other than the legal name. Often this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.



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10. Choose your organization's Level of Engagement by selecting if your organization will serve as an **Access, Referral**, and/or **Navigation Partner**.

Access Partner	Access Partners offer Internet access and/or computers for clients to access MI Bridges. Designated computers do not have to be exclusively used for MI Bridges. Access Partners also promote the program.
Referral Partner	Referral Partners are organizations registered with Michigan 2-1-1 that can receive referrals from MI Bridges clients that have opted for this service. Clients are able to send their contact information electronically to Referral Partners.
Navigation Partner	Navigation Partners help clients complete the MI Bridges application, find resources, answer questions, and help clients work with their case worker. Clients choose to share information about their benefits, resources, and contact information with the Navigator.

Level of Engagement (LOE).*		
	Select all that apply.	
Access Partner Provides Internet access and computers for clients to access MI Bridges.	Referral Partner (7) Receives referrals from MI Bridges clients.	Navigation Partner () Helps clients apply for benefits, find resources, and use MI Bridges.

Tip: Click the **Question Mark** icon next to each Level of Engagement to learn more about that partner type.

Notice the selected Level of Engagement is highlighted in blue .

	Select all that apply.		
Access Partner Provides Internet access and computers for clients to access MI Bridges.	Referral Partner ③ Receives referrals from MI Bridges clients.	Navigation Partner ③ Helps clients apply for benefits, find resources, and use MI Bridges.	
Display to Public: ① My organization may be listed as an Access Partner on the public page of M My organization may be listed as a Navigation Partner on the public page o	II Bridges f MI Bridges		
 Note: If you select Access Partner an Access Partn manually click t Navigation Part listed as an Nav 	 e: If you select Access Partner it will automatically check that your organization may be listed a an Access Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement. Navigation Partner it will automatically check that your organization may be listed as an Navigation Partner on the public page of MI Bridges. To deselect this option may be listed as an Navigation Partner on the public page of MI Bridges. 		

option, manually click the check box next to the statement.



Access and/or Navigation Partner – Organization with One Location

11. Click the **Next** button on the bottom right of the screen.



Notice the Authorized Representative page displays.

		Organization	Registration		
	I –	- 📀 -	- = -		
	Organization Info	Locations & Engagement	Authorized Rep.	Organization Users	
		Who is your organization's	Authorized Representativ	re?	
Authorized Re manager, supe * = Required First Name*	spresentative: Is the person who is auth rvisor, etc.)	iorized to sign legal documents committin,	g your organization to serve as a Comm Last Name [#]	unity Partner. (This would typically be an agency director	
Phone*			Email [*]		
< Back					Next

ACCESS AND/OR NAVIGATION PARTNER - ORGANIZATION WITH MULTIPLE LOCATIONS

11. Click the **Next** button on the bottom right of the screen.



Notice the Please Add the Other Locations screen displays.

		Organization F	Registration		
	 — 	- 📀 —	- = -	- 8	
	Organization Info	Locations & Engagement	Authorized Rep.	Organization Users	
		Please add the ot	her locations.		
You may enter you	ur locations below or you can add them lat	ter in MI Bridges on the Organization Info	ormation screen. When you are finished	adding locations, press Next to continue registrati	ion.
NAME	COMMONLY USED NAME	ADDRESS	LEVEL OF ENGAGEMENT	* EDIT/REMOVE	
Test Organization Main Location	Test	Confidential Addres	s Navigation		
		+ Add Another	Location		
< Back					Next



12. Click the Add Another Location button.

+ Add Another Location

13. Record your organization's information, including:

- Name of Location: This is the organization name listed on legal documents.
- **Commonly Used Name**: This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
- **Physical Address**: If you a referral partner, the address on this page must match the address for the agency's main location in Michigan 2-1-1.
 - Check the Confidential Address or No Physical Address box if applicable.
- **County**: This is the county where your organization's main location is located.
- Mailing Address: If your organization mailing address is different than the address listed above.

		Pleas	e add the	other loo	ations.			
You r	may enter your locatior	ns below or you can add them later in MI Bridg	ges on the Organ regist	ization Informa ration.	ation screen. When	n you are	finished adding location	s, press Next to continue
NAI	ME	COMMONLY USED NAME	ADDRESS		LEVEL OF ENGAG	GEMENT	*	EDIT/REMOVE
• XXX Maii	X in Location		Confidential A	Address	Access, Navigati	on		
	* = Required Name of Location *			Commonly	Used Name 🕐			Cancel
	Enter an address for y	your organization or select an option below: I Address No Physical Address						
	Physical Address			City *				
	Select an Option		~	Michigan		~	Zip Code "	
	Is your mailing addre	ss different than the address above? * (The mail No	ling address will not o	display in MI Bridg	es.)			

Note: These are the same questions you answered for your main location.



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14. Choose your organization's Level of Engagement by selecting if your organization will serve as an **Access, Referral**, and/or **Navigation Partner**.

Access Partner	Access Partners offer Internet access and/or computers for clients to access MI Bridges. Designated computers do not have to be exclusively used for MI Bridges. Access Partners also promote the program.
Referral Partner	Referral Partners are organizations registered with Michigan 2-1-1 that can receive referrals from MI Bridges clients that have opted for this service. Clients are able to send their contact information electronically to Referral Partners.
Navigation Partner	Navigation Partners help clients complete the MI Bridges application, find resources, answer questions, and help clients work with their case worker. Clients choose to share information about their benefits, resources, and contact information with the Navigator.

Level of Engagement (LOE).*		
	Select all that apply.	
Access Partner Provides Internet access and computers for clients to access MI Bridges.	Referral Partner 🔊 Receives referrals from MI Bridges clients.	Navigation Partner () Helps clients apply for benefits, find resources, and use MI Bridges.

Tip: Click the **Question Mark** icon next to each Level of Engagement to learn more about that partner type.

Notice the selected Level of Engagement is highlighted in blue .

	Select all that apply.	
Access Partner ⑦ Provides Internet access and computers for clients to access MI Bridges.	Referral Partner 🔊 Receives referrals from MI Bridges clients.	Wavigation Partner Helps clients apply for benefits, find resources, and use MI Bridges.
Display to Public ① My organization may be listed as an Access Partner on the public page of M. My organization may be listed as a Navigation Partner on the public page of	I Bridges I MI Bridges	
 Note: If you select Access Partner is an Access Partner is an Access Partner in an use of the second secon	it will automatically check that y er on the public page of MI Brid he check box next to the statem ner it will automatically check the igation Partner on the public pay y click the check box next to the	our organization may be listed as ges. To deselect this option, ent. nat your organization may be ge of MI Bridges. To deselect this statement.

15. Click the Save and Update button on the bottom of the screen.

Save And Update



16. Click the **Next** button on the bottom right of the screen.



Notice the Authorized Representative page displays.

		Organization	Registration		
	Organization Info	Locations &	Authorized Rep.	Organization Users	
		Who is your organization's A	uthorized Representative?		
Authorized R manager, sup * = Required First Name [*]	epresentative: Is the person who is auth ervisor, etc.) d	horized to sign legal documents committing y	rour organization to serve as a Communi ast Name [*]	ty Partner. (This would typically be an agency directo	yr,
Phone*			Email [#]		
< Back					Next



REFERRAL PARTNERS – ORGANIZATION WITH ONE LOCATION

11. Click the **Next** button on the bottom right of the screen.



Unregistered 2-1-1 Organization

Notice a **Register with 2-1-1** notification displays.

 If your organization is not in the 2-1-1 database, please review the <u>inclusion/exclusion policy</u> and complete the <u>MI 2-1-1 Agency Application</u> form. You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.

Register with 2-1-1	×
Referral Partner locations are required to be registered with Michigan 2-1-1 and we were unable to find a 2-1-1 record for the location you entered.	
If you believe you are already registered with Michigan 2-1-1, we encourage you to look up your 2-1-1 record using the instructions below and re-enter this location exactly as it appears in the 2-1-1 database.	
Go to www.mi211.org and enter your agency name in the search box. Select the matching organization name from the dropdown list Tenter appropriate geographic information and Search Find your agency in the results list	
If you would like to update or change any of the information in your 2-1-1 record, please email changes to resources@mi211.org. You can proceed with your MI Bridges registration and the information will be updated after 2-1-1 processes your updates/changes.	
If your organization is not in the 2-1-1 database, please review the inclusion/exclusion policy and complete the MI 2-1-1 Agency Application form. You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.	
If you need further assistance, please contact MDHHsCommunityPartners@michigan.gov.	
Окау	

2. Click the **Okay** button at the bottom of the notification.

notification box.





Register an Organization

Notice you are returned to the Locations and Engagement page.

	Organizatio	n Registration	
-	(8
Organization Info	Locations & Engagement	Authorized Rep.	Organization Users
	Please choose a Level of Eng	gagement for your orga	nization.
Review	v the information below and choose a level of engageme	nt. Once everything is complete, press	Next to continue registration.
= Required			
Name of Location *		Commonly Used Name ⊘	
Test Organization		Test	
County		State	Zip Code
		54.44	7in Cada
Select an Option			~
s your mailing address different than the address above Yes No Level of Engagement (LOE).*	? * (The mailing address will not display in MI Bridges.)		
	Select a	ll that apply.	
Access Partner ⑦	cess MI Bridges. Referral Partner ③ Receives referrals from MI Bridge	s clients.	Navigation Partner ③ Helps clients apply for benefits, find resources, and use MI Bridges.

Important Tip: If you are also a Navigation and/or Access partner you have the option to unselect the **Referral Partner** button and continue with Organization Registration. You can add the Referral Partner level of engagement later, once your organization Michigan 2-1-1 database.

If you are a Referral Only Partner, you will have to complete MI Bridges registration once you have been added to MI 2-1-1 database.



Registered 2-1-1 Organization – Register with 2-1-1 Notification

Notice a **Register with 2-1-1** notification pops up.

3. If you believe you are already registered with Michigan 2-1-1, follow the steps listed to look up your 2-1-1 record.

Register with 2-1-1	×
Referral Partner locations are required to be registered with Michigan 2-1-1 and we were unable to find a 2-1-1 record for the location you entered.	
If you believe you are already registered with Michigan 2-1-1, we encourage you to look up your 2-1-1 record using the instructions below and re-enter this location exactly as it appears in the 2-1-1 database.	
Go to www.mi211.org and enter your agency name in the search box. Select the matching organization name from the dropdown list Enter appropriate geographic information and Search Find your agency in the results list	
If you would like to update or change any of the information in your 2-1-1 record, please email changes to resources@mi211.org. You can proceed with your MI Bridges registration and the information will be updated after 2-1-1 processes your updates/changes.	
If your organization is not in the 2-1-1 database, please review the inclusion/exclusion policy and complete the MI 2-1-1 Agency Application form. You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.	
If you need further assistance, please contact MDHHSCommunityPartners@michigan.gov.	
Okay	

4. Click the **Okay** button at the bottom of the notification.

|--|

notification box.

5. Click the **Back** button at the bottom of the page to re-enter the location as it appears in the 2-1-1 database.

Access Partner Provides Internet access and computers for clients to access MI Bridges.	Referral Partner ③ Receives referrais from MI Bridges clients.	Discussion Further (*) Heips clients apply for benefits, find resources, and use MI Bridges.
Display to Public: My organization may be listed as an Access Partner on the public page of M I My organization may be listed as a Navigation Partner on the public page of A	ridges 11 Bridges	
Back		Next



Register an Organization

6. Re-enter the location of your organization exactly as it appears in the 2-1-1 database.

Organizatior	Registration	
Organization Info Organization Info Locations & Engagement Let's collect some basic inform	Authorized Rep.	Organization Users
🔹 = Required		
Legal Organization Name *	Commonly Used Name 🕜	
Test Organization	Test	
Organization Phone *		
517-444-5235		
Enter an address for your organization or select an option below: Confidential Address No Physical Address		
Physical Address ~		
City *	State *	Zip Code *
	Michigan 🗸	
County *	Counties served 🕐	
Select an Option	Select a county	v

7. Click the **Next** button at the bottom right of the screen.



Notice a Is the Address Below Correct notification displays.

8. If accurate, click the **Yes, Proceed with Address** button.

Is the address be	elow correct?
106 W Allegan St Lansing, MI 48933 - Ingham	
No, Re-enter Address	Yes, Proceed with Address
Note: If the address seen is inaccurate, click enter the address on the Organization Inforthe bottom of the page to proceed.	the No, Re-enter Address button and Re- mation page. Then, select the Next button at



Notice the Location and Engagement page displays.

Organization Info	Locations & Engagement		Authorized Rep.		Organization Users
	Please choose a Level of Eng	gag	gement for your organization.		
	Review the information below and choose a level of engageme	ent. C	Once everything is complete, press Next to continue registra	ation.	
* Required Name of Location *			Commonly Used Name 🧿		
Test Organization			Test		
Confidential Address No Physical Address					
Physical Address *			Oty*		
Too w wegen of			Lansing		
County *			State*	Zip Cod	••
Ves No Level of Dippermett (LDD) *	Select	all the	at apply,		
Access Partner Provides Internet access and computers for clients to access MI Bridges.	Referral Partner O Receives referrals from MI Bridges clients.			Navigation Partner () Helps cilents apply for benefits, find	resources, and use MI Bridges.
Display to Ablic My organization may be listed as an Access Partner on the public page of MI Bridges My organization may be listed as a Navigation Partner on the public page of MI Bridges					
*					



9. Click the **Next** button at the bottom right of the screen.



Notice that a **Confirm Your Organization** notification displays if your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1. In the notification, MI Bridges will suggest an organization for you to confirm.

10. Select the correct Organization.

Confirm Your Organization	
Because you selected Referral Partner, we checked if your organization is listed with Michigan 2-1-1. I your organization below.	Please select
HACKLEY COMMUNITY CARE CENTER 2700 Baker Street Muskegon Heights, MI 49444 ⁻ Muskegon County	
None of These Confirm	

11. Click the **Confirm** button.





Notice the Authorized Representative page displays.

		Organizatio	n Registration		
	 – 	- 📀 -		- 8	
	Organization	Locations &	Authorized	Organization	
			. copy		
		Who is your organization's	Authorized Representative?		
Authorized Re manager, supe	presentative : Is the person who is au rvisor, etc.)	ithorized to sign legal documents committi	ng your organization to serve as a Communit	ty Partner. (This would typically be an agency director,	
Authorized Re manager, supe * = Required First Name [*]	presentative: Is the person who is au ivisor, etc.)	thorized to sign legal documents committi	ng your organization to serve as a Communit	y Partner. (This would typically be an agency director,	
Authorized Re manager, supe * = Required First Name*	presentative: Is the person who is au ivisor, etc.)	ithorized to sign legal documents committi	ng your organization to serve as a Communit Last Name [*]	y Partner. (This would typically be an agency director,	
Authorized Re manager, supe * = Required First Name*	presentative: Is the person who is au	thorized to sign legal documents committi	ng your organization to serve as a Communit Last Name [*] Email [*]	y Partner. (This would typically be an agency director,	
Authorized Re manager, supe * = Required First Name*	presentative: Is the person who is au	ithorized to sign legal documents committi	ng your organization to serve as a Communit	ty Partner. (This would typically be an agency director,	
Authorized Re manager, supe * = Required First Name*	presentative: Is the person who is au	thorized to sign legal documents committi	ng your organization to serve as a Communit	ty Partner. (This would typically be an agency director,	

Registered 2-1-1 Organization – Confirm your Organization Notification

Notice that a **Confirm Your Organization** notification displays if your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1. In the notification, MI Bridges will suggest an organization for you to confirm.

1. Select the correct Organization.

Confirm Your Organization
Because you selected Referral Partner, we checked if your organization is listed with Michigan 2-1-1. Please select your organization below.
HACKLEY COMMUNITY CARE CENTER 2700 Baker Street Muskegon Heights, MI 49444 · Muskegon County
None of These Confirm

2. Click the **Confirm** button.





Notice the Authorized Representative page displays.

		Organization	Registration		
	Organization Info	Locations & Engagement	Authorized Rep.	Organization Users	
		Who is your organization's	Authorized Representative	?	
Authorized Re manager, supe * = Required First Name*	presentative: Is the person who is aut rvisor, etc.)	norized to sign legal documents committing	your organization to serve as a Commun	ity Partner. (This would typically be an agency direc	tor,
Phone*			Email [#]		
< Back					Next

REFERRAL PARTNERS – ORGANIZATION WITH MULTIPLE LOCATIONS

12. Click the **Next** button on the bottom right of the screen.





Unregistered 2-1-1 Organization

Notice a **Register with 2-1-1** notification displays.

12. If your organization is not in the 2-1-1 database, please review the <u>inclusion/exclusion policy</u> and complete the <u>MI 2-1-1 Agency Application</u> form. You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.

Register with 2-1-1	×
Referral Partner locations are required to be registered with Michigan 2-1-1 and we were unable to find a 2-1-1 record for the location you entered.	
If you believe you are already registered with Michigan 2-1-1, we encourage you to look up your 2-1-1 record using the instructions below and re-enter this location exactly as it appears in the 2-1-1 database.	
Go to www.mi211.org and enter your agency name in the search box. Select the matching organization name from the dropdown list Enter appropriate geographic information and Search Find your agency in the results list	
If you would like to update or change any of the information in your 2-1-1 record, please email changes to resources@mi211.org. You can proceed with your MI Bridges registration and the information will be updated after 2-1-1 processes your updates/changes.	
If your organization is not in the 2-1-1 database, please review the inclusion/exclusion policy and complete the MI 2-1-1 Agency Application form. You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.	
If you need further assistance, please contact MDHHSCommunityPartners@michigan.gov.	
Okay	

13. Click the **Okay** button at the bottom of the notification.



Tip: To exit out of this notification you can also click the blue **X** at the top of the notification box.



Register an Organization

Notice you are returned to the Locations and Engagement page.

	Organizati	on Registration	
—	- 📀 -	— E	(23)
Organization Info	Locations & Engagement	Authorized Rep.	. Organization Users
Р	lease choose a Level of E	ngagement for your org	anization.
Review the inform	nation below and choose a level of engag	ement. Once everything is complete, pre	ess Next to continue registration.
= Required			
Name of Location *		Commonly Used Name ⊘	
Test Organization		Test	
Physical Address		City State	Zip Code
s your mailing address different than the address above? * (<i>The mal</i>	ling address will not display in MI Bridges.)		
	Sele	ct all that apply.	
Access Partner ⑦ Provides Internet access and computers for clients to access MI Bri	dges. Referral Partner ③ Receives referrals from MI Br	dges clients.	Navigation Partner ⑦ Helps clients apply for benefits, find resources, and use MI Bridges.

can add the Referral Partner level of engagement later, once your organization Michigan 2-1-1 database.

If you are a Referral Only Partner, you will have to complete MI Bridges registration once you have been added to MI 2-1-1 database.



Registered 2-1-1 Organization – Register with 2-1-1 Notification

Notice a **Register with 2-1-1** notification pops up.

14. If you believe you are already registered with Michigan 2-1-1, follow the steps listed to look up your 2-1-1 record.

Register with 2-1-1	×
Referral Partner locations are required to be registered with Michigan 2-1-1 and we were unable to find a 2-1-1 record for the location you entered.	
If you believe you are already registered with Michigan 2-1-1, we encourage you to look up your 2-1-1 record using the instructions below and re-enter this location exactly as it appears in the 2-1-1 database.	
Go to www.mi211.org and enter your agency name in the search box. Select the matching organization name from the dropdown list Enter appropriate geographic information and Search Find your agency in the results list	
If you would like to update or change any of the information in your 2-1-1 record, please email changes to resources@mi211.org. You can proceed with your MI Bridges registration and the information will be updated after 2-1-1 processes your updates/changes.	
If your organization is not in the 2-1-1 database, please review the inclusion/exclusion policy and complete the MI 2-1-1 Agency Application form. You can complete your MI Bridges registration after Michigan 2-1-1 has finished processing your application.	
If you need further assistance, please contact MDHHSCommunityPartners@michigan.gov.	
Okay	

15. Click the **Okay** button at the bottom of the notification.



Tip: To exit out of this notification you can also click the blue **X** at the top of the notification box.

16. Click the **Back** button at the bottom of the page to re-enter the location as it appears in the 2-1-1 database.

Access Partner () Provides Internet access and computers for clients to access MI Bridges.	Referral Partner ⑦ Receives referrals from MI Bridges clients.	Navigation Partner ③ Helps clients apply for benefits, find resources, and use MI Bridges.
Display to Public ⑦ My organization may be listed as an Access Partner on the public page of MI My organization may be listed as a Navigation Partner on the public page of	Bridges MI Bridges	
< Back		Nex



Register an Organization

17. Re-enter the location of your organization exactly as it appears in the 2-1-1 database.

Organizatior	Registration
i — o —	- 2 - 8
Organization Info Locations & Engagement	Authorized Rep. Organization Users
Let's collect some basic inform	nation about your organization.
• Required	
Legal Organization Name *	Commonly Used Name 🧿
Test Organization	Test
Organization Phone *	
517-444-5235	
Enter an address for your organization or select an option below:	
Physical Address *	
City *	State * Zip Code *
	Michigan v
County *	Counties served 🧿
Select an Option V	Select a county 🗸

18. Click the **Next** button at the bottom right of the screen.



Notice a **Is the Address Below Correct** notification displays. 19. If accurate, click the **Yes, Proceed with Address** button.

Is the address bel	ow correct?
106 W Allegan St Lansing, MI 48933 - Ingham	
No, Re-enter Address	Yes, Proceed with Address
Note: If the address seen is inaccurate, click	the No, Re-enter Address button and Re-

enter the address of the Organization Information page. Then, select the **Next** button at the bottom of the page to proceed.



Notice the Location and Engagement page displays.

Ogenization Info	Locations & Engagement	Authorized Rep.	Ogentation Users
	Please choose a Level of Eng	agement for your organization.	
	Review the information below and choose a level of engagement	nt. Once everything is complete, press Next to continue reg	distruction.
* = Regulard Name of Location *		Commonly Used Name 👩	
Test Organization		Test	
Confidential Address No Physical Address Physical Address Physical Address		City •	
AND YE AND SHI SI		Lansing .	nout.
Ingham		Michigan	× 48933
Ves No	Select	l that apply.	
Access Partner Provides Internet access and computers for clients to access MI Bridges.	Raferral Partner @ Receives referrals from MI Bridges cilents.		Newlighton Partner Helps cleans apply for benefits, find resources, and use MI Bridges.
Display to Public.			
My organization may be listed as a Navigation Partner on the public page of MI Bridges			



20. Click the **Next** button at the bottom right of the screen.



Notice that a **Confirm Your Organization** notification displays if your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1. In the notification, MI Bridges will suggest an organization for you to confirm.

21. Select the correct Organization.

Confirm Your Organization
Because you selected Referral Partner, we checked if your organization is listed with Michigan 2-1-1. Please selec your organization below.
HACKLEY COMMUNITY CARE CENTER 2700 Baker Street Muskegon Heights, MI 49444 · Muskegon County
None of These Confirm







Notice the Please Add the Other Locations screen displays.

		Organization Re	gistration	
	 — 	• • •	; = −−	8
	Organization Info	Locations & Engagement	Authorized Rep.	Organization Users
		Please add the other	locations.	
You may enter your	r locations below or you can add them lat	er in MI Bridges on the Organization Informa	tion screen. When you are finished adding	locations, press Next to continue registration.
NAME	COMMONLY USED NAME	ADDRESS	LEVEL OF ENGAGEMENT*	EDIT/REMOVE
Test Organization				
Main Location	Test	Confidential Address	Navigation	
Main Location	Test	Confidential Address	Navigation	
Main Location	Test	Confidential Address + Add Another Loc	Navigation	
Main Location	Test	Confidential Address + Add Another Loc	Navigation ation	

17. Click the Add Another Location button.

+ Add Another Location

18. Record your organization's information, including:

- Name of Location: This is the organization name listed on legal documents.
- **Commonly Used Name**: This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
- **Physical Address**: If you a referral partner, the address on this page must match the address for the agency's main location in Michigan 2-1-1.
 - Check the Confidential Address or/and No Physical Address box if applicable.
- **County**: This is the county where your organization's main location is located.
- Mailing Address: If your organization mailing address is different than the address listed above.



19. Choose your organization's Level of Engagement by selecting if your organization will serve as an Access, Referral, and/or Navigation Partner.

Access Partner	Access Partners offer Internet access and/or computers for clients to access MI Bridges. Designated computers do not have to be exclusively used for MI Bridges. Access Partners also promote the program.
Referral Partner	Referral Partners are organizations registered with Michigan 2-1-1 that can receive referrals from MI Bridges clients that have opted for this service. Clients are able to send their contact information electronically to Referral Partners.
Navigation Partner	Navigation Partners help clients complete the MI Bridges application, find resources, answer questions, and help clients work with their case worker. Clients choose to share information about their benefits, resources, and contact information with the Navigator.

Level of Engagement (LOE):*		
	Select all that apply.	
Access Partner Provides Internet access and computers for clients to access MI Bridges.	Referral Partner 🔊 Receives referrals from MI Bridges clients.	Navigation Partner () Helps clients apply for benefits, find resources, and use MI Bridges.

Tip: Click the Question Mark icons next to each role to learn more about that partner type.

Notice the selected Level of Engagement is highlighted in blue .

	Select all that apply.	
Access Partner ⑦ Provides Internet access and computers for clients to access MI Bridges.	Referral Partner ③ Receives referrals from MI Bridges clients.	Navigation Partner () Helps clients apply for benefits, find resources, and use MI Bridges.
Display to Public: ① My organization may be listed as an Access Partner on the public page of N My organization may be listed as a Navigation Partner on the public page o	II Bridges f MI Bridges	
Note: If you select		

- Access Partner it will automatically check that your organization may be listed as an Access Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.
- **Navigation Partner** it will automatically check that your organization may be listed as an Navigation Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.
- 20. Click the **Save and Update** button on the bottom of the screen.

Save And Update



21. Click the **Next** button on the bottom right of the screen.



Notice the Authorized Representative page displays.

	Organization	Registration		
Organization Info	Locations & Engagement	Authorized Rep.	Organization Users	
	Who is your organization's A	uthorized Representative?	?	
Authorized Representative: Is the person who is manager, supervisor, etc.)	authorized to sign legal documents committing	your organization to serve as a Commun	ity Partner. (This would typically be an agency director,	
Phone*		Email*		
< Back				Next

Registered 2-1-1 Organization – Confirm your Organization Notification

Notice that a **Confirm Your Organization** notification displays if your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1. In the notification, MI Bridges will suggest an organization for you to confirm.

3. Select the correct Organization.

Confirm Your Organization
Because you selected Referral Partner, we checked if your organization is listed with Michigan 2-1-1. Please select your organization below.
HACKLEY COMMUNITY CARE CENTER 2700 Baker Street Muskegon Heights, MI 49444 · Muskegon County
None of These Confirm

4. Click the **Confirm** button.





Notice the Location and Engagement page displays.

Organization lafo	Addotes Rp. Co	garkation Users:
Pi- Baolen bis inform	ase choose a Level of Engagement for your organization.	
* = Required Name of Location *	Cammonly Used Name @	
Text Organization	Ted	
Physical Address *	cog*	
County *	sals ● Zp Cols ● V Michigan V	
Is your mailing address different than the address above? ⁴ (the multiply ladiess will not display in MI Bridges.) Ves 🕖 No		
Level of Sngagement (LOG).*	Select al that appy.	
Access Partner O Provides Informed Access and computers for clients to access MI Bridges.	nel Perfore) mais from MI Bidges clients.	nd use MI Bridges.
Display to Public O My organization may be listed as an Access Partner on the public page of MI Bridges		
My organization may be listed as a Navigation Partner on the public page of MI Bridges		
Back		Ne

Tip: Double check to ensure the information on this page is accurate.

23. Click the **Next** button at the bottom right of the screen.



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Notice that a **Confirm Your Organization** notification displays if your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1. In the notification, MI Bridges will suggest an organization for you to confirm.

24. Select the correct Organization.

Confirm Your Organization					
3ecause you selected Referral Partner, we checked if your organization is listed with Michigan 2-1-1. Please select your organization below.					
HACKLEY COMMUNITY CARE CENTER 2700 Baker Street Muskegon Heights, MI 49444 - Muskegon County					
None of These Confirm					

25. Click the **Confirm** button.





Notice the Please Add the Other Locations screen displays.

	Organization Registration					
	O —	- •	- 8 -			
	Organization Info	Locations & Engagement	Authorized Rep.	Organization Users		
		Please add the ot	her locations.			
You may enter your	locations below or you can add them lat	ter in MI Bridges on the Organization Inf	ormation screen. When you are finished a	dding locations, press Next to continue registrat	ion.	
NAME	COMMONLY USED NAME	ADDRESS	LEVEL OF ENGAGEMENT*	EDIT/REMOVE		
Test Organization Main Location	Test	Confidential Addres	ss Navigation			
		+ Add Anothe	r Location			
< Back					Next	

22. Click the Add Another Location button.

+ Add Another Location

23. Record your organization's information, including:

- Name of Location: This is the organization name listed on legal documents.
- **Commonly Used Name**: This name may help clients better locate your organization if it is often referred to as a name other than the legal name. Often this is the name you use when answering your agency's phone or your organization's Doing Business As (DBA) name. This is the name that clients will see in MI Bridges.
- **Physical Address**: If you a referral partner, the address on this page must match the address for the agency's main location in Michigan 2-1-1.
 - Check the Confidential Address or/and No Physical Address box if applicable.
- **County**: This is the county where your organization's main location is located.
- **Mailing Address**: If your organization mailing address is different than the address listed above.



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24. Choose your organization's Level of Engagement by selecting if your organization will serve as an **Access, Referral**, and/or **Navigation Partner**.

Access Partner	Access Partners offer Internet access and/or computers for clients to access MI Bridges. Designated computers do not have to be exclusively used for MI Bridges. Access Partners also promote the program.
Referral Partner	Referral Partners are organizations registered with Michigan 2-1-1 that can receive referrals from MI Bridges clients that have opted for this service. Clients are able to send their contact information electronically to Referral Partners.
Navigation Partner	Navigation Partners help clients complete the MI Bridges application, find resources, answer questions, and help clients work with their case worker. Clients choose to share information about their benefits, resources, and contact information with the Navigator.

Select all that apply.	
Referral Partner 🔿 Leives referrals from MI Bridges clients.	Navigation Partner Helps clients apply for benefits, find resources, and use MI Bridges.
	Select all that apply. Referral Partner 🕥 eives referrals from MI Bridges clients.

Tip: Click the **Question Mark** icon next to each Level of Engagement to learn more about that partner type.

Notice the selected Level of Engagement is highlighted in blue .

Select all that apply.				
Access Partner ⑦ Provides Internet access and computers for clients to access MI Bridges.	Referral Partner ⑦ Receives referrals from MI Bridges clients.	Navigation Partner ③ Helps clients apply for benefits, find resources, and use MI Bridges.		
Display to Public: My organization may be listed as an Access Partner on the public page of MI Bridges My organization may be listed as a Navigation Partner on the public page of MI Bridges				

Note: If you select ...

- Access Partner it will automatically check that your organization may be listed as an Access Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.
- **Navigation Partner** it will automatically check that your organization may be listed as an Navigation Partner on the public page of MI Bridges. To deselect this option, manually click the check box next to the statement.
- 25. Click the **Save and Update** button on the bottom of the screen.

Save And Update



26. Click the **Next** button on the bottom right of the screen.



Notice the Authorized Representative page displays.

		Organization	Registration		
	Organization Info	Locations &	Authorized Rep.	Organization Users	
		Who is your organization's A	uthorized Representative?		
Authorized R manager, sup * = Required First Name [*]	epresentative: Is the person who is auth ervisor, etc.) d	horized to sign legal documents committing y	rour organization to serve as a Communi ast Name [*]	ty Partner. (This would typically be an agency directo	yr,
Phone*			Email [#]		
< Back					Next



AUTHORIZED REPRESENTATIVE

- 1. Enter your Authorized Representative's information into the fields shown.
 - An Authorized Representative is a person who is authorized to sign legal documents on behalf of the organization. This is typically an agency director, executive director, manager, supervisor, etc. This individual can also be the lead person of contact. After the organization information is recorded in MI Bridges; the Authorized Representative receives an email to approve the agency as a MI Bridges partner.

		Organizatio	n Registration		
	—	- 📀 -	_ =		
	Organization Info	Locations & Engagement	Authorized Rep.	Organization Users	
		Who is your organization?	Authorized Representativ	ve?	
Authorized Repr	esentative: Is the person who is aut	horized to sign legal documents committ	ng your organization to serve as a Comn	nunity Partner. (This would typically be an agency director,	
* = Required					
First Name*			Last Name*		
Phone*			Email*		
< Back					Next

Tip: As you enter the information remember:

- The LPOC and the Authorized Representative can be the same person.
- Please have the Authorized Representative check their junk/spam email box if they don't receive the email as they tend to go to that box (email will be from NoReply@michigan.gov).
- 2. Click the **Next** button on the bottom right of the screen.



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Notice the Organization Users page displays.

		Organizatio	n Registration		
	 — 	_ 🕗 _	_ 🖌 _	- 🛞	
	Organization Info	Locations & Engagement	Authorized Rep.	Organization Users	
		Start by ad	ding yourself.		
		You must add at least one user with Access Partner Level of Engagement only organiza	n the Manage Organization permission. tions are limited to 3 users for the entire organization.		
* = Required					
First Name *			Last Name *		
Emall *					
johnsmith@abc.com					
Role / User Permission	ns *				
You may only select roles that	match the organization's Level of Engagement.				
Provide Navigat	ion 🔊		Assign Referrals 🔿		
Manage Referra	ls 🕐		Manage Organization ⊘		
View Metrics					
view metrics ()					
Back					Next

ORGANIZATION USERS

1. Enter your Organization User's information into the fields shown, beginning with the Lead Point of Contact.

Start by adding yourself.						
You must add at least one user with the Manage Organization permission. Access Partner Level of Engagement only organizations are limited to 3 users for the entire organization.						
* = Required	·= Required					
First Name *	Last Name *					
Email *						
johnsmith@abc.com						

Note: The Lead Point of Contact can remove any previously added locations from this page. The only location that cannot be removed is the main location. If you need to edit a location, you must select the red **X** to remove the location, and then re-add the location.

Tip: Correctly type the email as users will receive a link to register at the email address recorded.



¥

Register an Organization

2. Select all the **Role/User's Permission** that matches the user's access. The Lead Point of Contact is required to have the *Manage Organization* permission.



Tip: Click the Question Mark icon next to each role to learn more about that permission.

Note: You may only select roles that match the organization's Level of Engagement.

Permission	Description
Provide Navigation	This role helps clients apply for benefits, locate resources, and navigate their My Resources page.
Manage Referrals	This role responds to referrals sent to your agency from clients.
Manage Organization	This role can add, remove, and edit the details of users in your organization. This role can also edit organization information. It is recommended this role be assigned to a small number of users. A maximum of 3 users can be assigned the 'Manage Organization' user role. Remember, it's important to have a back-up LPOC!
View Metrics	This role can view metrics about the agency's use of MI Bridges. They will also be able to generate reports relating to benefits, referrals, and navigators in their organization. Access only partners will not have this permission.

3. Click the **Next** button on the bottom right of the screen.





Register an Organization

Notice that the user has been added to your organization.

4. Click the + Add Another User button to add another user that will be interacting with MI Bridges

		Organizatio	n Registration		
	~ —	- 📀 -	- 📀 -	- 😵	
	Organization Info	Locations & Engagement	Authorized Rep.	Organization Users	
	,	Add the users that will be	interacting with MI Bridges.		
	Access Par	You must add at least one user with ther Level of Engagement only organiza	n the Manage Organization permission. tions are limited to 3 users for the entire org	anization.	
NAME	EMAIL		ROLE		REMOVE
John Smith	johnsmith@gmail.co	om	Navigation, Users		
< Back		+ Add A	nother User		Submit
П	p: Click the Trashc	an icon in the Ren	nove column to rem	ove the user.	

Notice the fields to add another user drop down.

5. Fill out the required fields.

Add the users that will be interacting with MI Bridges.					
	You must add at leas Access Partner Level of Engagemen	t one user with the Manage Organization permission. : only organizations are limited to 3 users for the entire organization.			
NAME	EMAIL	ROLE	REMOVE		
John Smith	johnsmith@gmail.com	Navigation, Users			
* = Required		Last Name *	Cancel		
Email *					
johnsmith@abc.co	om				
Role / User Permis You may only select roles	isions * that match the organization's Level of Engagement.				
Provide Nav	igation ③	Assign Referrals (?)			
Manage Ref	ierrals 🕜	Manage Organization 🕐			
View Metric	s@				
		Save and Update			
Not	te: You can have multiple use	ers with the Manage Organization g	permission, however		
only only	y one user can be identified a	as the Lead Point of Contact.			



6. Click the Save and Update button at the bottom of the screen.

Save and Update

7. Repeat until all agency users who will serve as a partner are recorded in MI Bridges.

Add the users that will be interacting with MI Bridges.					
	You must add at least o Access Partner Level of Engagement o	one user with the Manage Organization permission. Inly organizations are limited to 3 users for the entire organization.			
NAME	EMAIL	ROLE	REMOVE		
John Smith	johnsmith@gmail.com	Navigation, Users	Ī		
Jane Doe	janedoe@gmail.com	Metrics			
		+ Add Another User			
< Back			Submit		

8. Click the **Submit** button on the bottom right of the screen.



Notice the Lead Point of Contact window displays.

9. Click the **Arrow** in the field.

	Lead Point of Contact
Please select	t your Lead Point of Contact. Your Lead Point of Contact will also have the Manage Users permission.
	Select an Option
	Confirm

10. Select the Lead Point of Contact from the drop down.

Select an Option	Solact an Option	\sim
Select an Option	Select all Option	
	Select an Option	



11. Click the **Confirm** button.



Notice the Organization Registration screen displays.

Organization Registration	
To complete your registration, the authorized representative you indicated must approve your organization. Once approved, it takes MDHHS 1 to 2 business days to activate your organization. Then, the users you listed will receive an email to complete their own registration.	
As a reminder, all staff are required to attend MI Bridges training. The Lead Point of Contact (LPOC) will receive training information.	
If you have questions, you can contact MDHHS at mdhhscommunitypartners@michigan.gov	
Return to Home Page	
 Note: To complete your registration, the authorized representative you indicated must approve your organization. Once approved, it takes MDHHS 1 to 2 business days to activate your organization. Then, the users you listed will receive an email to complete their own registration. As a reminder, all staff are required to attend MI Bridges training. The Lead Point of Contact (LPOC) will receive training information. If you have questions, you can contact MDHHS at mdhhscommunitypartners@michigan.gov 	
Tip: Click the Return to Home Page button to go back to the <u>MI Bridges Homepage</u> .	