Create a New Community Partner Organization

This Job Aid explains how a Lead Point of Contact (LPOC) can register a community partner organization in MI Bridges.

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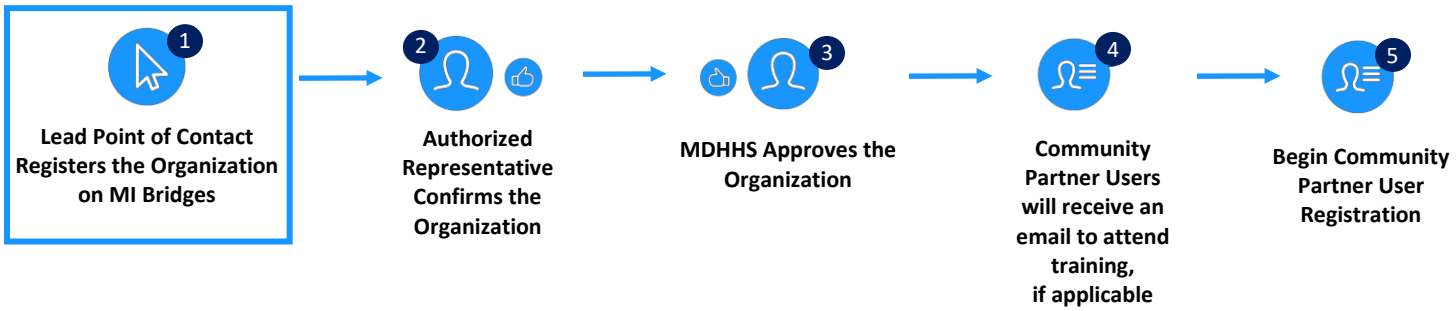
Important Information

As a Lead Point of Contact, you can register your agency by visiting http://www.michigan.gov/mibridges then click on the Community Partner tab to get to the registration page. This is the first step to partnering with MDHHS as a MI Bridges community partner.



Begin Community Partner Agency Registration

As a Lead Point of Contact (LPOC) you will register your organization in MI Bridges. Prior to beginning registration in MI Bridges, there are some important tips and information you should know.

Tip: 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.

1. 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 here 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 click here.

Tip: When searching for an organization using the www.mi211.org "Search Resource Database" functionality, 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 below, the search result for "Capital Area Community Services" is the record of the organization (the main/primary location). In example 2, "Capital Area Community Services

– Lansing Service Center" is the name of a site that is part of the organization.

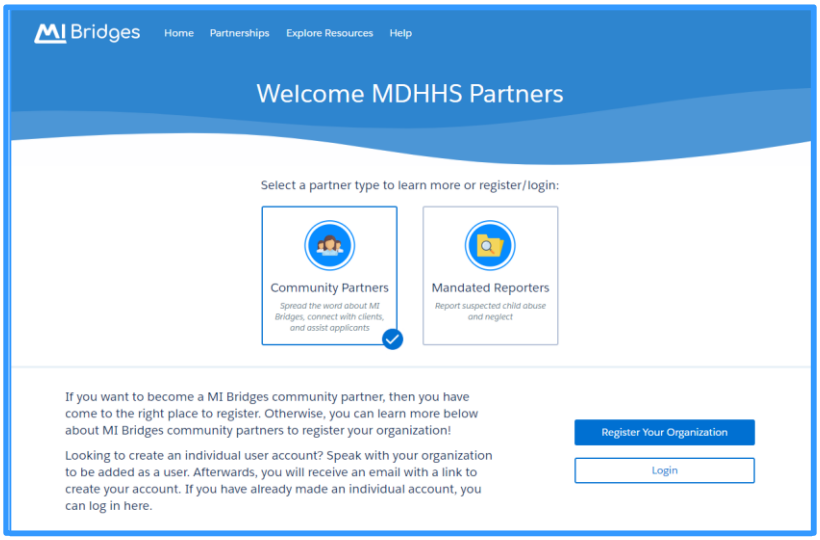
Example 1

Example 2

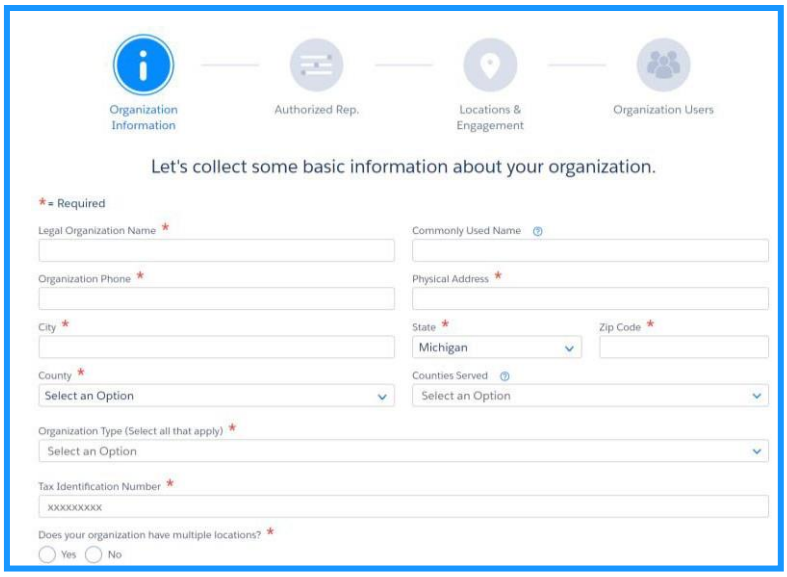
- Organizations with only one site: (generally displayed in the format of example 1 above), the information from a www.mi211.org search result can all be recorded in the first section of the MI Bridges community partner registration process (the Organization Information section, step 4).
- Organizations with multiple sites: organization information (displayed in the format of example 1) is recorded in the first section of the MI Bridges community partner registration process (the Organization Information section, step 4) and site information (displayed in the format of example 2 above) is entered in the third section of the partner registration process (the Locations and Engagement section, step 14).

Create a New Community Partner Organization

1. Navigate to www.michigan.gov/MIBridges. The **MI Bridges Community Partner** page displays.



2. Click **[Register Your Organization].** The **Organization Registration** page displays.
3. Click **[Start Registration].** The **Organization Information** page displays.



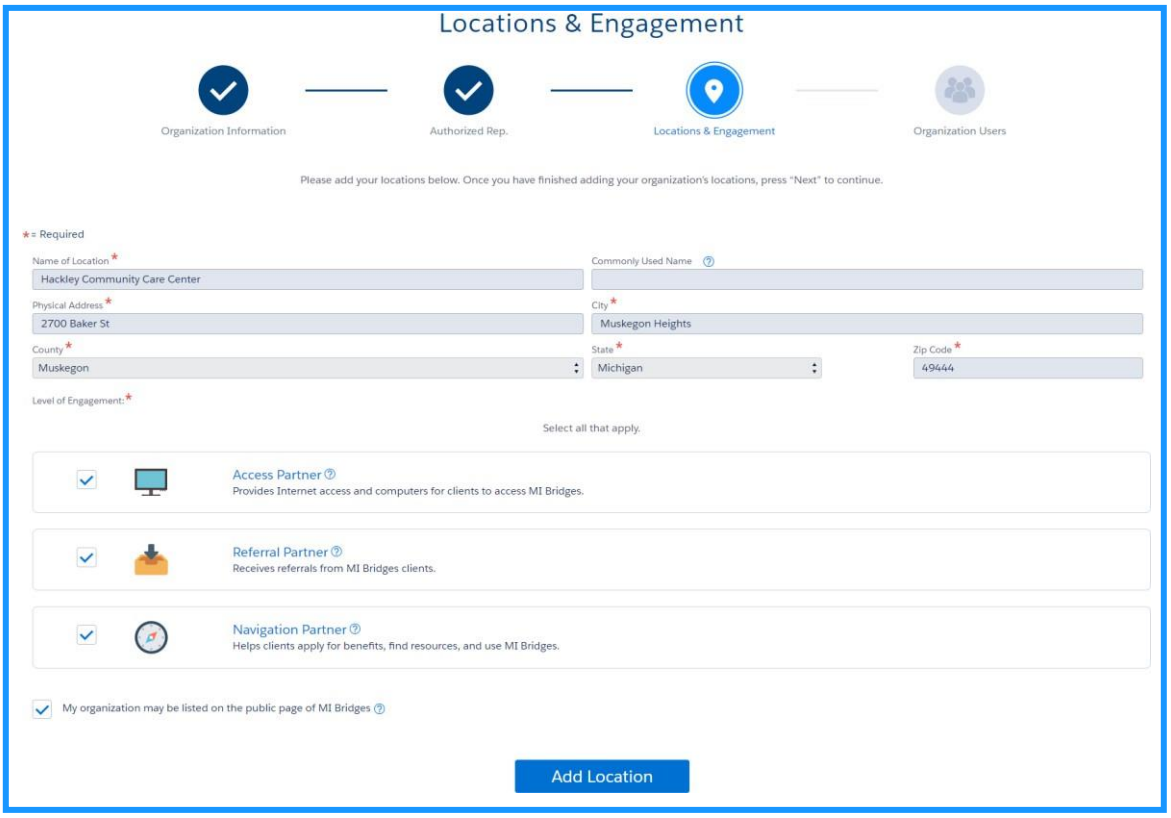
4. Record your organization's information, including:
   - **Legal Organization Name:** This is the organization name listed on legal documents.

- **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 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.
  (Note boxes for **confidential or no physical address.)**
- **County:** This is the county where your organization's main location is located.
- **Counties Served**: You can select multiple counties. Clients will use this information as search criteria when looking for resources.
- **Organization Type:** You can select multiple options. Clients will use this information as search criteria when looking for resources.
- **Tax Identification Number**
- **Does your organization have multiple locations?** Selecting **[Yes]** will allow you to record additional organization locations after step **13**. This is helpful because users are assigned to the organization location where they work later in the registration process.

5. Click **[Next].** The **Please Verify Your Address** page displays.
6. Edit the address if needed by selecting **[Re-enter Address]**. Once the address is correct, click **[Confirm].** The **Authorized Rep**. page displays.

	Tip: 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.

7. Type your Authorized Representative's information on this page. Click **[Next].** The **Locations & Engagement** page displays.
   - 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).

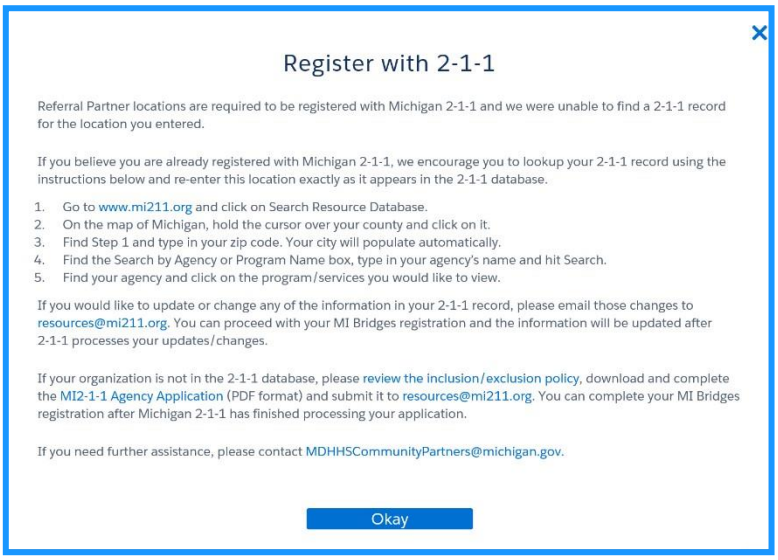


	Tip: You can designate your organization as an access partner, referral partner, navigation partner. Each organization can choose to serve in multiple partner roles.

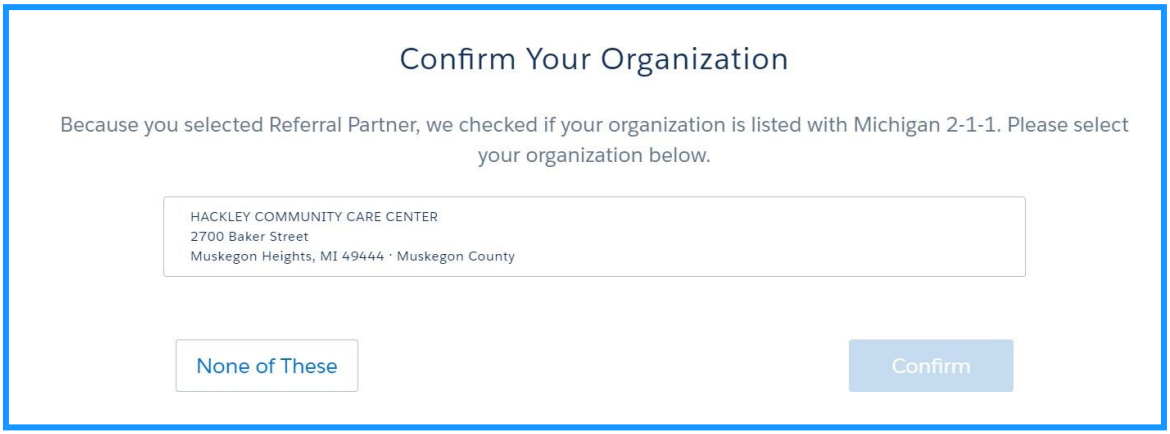
8. Notice the organization information for your agency's main location displays on the page and cannot be edited. If this information is incorrect, use the **[Back]** button to navigate to the **Organization Information** page to edit name or address information.
9. Record your organization's partner role(s):
    - Select if your agency will serve as an Access, Referral, and/or Navigation Partner. Click the help icons next to each role to learn more about that partner type.
    - By checking the **[My organization may be listed on the public page of MI Bridges]** box, your organization will display on the MI Bridges public page. This means the organization information can be viewed by anyone in MI Bridges.
10. Follow the below steps depending on how many locations your organization has:

	Next Step
Access and/or Navigation: If your organization has ONE location	Click **[Next]** and proceed to step **15.** The **Organization Users** page displays.
Access and/or Navigation: If your organization has MULTIPLE locations	Click **[Add Location]** and proceed to step **13.**
If you will be registering as a Referral Partner	Click **[Next]** and proceed to step **11.** The **Register with 2-1-1** or **Confirm Your Organization** page displays**.** NOTE: If you have MULTIPLE locations, you will have to do this for each location.

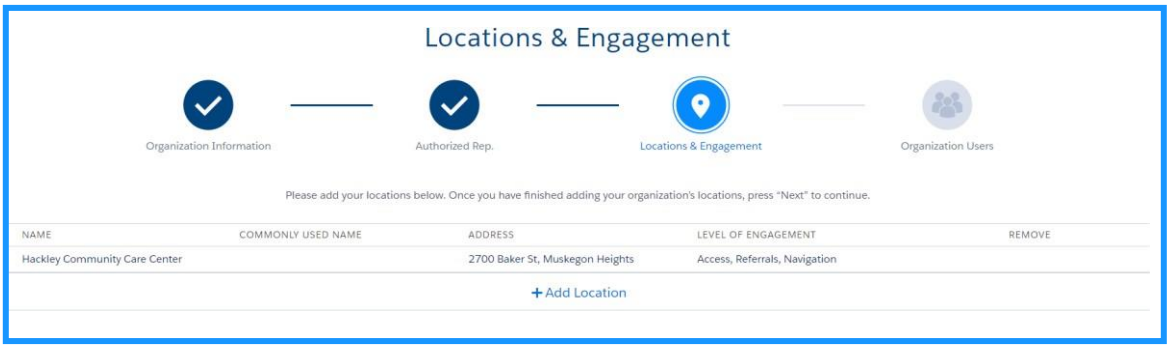
11. **Referral Partners Only:**
    - If an organization selected to be a Referral partner, they must first be registered in Michigan 2-1-1 otherwise they will not be able to complete the registration process in MI Bridges. If you receive a message to register in Michigan 2-1-1, follow the instructions provided in MI Bridges to register your agency in Michigan 2-1-1.
    - If you are registered in Michigan 2-1-1 and you are not able to proceed with registering your organization in MI Bridges, contact MDHHS at mdhhscommunitypartners@michigan.gov for assistance.
    - If you are also a Navigation and/or Access partner, click **[Okay]** and you will return to **Choose Level of Engagement** screen. **[Unselect]** Referral Partner and continue with agency registration. You can add Referral level of engagement later (once you are in 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.



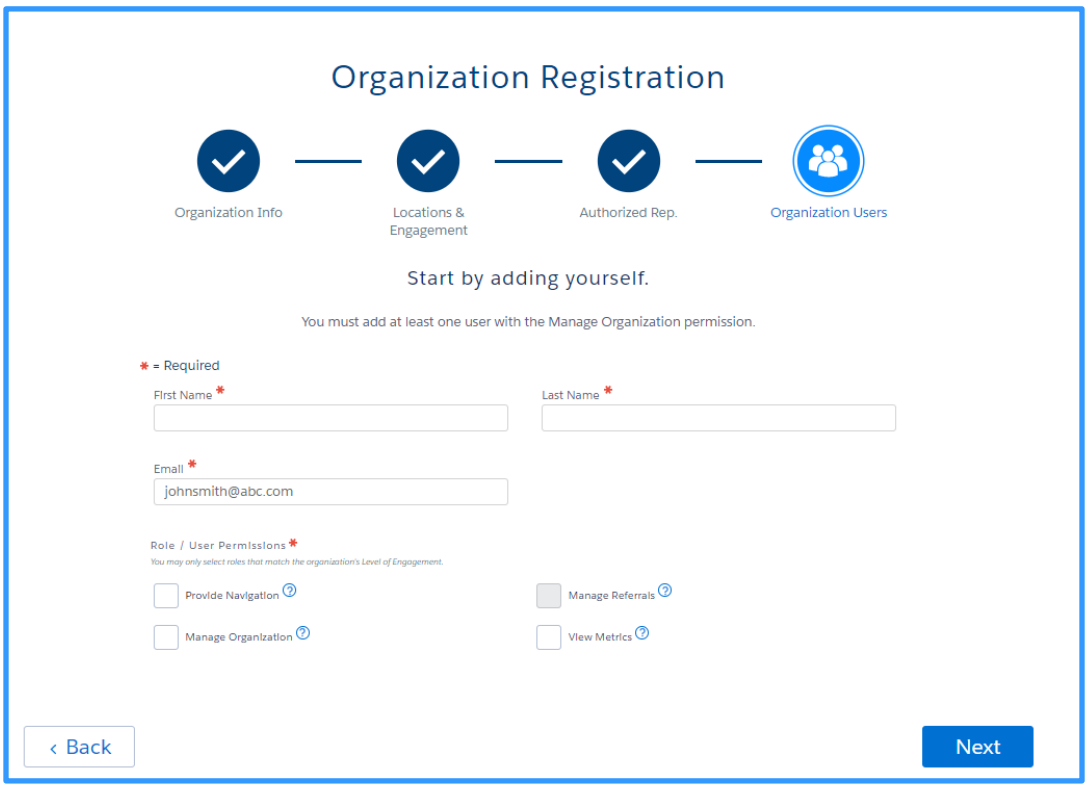
- If your organization is registered with Michigan 2-1-1 and their information matches a record in 2-1-1, MI Bridges will suggest an organization for you to confirm. Select the correct agency and click **[Confirm].**



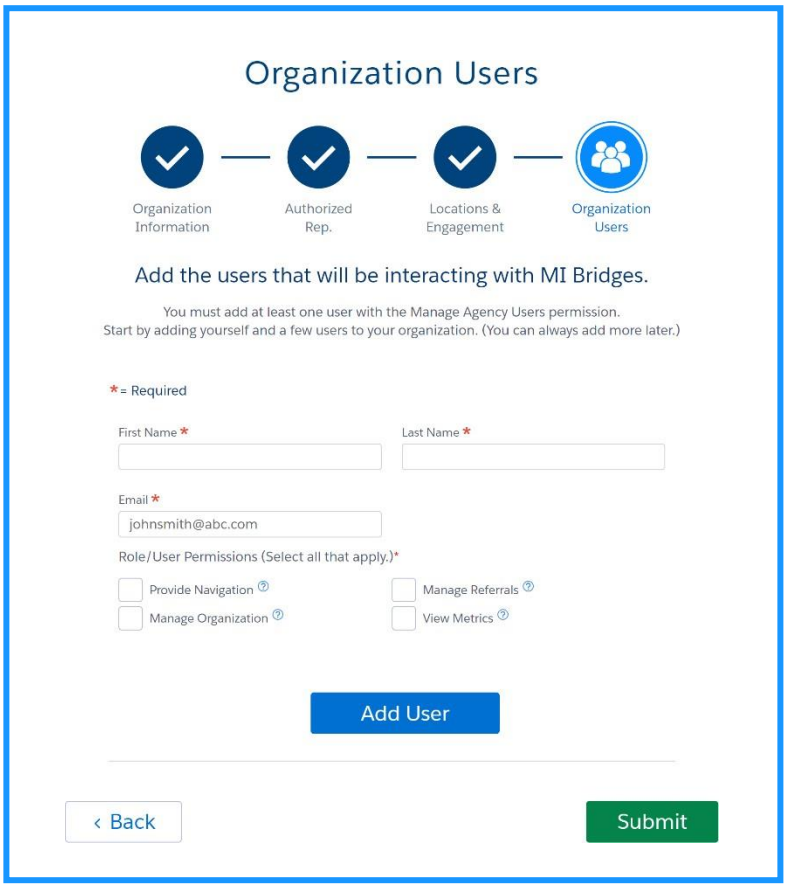
12. Follow the below steps depending on how many locations your organization has
    - **One Location:** Click **[Confirm].** The **Organization Users** page displays (on the next page below). Proceed to step **15**.
    - **Multiple Locations:** Click **[Confirm].** The **Locations & Engagement Summary** page displays.



13. Click **[+ Add Location].** Additional fields display to record the agency's location information.
14. Record information on the agency's second location. Notice you can now edit the name and address fields. Repeat steps 9-13 for all agency locations. Click **[Next]**. The **Organization Users** page displays.
15. The Lead Point of Contact should add themselves first.



	Tip: 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.


Organization Users
Organization Information
Authorized Rep.
Locations & Engagement
Organization Users
Add the users that will be interacting with MI Bridges.
You must add at least one user with the Manage Agency Users permission.
Start by adding yourself and a few users to your organization. (You can always add more later.)
* = Required
First Name *
Last Name *
Email *
johnsmith@abc.com
Role/User Permissions (Select all that apply.)*
Provide Navigation
Manage Referrals
Manage Organization
View Metrics
Add User
‹ Back
Submit

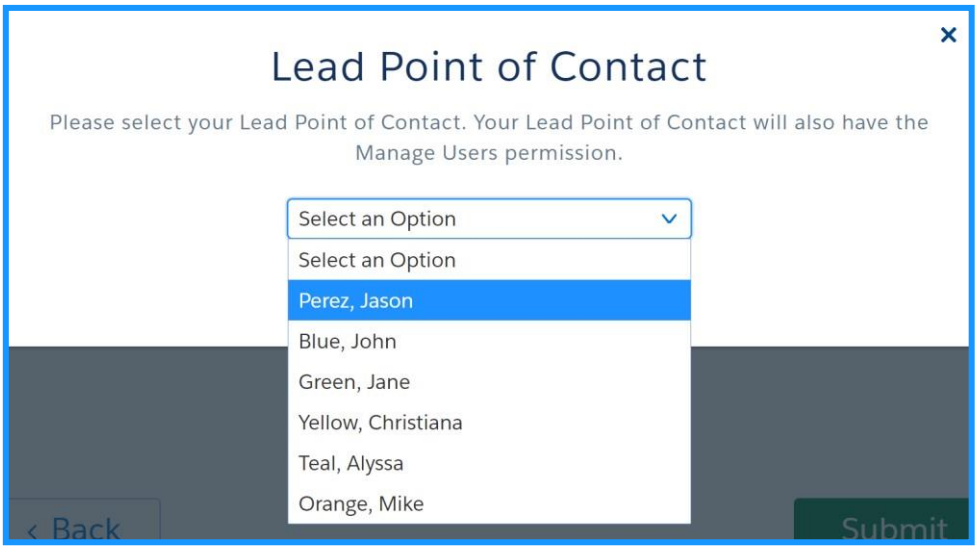
16. Add the **Name, Email,** and **Role/User Permissions** for each user in the organization who will be using MI Bridges. A user can be assigned multiple permissions. Remember, each user will receive their own account. It is important to correctly type the user's email because users will receive a link to register at the email address you record. Click **[Add User].** The **Organization Users Summary** page displays.
    - **Best Practice:** Add the LPOC as the first user and provide the 'Manage Organizations' permission.

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.

Tip: As you add users, the **Organization Users Summary** page displays the different users. Each user can have different permissions. If you don't add all your users here, you will be able to add more users after your organization is approved.

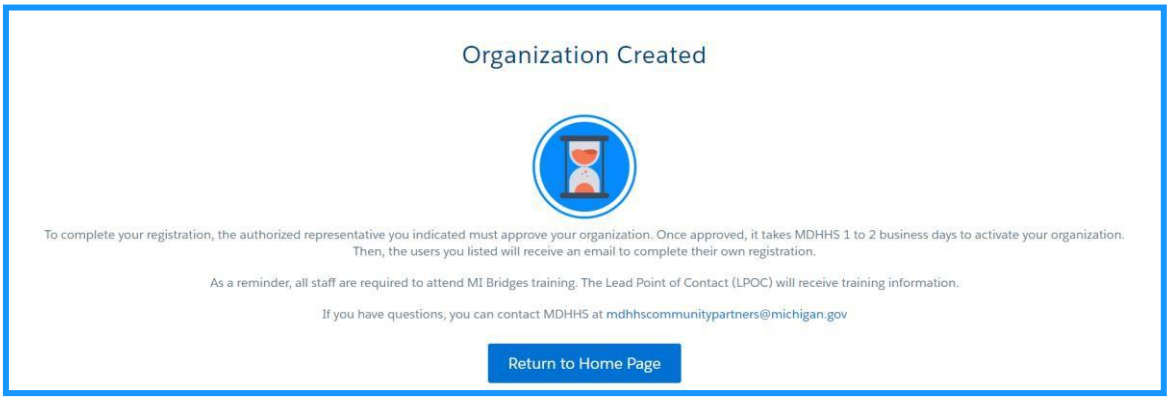
To edit a user, select the red **[x]** to remove the user, and then re-add the user.

17. Repeat step 15 until all agency users who will serve as a partner are recorded in MI Bridges. Click **[Submit]**. The **Lead Point of Contact** pop-up window displays.



	Tip: The Lead Point of Contact is the first person MDHHS will contact if they have questions or need more information about the organization. Only one person in the organization can be the LPOC.

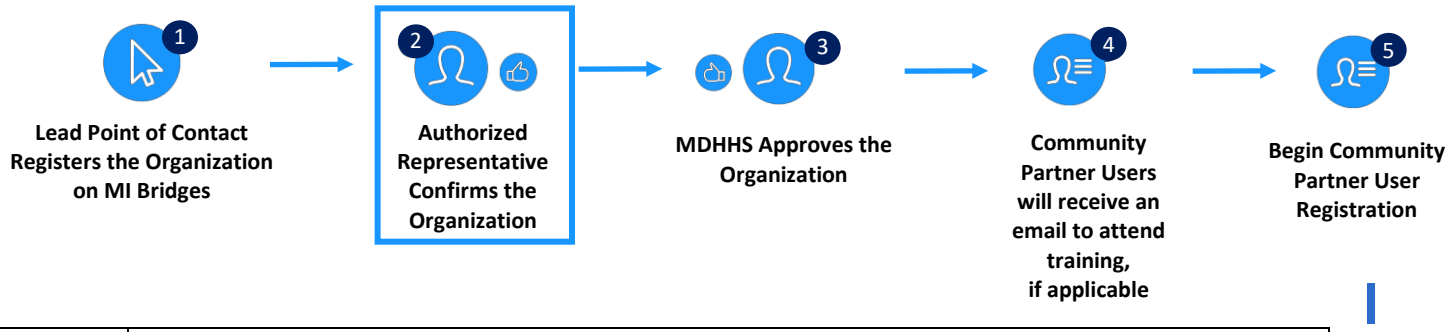
18. All users display in the drop-down list. Select the LPOC. Click **[Confirm].** The **Organization Created** page displays. This is the last step for the LPOC. An email is triggered to the Authorized Representative prompting them to confirm that their organization can serve as a MI Bridges partner.



19. Click **[Next].** The **Confirm Your Organization** page displays.

Authorized Representative Approval

After the Lead Point of Contact registers the organization, the individual listed as an Authorized Representative is sent email to certify that the organization can serve as a MI Bridges partner.

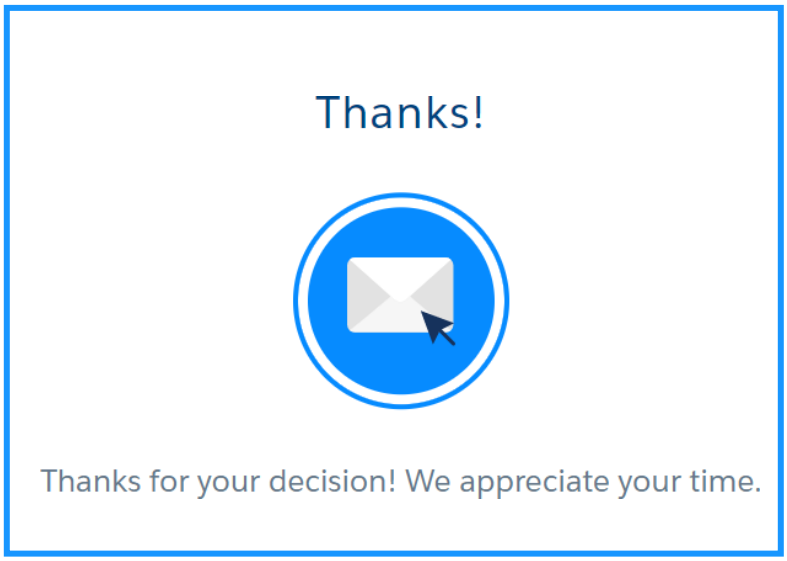


	Tip: Please alert the Authorized Representative to check their email. An email is sent to the address recorded on the Authorized Representative page. The email is titled 'Authorized Representative Approval' and is sent from 'Do Not Reply'. Please have the Authorized Representative check their junk/spam email box if they don't receive the email as they tend to go to that box (email will be from NoReply@michigan.gov).

20. Review the email titled 'Authorized Representative Approval'. Click **[Review and Certify].** An **Authorized Representative Approval** webpage opens.

	Tip: If any information is incorrect, the Authorized Representative is prompted in the email to contact the Lead Point of Contact. The LPOC's email address is listed at the bottom of the email. Note: The Authorized Representative does not need to create a MI Bridges account to certify the organization.

21. Carefully review the information on the **Authorized Representative Approval** webpage. Click **[Accept].** The **Thanks** page displays.



☆	**Tip: Congratulations!** You have successfully created a MI Bridges account. Your organization's registration has been sent to MDHHS for approval. Once MDHHS approves your organization you will receive an automated email that your organization has been approved. After your organization has been approved users in your organization will receive an email to create their account!

Remember, if you have any questions on registration, you can always contact MDHHS by emailing mdhhscommunitypartners@Michigan.gov or visit www.Michigan.gov/mibridgespartners for the latest MI Bridges information!