

Integrated Service Delivery Release Notes for R3 Build

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Help Me Find Resources

Figure	Update
1	Find Resources now has 10 categories <ul style="list-style-type: none"> New categories <ul style="list-style-type: none"> Clothing & Household Goods Legal
2	Help Me Find Resources <ul style="list-style-type: none"> Client will see a message page successfully saved. Client can see a summary of added resources, download a PDF and jump to their resource page. If a client chooses a state resources during Help Me Find Resources, the client can click [Start Application] to start the benefits application.
3	Help Me Find Resources <ul style="list-style-type: none"> My Resource Page <ul style="list-style-type: none"> Current & Removed Resources Easier topic menu listing the number of resources in each topic. Added [Removed Resources] page that stores resources a client removed in the past year.
4	Explore Resources <ul style="list-style-type: none"> Clients can search for Child Care Providers from the Great Start to Quality database. Filter providers by age, date, and time, and type.
5	Explore Resources <ul style="list-style-type: none"> After clicking [Search], clients will see a Great Start to Quality rating next to each resource based on five factors: <ol style="list-style-type: none"> Staff Qualifications Family & Community Partnerships Administration & Management Program Environment Curriculum & Instruction
6	Explore Resources <ul style="list-style-type: none"> If a resource is listed as a Woman, Infant, and Children (WIC) program, clients can send an electronic referral to that location.

Figure	Update
7	Explore Resources <ul style="list-style-type: none"> • Clients can report inaccurate information directly to 2-1-1.
8	Notifications <ul style="list-style-type: none"> • On the home page, new notifications will now appear when a client logs-in. • A Navigator now can recommend resource for a client.

Apply for Benefits (AFB)

Figure	Update
9	AFB <ul style="list-style-type: none"> • Clients can return to the program selections page to add or remove programs for which they are applying for. • After adding a program, a pop up will display asking the client to confirm the want to add the new program.
10	AFB <ul style="list-style-type: none"> • At the end of the application, if clients entered household details, assets, income, or expenses earlier, a page will display asking if any of those situations have changed I the last 6 months.
11	AFB <ul style="list-style-type: none"> • When submitting an application, if a client has previously connected with a Navigator, the Navigator(s) display on the submission page. • Client can indicate if any of the Navigators or none assisted with completion of the application. • The name of the navigator who assisted the client with the application displays on the PDF of the application sent to the caseworker. <i>It does not display on the client copy of the application.</i>
12	AFB <ul style="list-style-type: none"> • Clients will see a real time response for their Healthcare application. • With the new WIC post-eligibility support, the benefits application will suggest to the client the ability to send referrals to organizations that can support their needs. <i>(Estimated for October 27).</i> • Client will see the WIC Referral prompt anytime they indicate on the application that a person in the household is a child under 5, a pregnant woman, or a foster child. <i>(Estimated for October 27).</i> • After submitting an application, clients are now prompted to go directly to the Upload Documents page to share documents with their application.
13	AFB <ul style="list-style-type: none"> • If a client applied for SER for heat or electricity, they will have the option to send a referral to a MEAP grantee. • If a client chooses to send a Referral, the closest 5 MEAP Grantee organizations display and the client can choose to work with an organization. Clients can select "Show Additional Organizations" to see more MEAP agencies. <ul style="list-style-type: none"> ○ Statewide MEAP Grantee organizations display at the top of the list.

Connect with Multiple Navigators

Figure	Update
14	<p>Connect with a Navigator</p> <ul style="list-style-type: none"> • Clients can now share information with multiple Navigators (up to 10). Clients will see all Navigators they are connected to listed on their dashboard. (Note: Navigators cannot see the other Navigators a client is working with) • Clients can select [Add Navigator] from their dashboard or [Connect with a Navigator] at the bottom of any page to share information with a Navigator.

Navigation Partner Client Directory

Figure	Update
15	<p>Client Directory</p> <ul style="list-style-type: none"> • Navigators can now remove clients from their directory by selecting [Remove Clients]
16	<p>Client Directory</p> <ul style="list-style-type: none"> • To add a client, type the clients First Name, Last Name, and Date of Birth in the fields. A list of client(s) that meet those criteria will be listed below. • To send the request, click the [Request] button and the client will receive a notification that you have requested to be their Navigator.
17	<p>Client Directory</p> <ul style="list-style-type: none"> • The tab format will give a quick view for each of the topics. • If the client has given the Navigator consent, they can view their household information, needs & resources, benefits, case history, and documents needed. • On the Documents Needed tab, Navigators can quickly see what documents are needed and the date due. If the date shows read, that document has not been submitted and overdue.
18	<p>Client Directory</p> <ul style="list-style-type: none"> • On the Case History tab the Navigator will see a quick view of the history of that client's case. To see more, the Navigator can click [Show More] and see the exact same information that a client sees about the case. • The ability to see the Healthcare application results by clicking view results next to the application submitted.
19	<p>Client Directory</p> <ul style="list-style-type: none"> • On the Needs and Resource tab, you will see a quick view of the client's information. Such as the topics of help they have, the number of urgent needs they have, and the amount of corresponding resources. • [Show More] will again show the same information the client sees when they view their resource page. • Partners can suggest resources to a client in their directory. If a partner clicks [Help me Find Resources] of [Explore Resources] they can find and suggest resources to the specific client.
20	<p>Report Incorrect Resource Information</p> <ul style="list-style-type: none"> • Partners can report information that is incorrect by clicking report inaccurate information and selecting the type of information that needs to be changed. The request will be submitted to 2-1-1 in the form of an email to review.
21	<p>Send Resources</p> <ul style="list-style-type: none"> • Partners can suggest an organization to a client. If the client accepts the suggestion, an electronic referral can be sent to the organization.

Update Partner Account

Figure	Update
22	<p>Partner Account</p> <ul style="list-style-type: none">• Partners will be able to edit their location, notification preferences, update their password and security questions from their profile.• Referral partners can opt in to receive a daily email notification when their organization received a new referral.• Navigation partners can opt in to receive an email if a client in their directory as an 'urgent need' to their resources.

Appendix

Screenshots:

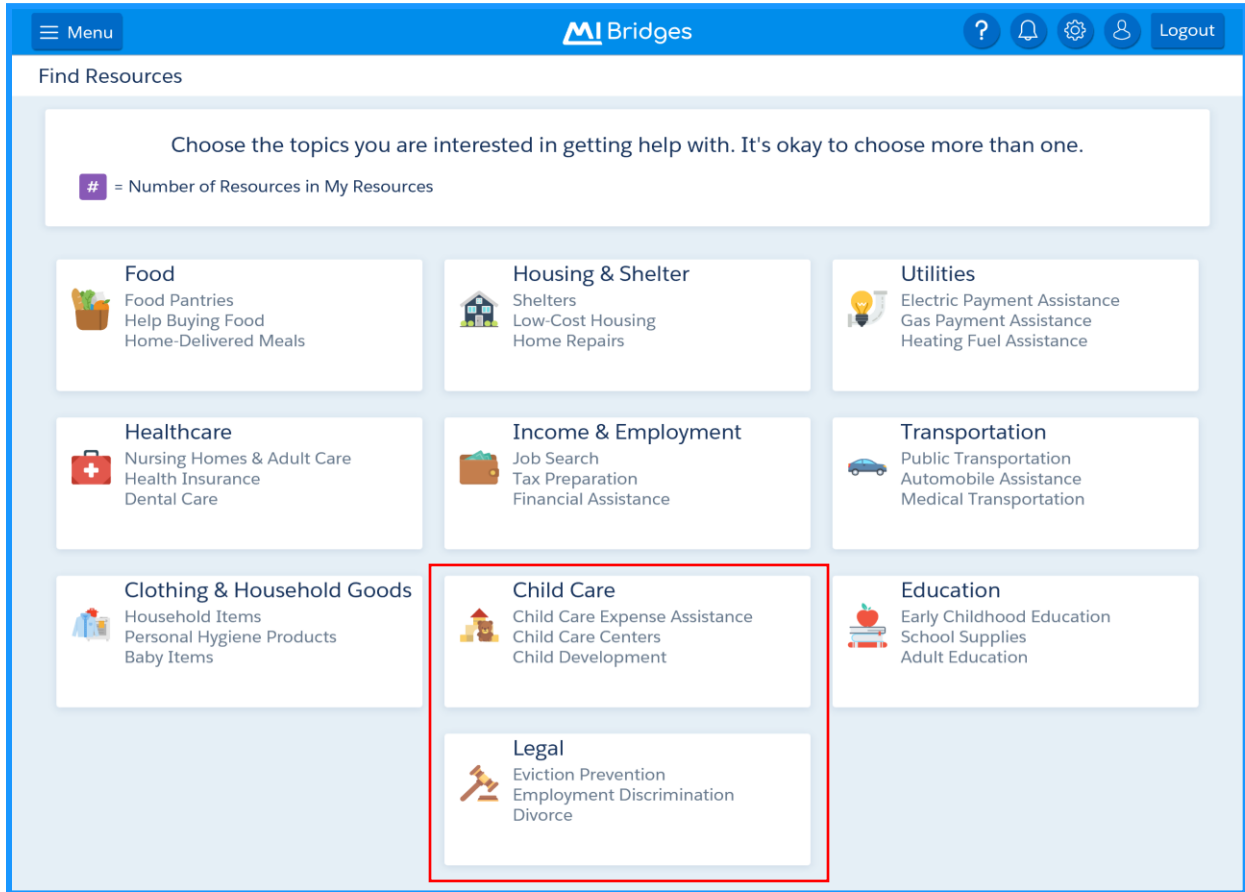


Figure 1. Find Resources 10 Categories

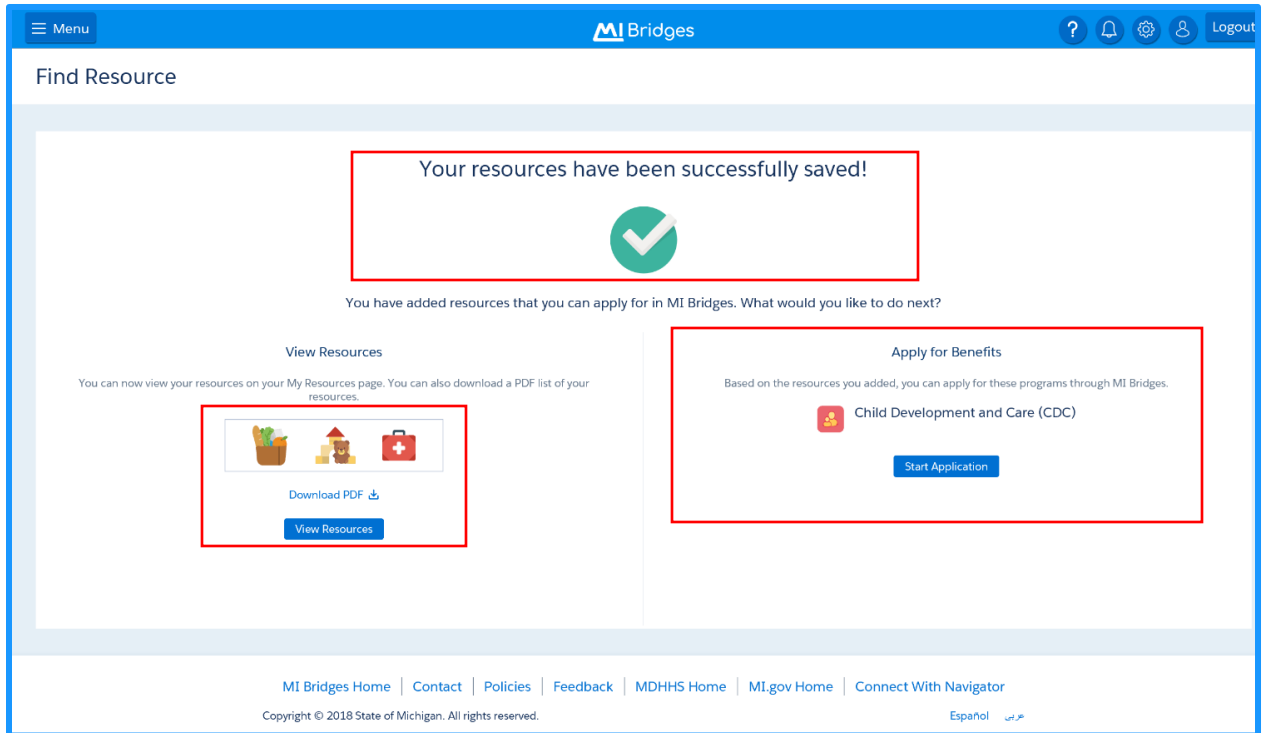


Figure 2. Help Me Find Resources New Functions

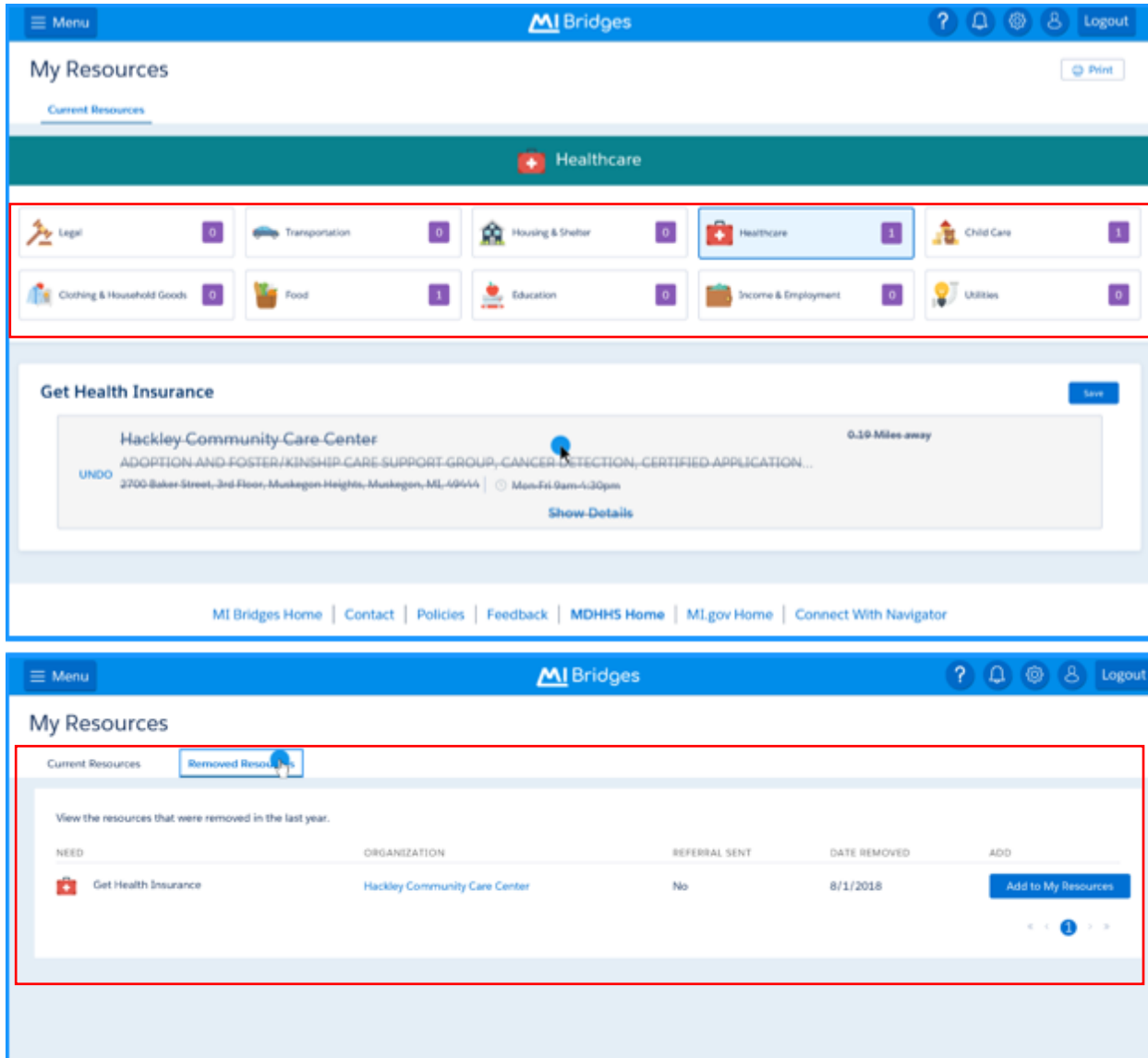


Figure 3. My Resources

Find Resources

Child Care ▼

Providers ▼

1757 E sherman, muskegon, Michigan

Filter by Age

Age of youngest/only child

▼ Years ▼ Months

Age of oldest child

▼ Years ▼ Months

Filter by Days and Times

Sun	Mon	Tue	Wed	Thu	Fri	Sat
-----	-----	-----	-----	-----	-----	-----

From ▼ ▼ AM ▼ To ▼ ▼ PM ▼

Filter by Type

Licensed Centers

Licensed Family Homes

Licensed Group Homes

Accepts CDC Payment

Figure 4. Search for Child Care Providers from Great Start to Quality database.

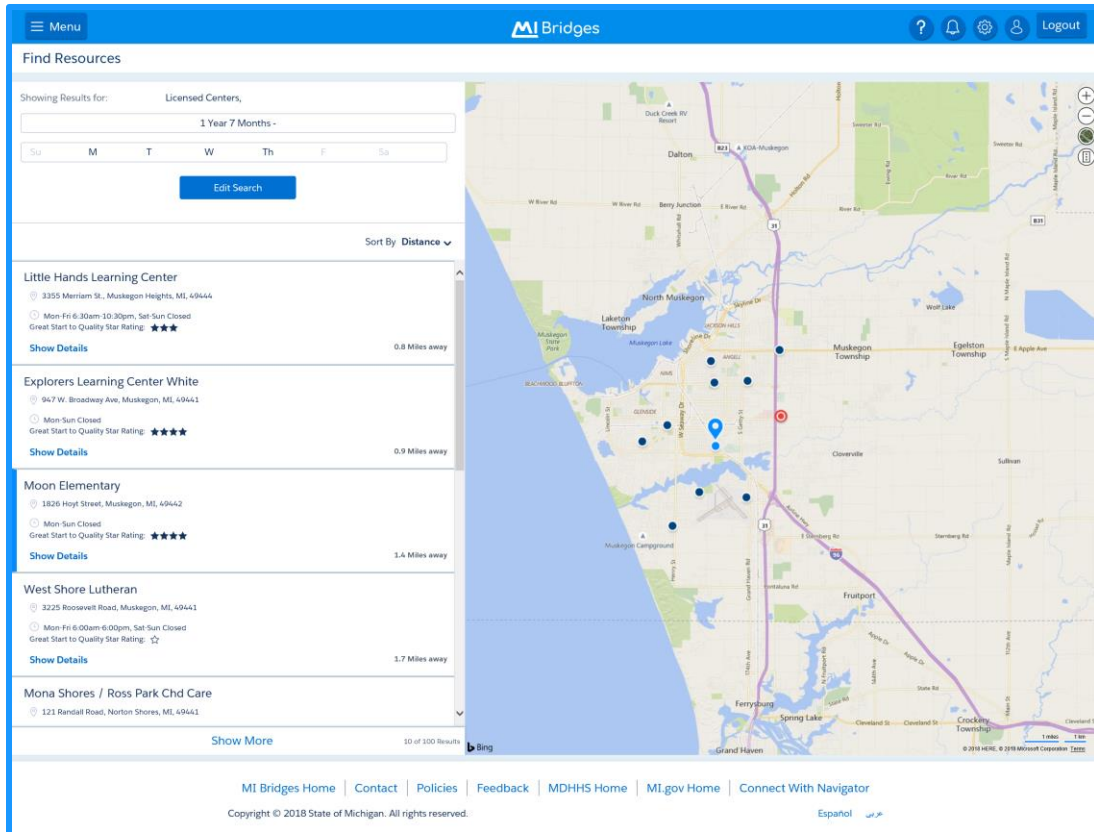


Figure 5. Great Start to Quality Rating.

Share Information with Resources

The resource you added can receive your contact and resource information electronically. If you send your information, someone from the organization will contact you in about two business days. You may also reach out to them on your own.

Resource Name _____

WIC at Wayne County Health Department

I agree to share my contact and resource information with the confirmed resource above.

[I Don't Want To Share My Information](#)

Figure 6. Share Information with Resources - Estimated for October 27.

Report Inaccurate Information ^

MI Bridges Information Change Request

What type of information needs to be updated?

Address Website

Phone Number Hours

Services

Figure 7. Report Inaccurate Information

Menu ? [User Icon] [Settings Icon] Logout

Welcome back to MI Bridges, Tamara!

Notifications [View All](#)

- Power Outage** 12/11/2017
If you live in the 48864 area, you will experience a short power outage from 2:00p.m. to 4:00p.m..
- New** 12/11/2017
Janet recommended 3 resources for you. [View](#)
- New** 12/10/2017
MDHHS has new information regarding your appointment. [View Letters](#)
- 11/22/2017
You have an update from your MI Bridges navigator. [View Details](#)

My Resources (10 Total)

- Food 7
- Housing & Shelter 3

[View Resources](#)

I want to...

- [Apply for Benefits](#)
- [Report Changes](#)
- [View My Benefits](#)
- [Explore Resources](#)
- [Update My Profile Information](#)
- [View Case History](#)

My Navigator

Janet Jenkins
Cherry Hill Clinic
 616-555-5443

Figure 8. Notifications

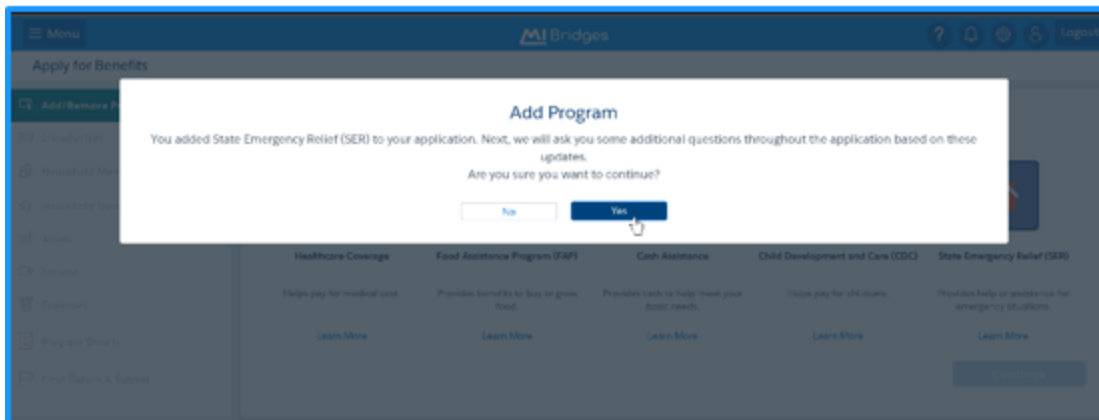
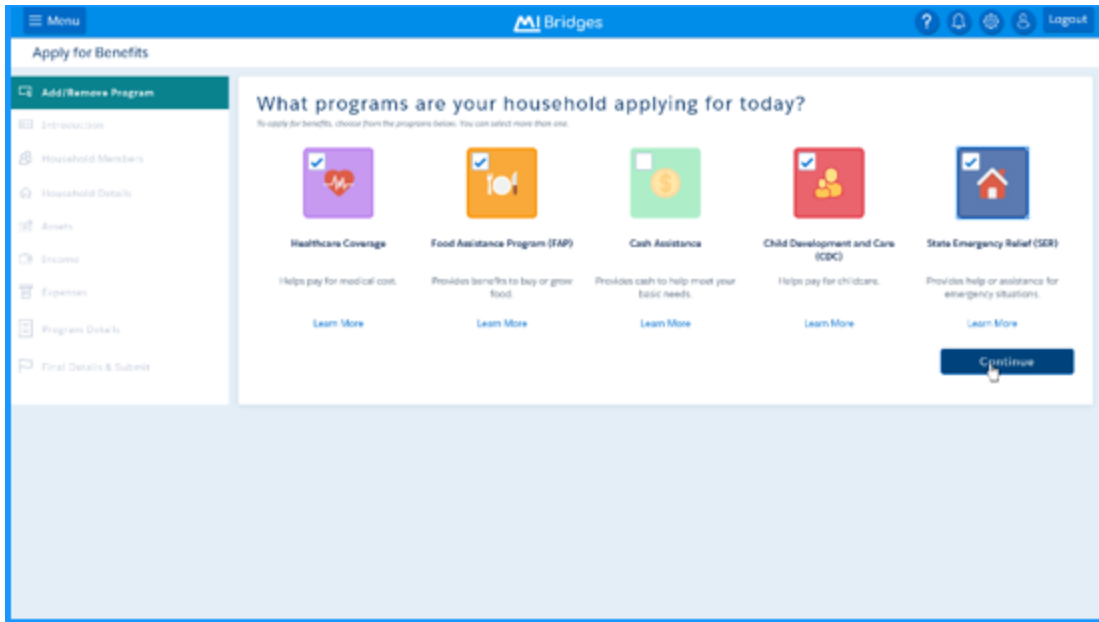


Figure 9. AFB Add Program

Figure 10. AFB Household Information

Figure 11. AFB Navigator Information

The screenshot shows the 'Apply for Benefits' page in the MI Bridges system. At the top, there is a blue navigation bar with a 'Menu' icon, the 'MI Bridges' logo, and icons for help, notifications, settings, and user profile, along with a 'Logout' button. The main content area is titled 'Apply for Benefits' and features a central 'Application Submitted' heading with a tracking number 'T00123456789'. A progress indicator shows the first step, 'Application Submitted', is complete. Below this, a message states 'Pending = MDHHS will contact you for more information'. A table lists the application details:

INDIVIDUAL	TYPE OF COVERAGE	STATUS
Tamara	Healthcare Coverage	Pending

Below the table, the second step, 'Send Referrals', is active. It contains two referral cards: 'Energy Self-Sufficiency' with a 'Send' button, and 'WIC (Women, Infants, and Children)' with a 'Referral Sent ✓' button. The third step, 'Go to Upload Documents', is also visible with an 'Upload Documents' button.

Figure 12. AFB Application Submitted | Upload Documents

The screenshot shows a web application interface for MI Bridges. The top navigation bar includes a 'Menu' icon, the 'MI Bridges' logo, and utility icons for help, notifications, settings, user profile, and 'Logout'. The main content area is titled 'Apply for Benefits' and contains a progress indicator with three steps: 'Application Submitted' (completed), 'Send Referrals' (current), and 'Go to Upload Documents' (pending). The 'Send Referrals' step includes a 'Send' button and a 'Send Referrals' section with a 'Send' button. Below this is a 'Go to Upload Documents' section with an 'Upload Documents' button. The second screenshot shows a 'Choose an Organization' screen with a list of organizations and their addresses. The first organization, 'Salvation Army (The) - Jackson', is selected. Below the list is a 'Show Additional Organizations' link, a text input field for 'Enter CP ID', and a 'Find Organization' button. At the bottom are 'Cancel' and 'Continue' buttons.

Application Submitted

Tracking Number : T50263469

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](#).

Send Referrals

Energy Self-Sufficiency
Based on your application for SER electricity assistance, you may be able to receive additional energy assistance. Click 'Send' to find an organization that can help you.

Send

Go to Upload Documents
Based on your application answers, you should upload some documents. You will be notified if your application requires additional verification.

Upload Documents

Choose an Organization

<input checked="" type="radio"/> Salvation Army (The) - Jackson	806 E Pearl St, Jackson MI 49201
<input type="radio"/> Barry County United Way and Volunteer Center	231 S Broadway St, Hastings MI 49058
<input type="radio"/> Heat and Warmth Fund (The)	535 Griswold St, Ste 200, Detroit MI 48226
<input type="radio"/> PEOPLE CENTER (THE)	307 E Exchange St, Spring Lake MI 49456
<input type="radio"/> Truenorth Community Services	6308 S Warner Ave, Fremont MI 49412

Show Additional Organizations

If you do not see the organization you are working with, enter your Navigator's Community Partner ID.

Enter CP ID

Find Organization

Cancel

Continue

Figure 13. SER MEAP Grantee Referral

What is your Navigator's ID?

Ask your Navigator to enter their Community Partner ID.

CP-ID

2123-111

[Next](#)

My Navigator is Not Nearby

MenuMI BridgesLogout

Welcome back to MI Bridges, Andrea!

Sign Up for Notifications

Stay informed on letters from MDHHS, receive updates to your MI Bridges account, and reset your password.

Get Text Notifications Sent To:
857-389-1247

[Opt In](#)

You can change your phone number in Preferences.

Apply for Benefits

Apply for Healthcare Coverage, Food Assistance, Cash Assistance, Childcare, and Emergency Relief
(Includes assistance for utilities, housing, and burial costs).

[Start Application](#)

I want to...

- [Apply for Benefits](#)
- [Report Changes](#)
- [View My Benefits](#)
- [View Appointments](#)
- [Explore Resources](#)
- [Update My Profile Information](#)
- [View Case History](#)
- [Upload Documents](#)

Notifications

No Recent Notifications

[View All](#)

My Resources

(3 Total)

- 🔦 Utilities 1
- 🍲 Food 2

[View Resources](#)

My Navigator

[Add Navigator](#)

Irma Acevedo
Salvation Army (The) - Jackson
[414-897-2518](tel:414-897-2518)

Elijah Byndom
Salvation Army (The) - Jackson
[414-897-2518](tel:414-897-2518)

My Navigator

[Add Navigator](#)

Irma Acevedo
Salvation Army (The) - Jackson
[414-897-2518](tel:414-897-2518)

Elijah Byndom
Salvation Army (The) - Jackson
[414-897-2518](tel:414-897-2518)



Figure 14. Connect with a Navigator

The screenshot shows the 'Client Directory' page in the MI Bridges system. At the top, there is a blue navigation bar with a 'Menu' icon, the 'MI Bridges' logo, and user icons for help, notifications, profile, and 'Logout'. Below the navigation bar, the page title 'Client Directory' is displayed. On the left side, there is a search bar labeled 'Search by Name...' with a 'Filter' button. Below the search bar is a vertical list of client names: Blue, Aubrey; Blue, Delta; Davis, Tamara; Davis, Tamara; Green, Hyatt; Green, Samantha; Green, Scott; Harris, Linda; Purple, Lovely; Red, Lyndsy; Red, Melody; and Valley, John. To the right of this list is a vertical alphabetical index from A to Z. The main content area on the right is titled 'Add New, Reassign or Remove Clients' and contains the instruction 'Press the buttons to either add a new client, reassign clients or remove clients.' Below this instruction are three buttons: 'Add New Client' (blue), 'Reassign Clients' (blue), and 'Remove Clients' (red). At the bottom of the page, there are links for 'MI Bridges Home', 'Contact', 'Policies', 'MDHHS Home', and 'MI.gov Home', followed by a copyright notice: 'Copyright © 2018 State of Michigan. All rights reserved.'

Figure 15. Client Directory Add or Remove Client

Client Directory

MI Bridges

Menu ? [User Icon] Logout

Search by Name... Filter

A
B
C
D
E
F
G
H
I
J
K
L
M
N
O
P
Q
R
S
T
U
V
W
X
Y
Z

Add a Client Cancel

* = Required

First Name* Last Name* Date of Birth*

Tamara Davis 01/01/1990

Search

NAME	CITY/STATE	
Tamara, Davis	Muskegon, MI	Request

MI Bridges Home | Contact | Policies | MDHHS Home | MI.gov Home

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Figure 16. Client Directory Add a Client

Menu
MI Bridges

?
🔔
👤
Logout

Client Directory

Search by Name... Filter

Blue, Aubrey

Blue, Delta

Davis, Tamara

Davis, Tamara

Green, Hyatt

Harris, Linda

Krueger, Jessica 414-897-2518

Purple, Lovely

Red, Lyndisy

Red, Melody

Home 414-897-2518
Jessica Krueger
✕

Cell 517-203-8259
! Jessica has 1 or more Urgent Needs.

Email jessicakrueger@gmail.com

Household Info	Needs & Resources	Benefits	Case History	Docs Needed
NAME		AGE		RELATIONSHIP
Donald Krueger III		38		Spouse
Jessica Krueger		37		Self
Madison Dunn		14		Daughter
Stephanie Dunn		13		Daughter

Home Address
4924 S Wayne Rd Wayne Wayne , Michigan 48184

Notes
Only you can see the notes that you write in this box. We will make sure to always save them.

Consent
Jessica has consented to share the following information with you.

Resources: **Yes**
 Household Details: **Yes**
 Benefits: **Yes**
 Interact with Caseworker: **Yes**

Jessica's Last Login: 08/16/18

Figure 17. Client Directory Tab Format

Home: 414-897-2518
 Cell: 517-203-6259
 Email: jessicakrueger@gmail.com

Jessica Krueger

Jessica has 1 or more Urgent Needs.

Household Info Needs & Resou... Benefits Case History Docs Needed

TYPE	DATE
Submitted Application	08/14/18
Submitted Application	08/14/18
Submitted Application	08/10/18
Submitted Application	07/17/18
Submitted Report Changes	07/09/18

Show More

Menu MI Bridges

Back to Client Directory
 Jessica's Case History

Application Report Changes Renew Benefits

Submitted Applications

TRACKING NUMBER	PROGRAMS	HEALTHCARE APPLICATION RESULTS	DATE SUBMITTED
T50216752	SER		08/14/2018
T50216750	SER		08/14/2018
T50222366	Healthcare, FAP, Cash, CDC, SER	View Results	08/10/2018
T50221595	Healthcare	View Results	07/17/2018
T50222278	Healthcare	View Results	06/04/2018
T50221566	Cash		05/30/2018
T50221565	CDC		05/30/2018
T50218073	FAP		03/28/2018
T50216602	Healthcare, FAP	View Results	03/26/2018
T50216582	Healthcare, FAP, Cash, CDC, SER	View Results	03/26/2018

Healthcare Application Results

Your medical assistance application has been processed and your results are displayed below.

Pending = MDHHS will contact you for more information

INDIVIDUAL	TYPE OF COVERAGE	STATUS
JESSICA KRUEGER	Healthcare Coverage	APPROVED

Figure 18. Client Directory Case History

The screenshot shows the MI Bridges Directory interface. At the top, there is a blue header with the MI Bridges logo, a help icon, a notification bell, a user profile icon, and a 'Logout' button. Below the header is a 'Directory' section with a search bar and a 'Filter' button. A vertical alphabetical index (A-Z) is on the left. The main content area displays the profile for 'Jessica Krueger'. It includes contact information: Home (414-897-2518), Cell (517-203-8259), and Email (jessicakrueger@gmail.com). A red warning icon indicates 'Jessica has 1 or more Urgent Needs.' Below this are tabs for 'Household Info', 'Needs & Resou...', 'Benefits', 'Case History', and 'Docs Needed'. The 'Needs & Resou...' tab is active, showing a table with columns for 'TOPIC', 'NEEDS', and 'RESOURCES'. A row for 'Utilities' shows 3 needs and 1 resource. A 'Show More' button is below the table. The text 'Needs Last Updated: 02/20/18' is displayed. Below the table, there is a section for finding and sharing resources with Jessica, with buttons for 'Explore Resources' and 'Help Me Find Resources'. At the bottom, there is a 'Notes' section with a text area and a note that only the user's own notes are visible.

The screenshot shows the 'Jessica Krueger's Resources' page. It has a 'Print' button in the top right. Below the title are two tabs: 'Current Resources' and 'Removed Resources'. A green header bar contains the 'Utilities' category. Below this is a grid of resource categories, each with an icon and a count: Legal (0), Transportation (0), Housing & Shelter (0), Healthcare (0), Child Care (0), Clothing & Household Goods (0), Food (0), Education (0), Income & Employment (0), and Utilities (1). The 'Utilities' category is highlighted. Below the grid is a section titled 'Get Help with Energy Self-Sufficiency' featuring a card for 'Hope Network - West Michigan' with the address '755 36th St SE, Grand Rapids, Kent, Michigan, 49548'. A 'Show Details' button and a 'Referral Sent' button are at the bottom of the card.

Figure 19. Client Directory Needs & Resources

The screenshot shows the MI Bridges 'Find Resources' interface. The search criteria are set to 'Licensed Centers' for '1 Year 7 Months'. The results are sorted by distance and include:

- Little Hands Learning Center (0.8 Miles away)
- Explorers Learning Center White (0.8 Miles away)
- Moon Elementary (1.4 Miles away)
- West Shore Lutheran (1.7 Miles away)
- Mona Shores / Ross Park Chd Care

An overlay titled 'Report Inaccurate Information' is shown, containing the following form:

MI Bridges Information Change Request

What type of information needs to be updated?

- Address
- Website
- Phone Number
- Hours
- Services

Figure 20. Send Resources Find & Explore Resources | Report Inaccurate Information to 2-1-1

Share Information with Resources

The resource you added can receive your contact and resource information electronically. If you send your information, someone from the organization will contact you in about two business days. You may also reach out to them on your own.

Resource Name _____

WIC at Wayne County Health Department

I agree to share my contact and resource information with the confirmed resource above.

Send

[I Don't Want To Share My Information](#)

Figure 21. Send Resources Electronic Referral- Estimated for October 27.

Menu MI Bridges ? [User Icon] Logout

Jeanette Rose's Profile

Personal Information CP ID 1242-003 Edit

First Name Jeanette	Last Name Rose
Work Number 313-324-1410	Cell Phone 313-324-1410
Email jeanette.rose@mailinator.com	Date Of Birth 1934-09-29

Languages Spoken
English Spanish

Address Information Edit

Organization Address
2500 Jefferson Street,
Muskegon Heights, Muskegon, Michigan, 49444

Location
Mission For Area People - 2500 Jefferson Street , Muskegon Heights ,
49444

Notification Preferences Edit

Sign Up for Email Notifications
jeanette.rose@mailinator.com

Notification Type	Email
Referrals ?	<input type="checkbox"/>
Urgent Need Updates ?	<input type="checkbox"/>

Update Password and Security Questions

You can change your password or security questions through MiLogin. Your password and security questions will be updated for any State of Michigan account.

Change Password Change Security Questions

Date Joined: 11/15/2017 Date Trained: 07/18/2018

Figure 22. Partner Account Edit