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Alerts

Figure	Update
1 – 3	Alerts. Enhanced messaging when assistance is needed for identity verification.

Resources

Figure	Update
4	Resources. The Michigan Energy Assistance Program (MEAP) is now searchable by the organization name or Community Partner ID.

Report My Changes (RMC)

Figure	Update
5 – 8	RMC. Content updates to “Disability” type change to allow MI Bridges user to report “Medically Frail”.
9	RMC. “Review Changes” pages added a mandatory phone number field to collect a current phone number each time a change is reported.

Community Partner (CP)

Figure	Update
10 – 11	<p>CP. Enhanced dashboard based on community partner type.</p> <ul style="list-style-type: none"> • Sign up for email notifications for Navigation partners. If “No Thanks” link is clicked, the tile will disappear and not reappear. • For Navigation partners, change “Notification Preferences” option from dashboard when applicable by partner type. • Notification will be on the dashboard when a new client is assigned. Clicking on the link will direct to the “Client Directory”. • In the Community Partner access tile, “Your permissions have changed” will be displayed when applicable by partner type and change of permission(s) by the client. • When the “Today’s Client Action Needed Summary” email is viewed and if the link “Log into your MI Bridges Account” is clicked, the user will be directed to the login page. • “I want to” tiles that are clickable applicable by partner type by: <ul style="list-style-type: none"> ○ Explore Resources ○ Assign Referrals ○ Manage Referrals ○ Community Partner Tools & Resources ○ View Metrics

Figure	Update
	<ul style="list-style-type: none"> ○ Manage Organization ● Applicable by partner type, “How I’ve Help in <Month>” tile including: <ul style="list-style-type: none"> ○ Clients Connected to Me ○ Applications I’ve Assisted ○ Renewals I’ve Assisted ○ Referral’s I’ve Completed ○ Needs I’ve Met ● New “My Community Partner Access” tile showing the CP ID, all permissions assigned to user, the organization’s LPOC name and email address (email will link to send email), link to View Profile, and permission that requires training but hasn’t been Marked as Trained for it yet.
12 – 15	<p>CP. Enhanced Navigator “Client Directory”.</p> <ul style="list-style-type: none"> ● Updated design to the dropdown and filter options now includes All, A - Z. ● New clients connected in the last 10 day. ● A priority contact phone number will be displayed in the below order. <ul style="list-style-type: none"> ○ Cell Phone Number if available. ○ Home Phone Number if available. ○ Blank if no phone number is available. ● The right panel will not scroll if the left panel is scrolled. ● Top of “Client Information” page is a new “View Letters” link. ● Ability to view benefits “To Do List” when action(s) is needed. ● “Client Action Needed” will display when action(s) is needed. ● Ability to “Add/Reassign/Remove” in the “Client Directory” by clicking “Edit” ● When viewing a client’s information in the “Client Directory”, the client “Consent” section now displays the date the Navigator consent expires. If consent is expiring in 30 days or less, the date will appear in a red, bold state.
16	<p>CP. Enhanced email to Navigator with a summary alert(s) for one place to track alerts in one place.</p>
17	<p>CP. New client notification preferences page and ability to edit logic from the Dashboard in the “Client Action Needed” tile.</p>
18 – 20	<p>CP. New dashboard “Alert” to quickly identify client referrals needing attention.</p>
21 – 23	<p>CP. Ability to filter referrals with “New”, “Assigned”, and “Completed” tabs with columns for “Referral Topic” and “Referral Need”. Columns can be sorted to organize information better. An option to filter referrals sent to a “Confidential” or “No Physical Address” location is available when applicable.</p>
NA	<p>CP. Enhanced error message when attempting to change permissions for a user. "There are active referrals assigned to this user. Please reassign the referrals to another Manage Referrals user to remove this permission."</p>
24 – 26	<p>CP. New referral notifications on the dashboard and via email. Referral notification preferences may be edited in the community partner’s profile.</p>

Appendix

Screenshots:

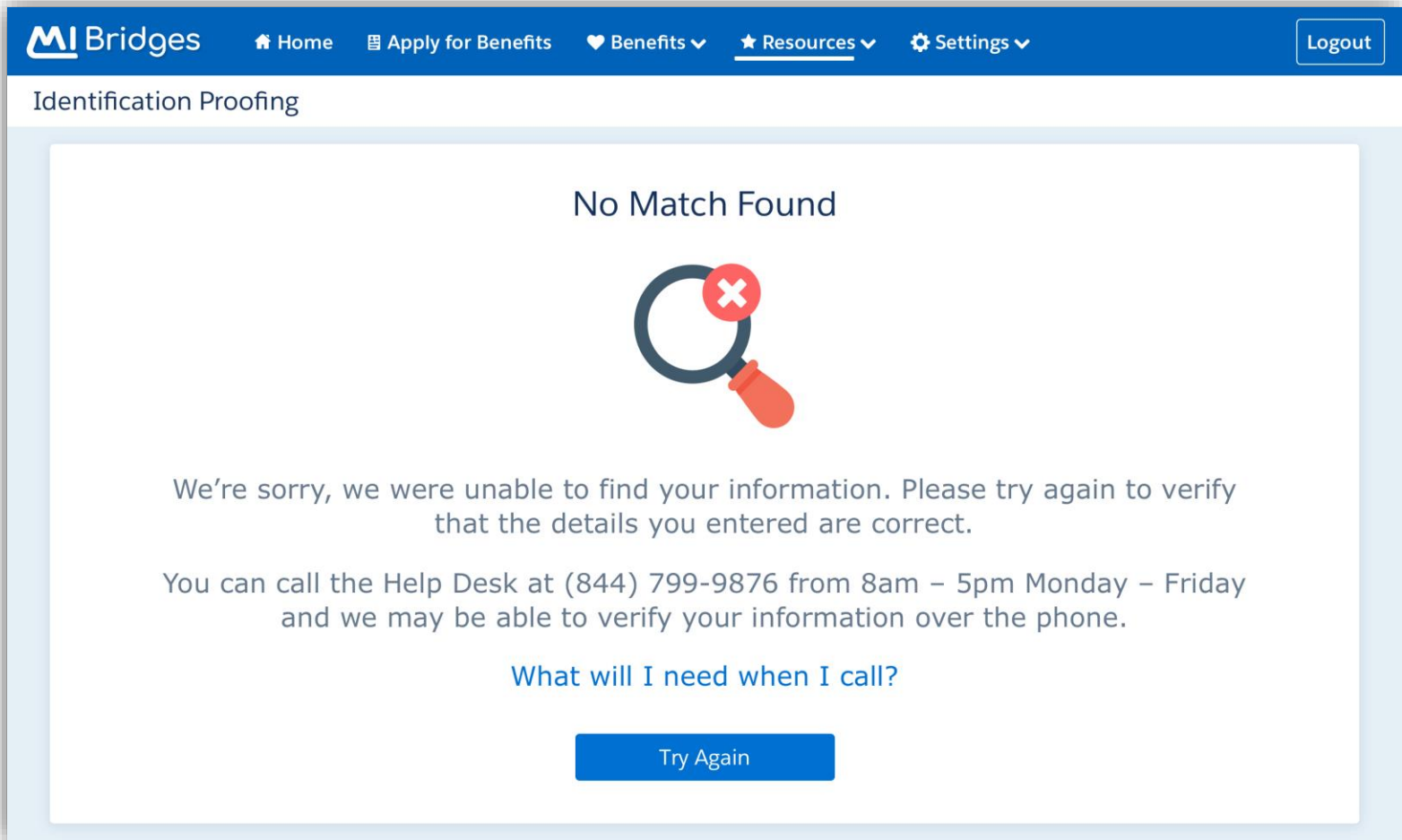


Figure 1: Alerts

The screenshot shows the MI Bridges website interface. At the top is a blue navigation bar with the MI Bridges logo, a 'Home' icon, and menu items for 'Apply for Benefits', 'Benefits', 'Resources', and 'Settings'. A 'Logout' button is in the top right. Below the navigation bar, the page title is 'Identification Proofing'. The main content area features a large yellow shield icon with a red 'X' over it, indicating a verification failure. The text reads: 'Identity Not Verified. We were unable to verify your information online. You can call the Help Desk at (844) 799-9876 from 8am – 5pm Monday – Friday and we may be able to verify your information over the phone. What will I need when I call?'. A blue button labeled 'Return to Dashboard' is centered below the text.

Figure 2: Alerts

The alert box has a white background and a blue 'X' close button in the top right corner. The title is 'You Will Need 5 Things Total'. It lists requirements in two sections: 'All 3:' followed by a bulleted list: 'Full Name', 'Date of Birth', and 'Home Address (or mailing address if homeless)'. The second section is 'Any 2 of the following:' followed by a bulleted list: 'Case Number', 'Bridges Individual ID', 'Last 4 digits of Social Security Number (SSN)', 'Monthly Food Assistance Program (FAP) benefit amount', 'Monthly Cash benefit amount', 'Current Medicaid Health Plan enrolled in', and 'Name and Date of Birth of one other member on the case'. Below the lists, a paragraph states: 'If you do not have all 5 things, you will not be able to verify your information through the Help Desk.' A blue button labeled 'Got it' is at the bottom center.

Figure 3: Alerts

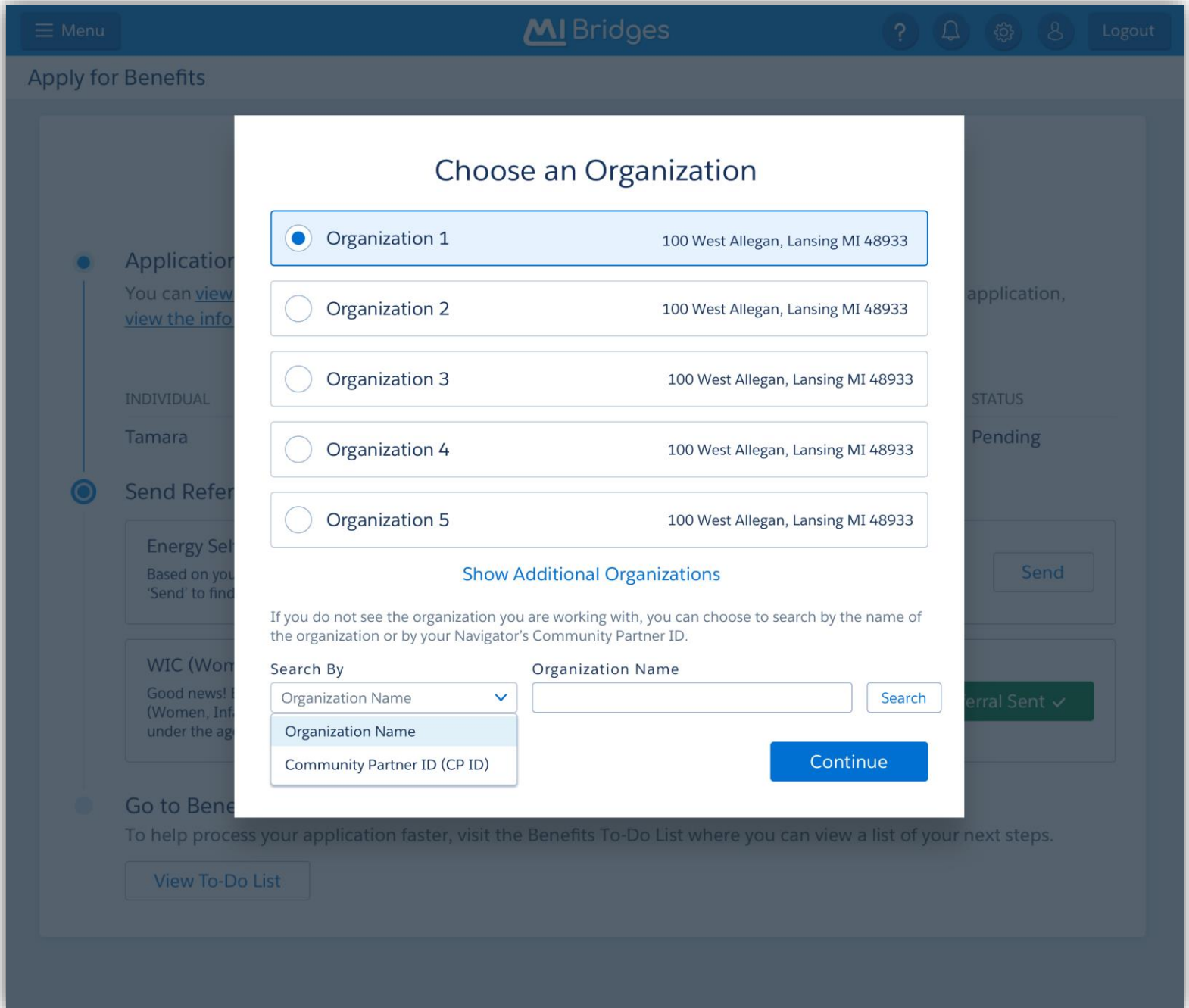


Figure 4: Resources

MI Bridges Home Apply for Benefits To Do List **Benefits** Resources Settings Logout

Report Changes

What changes would you like to report?
You can select more than one.

- Income & Employment**
 - Employment
 - Self Employment
 - Additional Income
- Contact Information**
 - Phone
 - Email
- Address Change**
 - Let us know if you have moved recently
- Household Members**
 - Add Individual
 - Remove Individual
- Pregnancy**
 - New Pregnancy
 - Change Pregnancy Details
 - No Longer Pregnant
- Disability/Medically Frail**
 - Add Disability/Medically Frail
 - Change Current Disability
 - Remove Disability
- Assets**
 - Money & Accounts
 - Vehicles
 - Property
- Expenses**
 - Housing
 - Dependent Care
 - Mental, Dental, Prescriptions
- Medicare**
 - Medicare (Part A, B, C, D), including premiums
- Community Service**
 - *This is for FAP Time
 - Limited participants only
- Marital Status**
 - New Marriage
 - Recent Divorce
- Military Status**
 - Active Duty
 - National Guard/Reserve
- Auto Renewal**
 - Renewal of healthcare coverage in future years
- Any Other Changes**
 - Anything else you would like your caseworker to know

Report (0) Changes

Figure 5: RMC

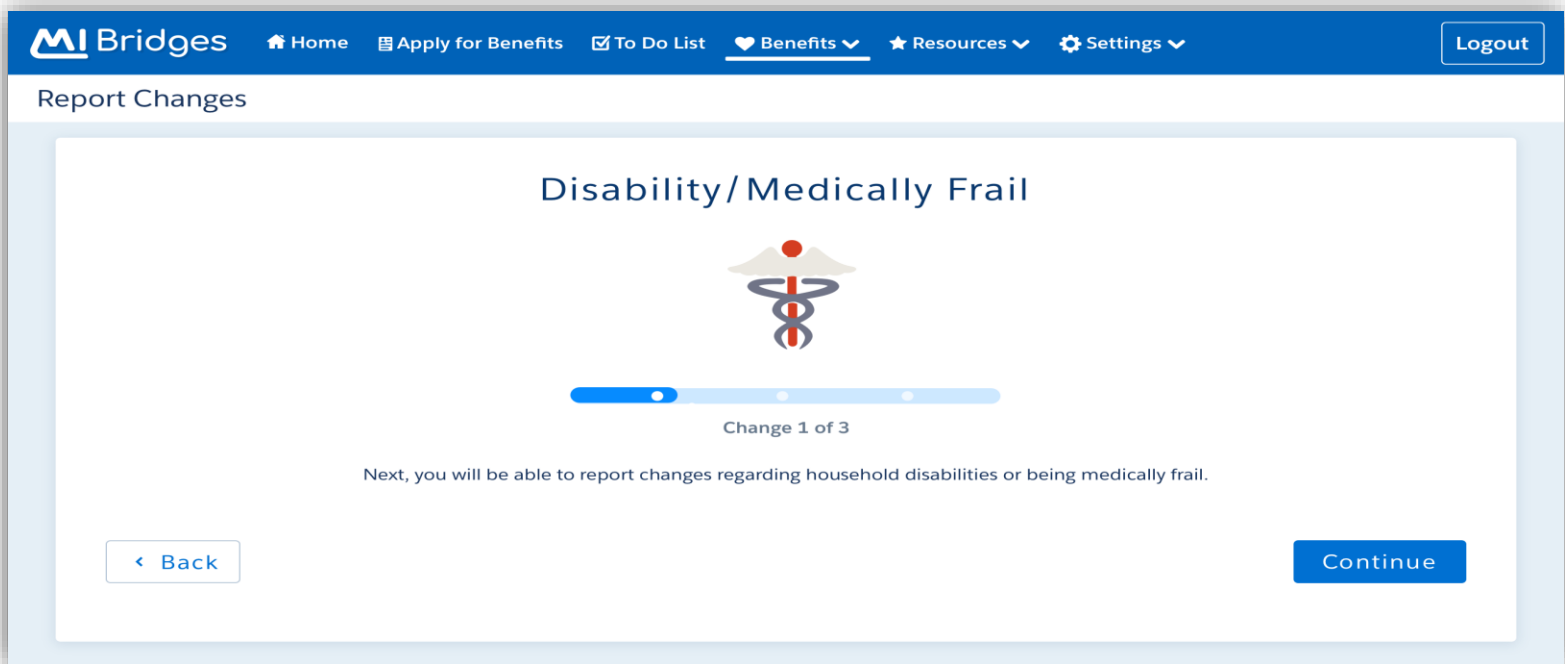


Figure 6: RMC

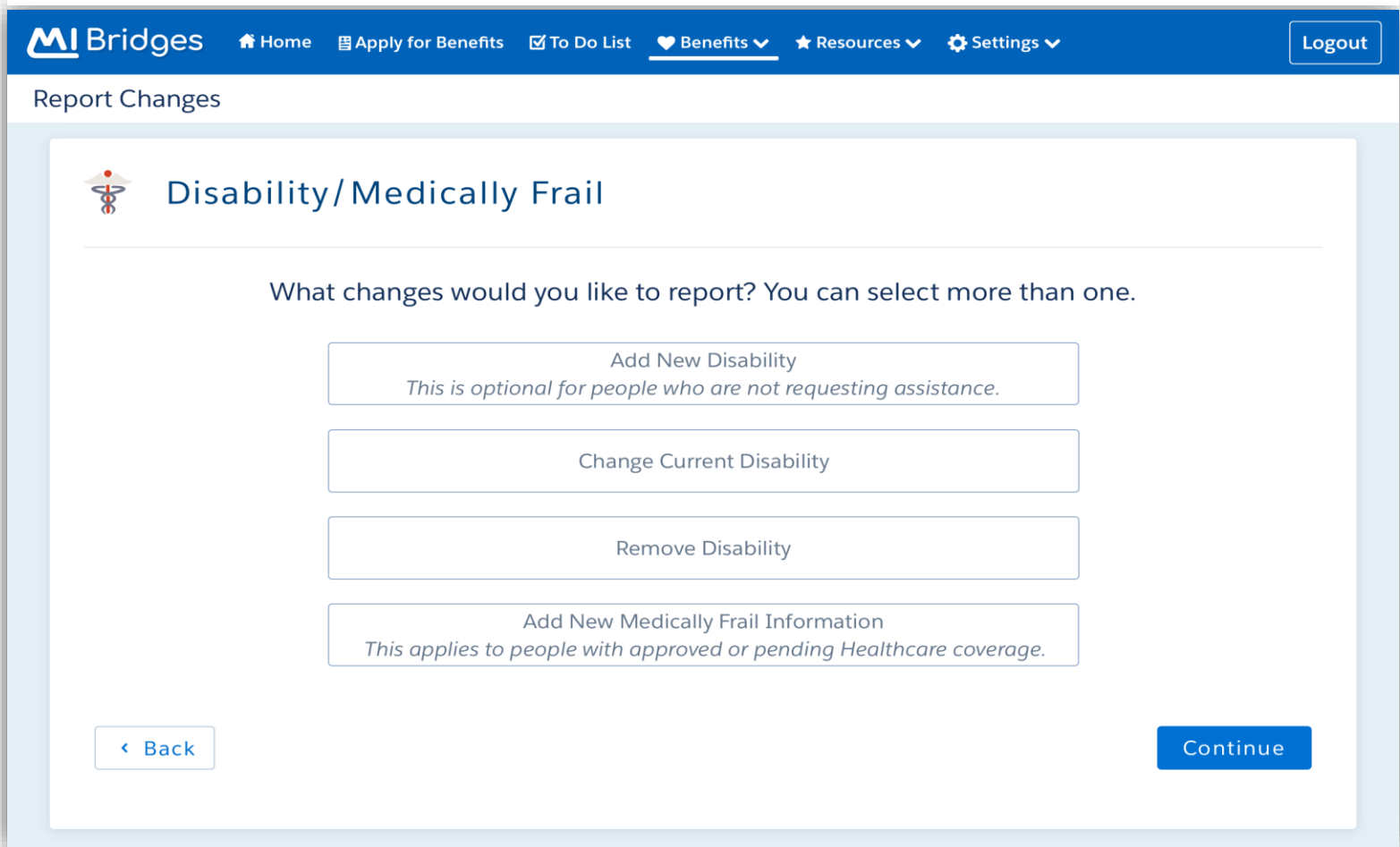


Figure 7: RMC

Report Changes



Disability/Medically Frail

Provide some details to add new medically frail information.

* = Required

Who in the household has a physical, mental, or emotional health condition that causes limitations in activities (like bathing, dressing, daily chores, etc.), lives in a medical facility or nursing home, or who in the household is medically frail? * ?

Tamara Davis (50)

When did this change occur? *

Select a Date

Tiara Davis (19)

Beth Davis (25)

Anything else you'd like us to know?

I am medically frail due to one or more of the following:

- I have a physical, mental, or emotional condition that limits a daily activity, like bathing
- I have a physical, intellectual, or developmental disability that makes it hard to do daily living activities
- I have a physical, mental, or emotional condition that needs to be checked often
- I have a disability based on Social Security criteria (SSDI)
- I have a chronic substance use disorder (SUD)
- I have a serious and complex medical condition, or special medical needs
- I am in a nursing home, hospice, or get home help services
- I am homeless
- I am a survivor of domestic violence

[Back](#)

[Continue](#)

Figure 8: RMC

Report Changes

Review Changes

Please look over your details and make any final edits before pressing Submit.

Expenses

Add New Expense

Edit

Remove

Expense Type Household Member
Utility Mike Davis

Type of Utility Expense	Amount (Dollars)	Frequency
Heat	\$400	2 Weeks

When did this change occur?
07/07/2020

When you press Submit, your changes will be sent to the MDHHS office electronically. In most cases, your change will be processed within 10-15 business days. You do not need to call the MDHHS office about your reported change(s).

If the MDHHS office asks for verification(s), you will need to upload them through MI Bridges, mail, fax, or bring them to a MDHHS office within 10 days of the request. If you do not provide the required verification(s) by the due date, your benefits may be reduced or end. In some cases, your reported change may not result in any change to your benefits.

Please provide a phone number where MDHHS can contact you about this change *

Submit

Figure 9: RMC

MI Bridges Home Client Action Needed Manage Organization Reports Settings Logout

Anne Li's Dashboard CP ID 403-2319

Client Action Needed

[Check Client Actions Needed](#)

[Change Notification Preferences](#)

Sign up for Email Notifications

Receive a daily summary of client actions needed

[Sign Up](#)

[No Thanks](#)

Notifications

 20 New

Power Outage 07/30/2020
If you live in the 48864 area, you will experience a short power outage from 2:00p.m. to 4:00p.m..

New Referrals **5**

New Clients Assigned to Me **14**

[View All Notifications](#)

My Community Partner Access

CP ID: 403-2319

Permissions: Provide Navigation
Manage Referrals
Assign Referrals
Manage Organization
View Metrics

Lead Point of Contact: Anne Li
anneli@salvationarmy.org

[View Profile](#)

I want to...

- [View Client Directory](#)
- [Add New Client](#)
- [Assign Referrals](#)
- [Manage Referrals](#)
- [Manage Organization](#)
- [View Metrics](#)
- [Explore Resources](#)
- [Community Partner Tools & Resources](#)

How I've helped in July...

53 Clients Connected to Me ?	6 Applications I've Assisted ?	4 Renewals I've Assisted ?
16 Referrals I've Completed ?	8 Needs I've Met ?	

Figure 10: CP Dashboard

MI Bridges [Home](#) [Client Action Needed](#) [Manage](#) [Settings](#) [Logout](#)

Janet Thompson's Dashboard CP ID 403-2319

Client Action Needed

[Check Client Actions Needed](#)

[Change Notification Preferences](#)

Notifications

1 New

[New Clients Assigned to Me](#) 1

[View All Notifications](#)

My Community Partner Access

CP ID: 403-2319

Permissions: Provide Navigation
Manage Referrals *Training Required*

Lead Point of Contact: Anne Li
anneli@salvationarmy.org

[View Profile](#)

I want to...

[View Client Directory](#) [Add New Client](#) [Explore Resources](#)

[Community Partner Tools & Resources](#)

How I've helped in July...

53 Clients Connected to Me ?	6 Applications I've Assisted ?	4 Renewals I've Assisted ?
--	--	--

Figure 11: CP Dashboard

MI Bridges
Home
Client Action Needed
Manage
Settings
Logout

Client Directory Edit

All, A-Z

Able, Vincent	(810) 245-2123
Bradford, Amani	(810) 245-2123
Bussey, Stephanie	(810) 245-2123
Cortez, Thelma	(322) 245-2123
Cullen, Lainey	(734) 245-2123
Drake, Christopher	(734) 245-2123
Feeney, Damien New	(313) 245-2123
Fullerton, Stephan	(415) 245-2123
Gleason, Jennifer	(313) 245-2123
Klein, Evan	(248) 245-2123
Lyons, Hank	(517) 555-2000
McCormack, Sheryl	(313) 245-2123
McDonald, Lauren	(734) 245-2123
Ness, Bennet	(313) 245-2123

Hank Lyons

Home 517-555-1231

Cell 517-555-2000

Email Hank2002@gmail.com

View Letters

View Benefits To Do List

View Client Action Needed

Household Info	Needs & Resources	Benefits	Appointments	Docs Needed									
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">NAME</th> <th style="text-align: left;">AGE</th> <th style="text-align: left;">RELATIONSHIP</th> </tr> </thead> <tbody> <tr> <td>Hank Lyons</td> <td>33</td> <td>Head of Household</td> </tr> <tr> <td>Julie Snape</td> <td>31</td> <td>Spouse</td> </tr> </tbody> </table>	NAME	AGE	RELATIONSHIP	Hank Lyons	33	Head of Household	Julie Snape	31	Spouse				
NAME	AGE	RELATIONSHIP											
Hank Lyons	33	Head of Household											
Julie Snape	31	Spouse											
<p>Home Address</p> <p>3333 Rexwood Drive, Suite #325 Lansing, MI 48864 – Ingham County</p>													
<p>Notes</p> <p>Only you can see the notes that you type in this box. We will make sure to always save them.</p> <div style="border: 1px solid #ccc; height: 40px; margin-top: 5px;"></div>													
<p>Consent</p> <p>Hank has consented to share the following information with you until 10/12/2020.</p> <p style="text-align: center;"> Resources: Yes Household Details: Yes Benefits: Yes Interact with Caseworker: Yes </p> <p style="text-align: right; margin-top: 10px;">Hank's Last Login: 06/21/2020</p>													

Figure 12: CP Client Directory

MI Bridges

[Home](#)

 Client Action Needed

 Manage

 Settings

Logout

Client Directory Edit

All, A-Z ▼

Able, Vincent	(313) 245-2123
Bradford, Amani	(810) 245-2123
Bussey, Stephanie	(810) 245-2123
Cortez, Thelma	(322) 245-2123
Cullen, Lainey	(734) 245-2123
Drake, Christopher	(734) 245-2123
Feeney, Damien New	(313) 245-2123
Fullerton, Stephan	(415) 245-2123
Gleason, Jennifer	(313) 245-2123
Klein, Evan	
Lyons, Hank	(517) 555-2000
McCormack, Sheryl	(313) 245-2123
McDonald, Lauren	(734) 245-2123
Ness, Bennet	(313) 245-2123
Ness, Bennet	(313) 245-2123

Hank Lyons

Home 517-555-1231
 View Letters

Cell 517-555-2000
 View Benefits To Do List

Email Hank2002@gmail.com

 View Client Action Needed ^

- Upcoming Renewal Due Clear
- State Emergency Relief (SER) Letter Clear

Household Info
Needs & Resources
Benefits
Appointments
Docs Needed

PROGRAM	PARTICIPANT
Healthcare Coverage	Hank Lyons Julie Snape

View Benefits
View Letters
View Case History

Notes

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

Consent

Hank has consented to share the following information with you until **08/12/2020**.

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

Hank's Last Login: 06/21/2020

Figure 13: CP Client Directory

MI Bridges [Home](#) [Client Action Needed](#) [Manage](#) [Settings](#) [Logout](#)

Client Directory

Search by Name All, A-Z

Able, Vincent	(313) 245-2123
Bradford, Amani	(810) 245-2123
Bussey, Stephanie	(810) 245-2123
Cortez, Thelma	(322) 245-2123
Cullen, Lainey	(734) 245-2123
Drake, Christopher	(734) 245-2123
Feeney, Damien New	(313) 245-2123
Fullerton, Stephan	(415) 245-2123
Gleason, Jennifer	(313) 245-2123
Klein, Evan	
Lee, Alexa	(248) 245-2123
Lyons, Hank	(517) 555-2000
McCormack, Sheryl	(313) 245-2123
McDonald, Lauren	(734) 245-2123
Ness, Bennet	(313) 245-2123

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

Edit Client Directory

Press the buttons to either add a new client, reassign clients or remove clients.

[+ Add a New Client](#) [➔ Reassign Clients](#)

[- Remove Clients](#)

Figure 14: CP Client Directory

MI Bridges
Home
Client Action Needed
Manage
Settings
Logout

Client Directory Edit

All, A-Z

Able, Vincent	(313) 245-2123
Bradford, Amani	(810) 245-2123
Bussey, Stephanie	(810) 245-2123
Cortez, Thelma	(322) 245-2123
Cullen, Lainey	(734) 245-2123
Drake, Christopher	(734) 245-2123
Feeney, Damien New	(313) 245-2123
Fullerton, Stephan	(415) 245-2123
Gleason, Jennifer	(313) 245-2123
Klein, Evan	
Lee, Alexa	(248) 245-2123
Lyons, Hank	(517) 555-2000
McCormack, Sheryl	(313) 245-2123
McDonald, Lauren	(734) 245-2123
Ness, Bennet	(313) 245-2123
Ness, Bennet	(313) 245-2123

Hank Lyons

Home 517-555-1231

Cell 517-555-2000

Email Hank2002@gmail.com

View Letters

View Benefits To Do List

View Client Action Needed ^

- Upcoming Renewal Due Clear
- State Emergency Relief (SER) Letter Clear
- Upcoming Renewal Due Clear
- State Emergency Relief (SER) Letter Clear
- Upcoming Renewal Due Clear
- State Emergency Relief (SER) Letter Clear
- Upcoming Renewal Due Clear
- State Emergency Relief (SER) Letter Clear
- Upcoming Renewal Due Clear
- State Emergency Relief (SER) Letter Clear
- Upcoming Renewal Due Clear
- State Emergency Relief (SER) Letter Clear
- Upcoming Renewal Due Clear
- State Emergency Relief (SER) Letter Clear

Household Info
Needs & Resources
Benefits
Appointments
Docs Needed

PROGRAM	PARTICIPANT
Healthcare Coverage	Hank Lyons Julie Snape

View Benefits
View Letters
View Case History

Notes

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

Consent

Hank has consented to share the following information with you until **08/12/2020**.

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

Hank's Last Login: 06/21/2020

Figure 15: CP Client Directory



Helping you every step of the way.

Hi Janet!

Your Client Action Needed Summary for <MM/DD/YYYY>:

X Clients with Upcoming Renewal Due

X Clients with Upcoming Appointment

X Clients with Document Needed

X Clients with a Healthcare (MA) Letter

X Clients with a Child Development & Care (CDC) Letter

X Clients with a Cash Letter

X Clients with a State Emergency Relief (SER) Letter

[Log into your MI Bridges account](#) to see details in Client Action Needed.

Thanks,
MI Bridges Team

This message, including any attachments, is intended solely for the use of the above named recipient and may contain confidential and/or privileged information. Any unauthorized review, use, disclosure, or distribution of any confidential and/or privileged information contained in this e-mail is expressly prohibited. If you are not the intended recipient, please contact MDHHSPrivacySecurity@michigan.gov and destroy any and all copies of the original message.

Figure 16: CP Email Alert

Change Notification Preferences

Choose the notifications you would like to receive for all of your clients. You can change these preferences at any time.

Selected Email Alerts Sent To:

	In Portal	Daily Email
Actions Needed (all programs)		
Upcoming Renewal Due	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Upcoming Appointment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Document Needed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New Letters (program specific)		
Healthcare (MA) Letters <i>Determinations and approvals, including health plan information</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Child Development & Care (CDC) Letters <i>Including provider verification pending and approval</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cash Letters <i>Including information about employment, training and PATH</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
State Emergency Relief (SER) Letters <i>Determinations and approvals, including copay information</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Unfortunately, there are no Food Assistance (FAP) specific alerts at this time, even if clients are receiving FAP benefits.

Figure 17: CP Email Notification Preferences

Client Action Needed 9

Uncleared alerts will disappear 60 days after the Reminder Sent date.

Clear (1)

REMINDER SENT ? ↕	CLIENT ↕	ACTION NEEDED ↕	CLEAR ALERT ?
07/06/20	Lyons, Hank	Upcoming Renewal Due <i>Due: 07/25/20</i>	<input checked="" type="checkbox"/>
07/06/20	Cortez, Thelma	Upcoming Renewal Due <i>Due: 07/25/20</i>	<input type="checkbox"/>
07/07/20	McCormack, Sheryl	Cash Letter	<input type="checkbox"/>
07/10/20	Gleason, Jennifer	State Emergency Relief (SER) Letter	<input type="checkbox"/>
07/10/20	Cullen, Lainey	Document Needed	<input type="checkbox"/>
07/13/20	Lyons, Hank	Upcoming Appointment	<input type="checkbox"/>
07/13/20	Owens, Lyle	Document Needed	<input type="checkbox"/>
07/14/20	Bradford, Amani	Upcoming Appointment	<input type="checkbox"/>
07/14/20	Feeney, Damien	Healthcare (MA) Letter	<input type="checkbox"/>

Figure 18: CP Referral Alert

MI Bridges [Home](#) [Client Action Needed](#) [Manage](#) [Organization](#) [Reports](#) [Settings](#) [Logout](#)

Client Action Needed 9

Uncleared alerts will disappear 60 days after the Reminder Sent date. Clear (1)


REMINDER SENT ?	CLIENT ?	ACTION	CLEAR ALERT ?
07/06/20		on	<input type="checkbox"/>
07/06/20		on	<input type="checkbox"/>
07/07/20	McCormack, Sheryl	Cash Letter	<input type="checkbox"/>
07/10/20	Gleason, Jennifer	State Emergency Relief (SER) Letter	<input type="checkbox"/>
07/10/20	Cullen, Lainey	Document Needed	<input type="checkbox"/>
07/13/20	Lyons, Hank	Upcoming Appointment	<input type="checkbox"/>
07/13/20	Owens, Lyle	Document Needed	<input type="checkbox"/>
07/14/20	Bradford, Amani	Upcoming Appointment	<input type="checkbox"/>
07/14/20	Feeney, Damien	Healthcare (MA) Letter	<input type="checkbox"/>

« 1 »

Figure 19: CP Referral Alert

MI Bridges [Home](#) [Client Action Needed](#) [Manage](#) [Organization](#) [Reports](#) [Settings](#) [Logout](#)

Client Action Needed



You have no Client Action Needed Alerts at this time.

Figure 20: CP Referral Alert

Jason Bourne's Referrals

New 40 **In Progress** 20 **Completed**

+ Reassign (0)

Filter by Location

Select location ▼

Search by Name

🔍 Search...

REASSIGN	DATE OF REFERRAL	NAME	LOCATION	REFERRAL TOPIC	REFERRAL NEED	STATUS
<input type="checkbox"/>	01/01/17 <small>Reassigned 01/02/2017</small>	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food	Get financial assistance	New ▼
<input type="checkbox"/>	01/01/17	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food	Get financial assistance	New ▼
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	New ▼
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Get help setting up or managing your own business	New ▼
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	New ▼
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	New ▼
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	New ▼
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	New ▼
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	New ▼
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	New ▼

< 1 2 3 >

Figure 21: CP Referral Filter | New Tab

Assign Referrals

Unassigned **20** **Assigned 20** Completed

+ Reassign (0)

Filter by Location

Select location ▼

Search by Name

Search...

REASSIGN	DATE OF REFERRAL ↕	NAME	LOCATION	REFERRAL TOPIC ↕	REFERRAL NEED ↕	ASSIGNED TO ↕
<input type="checkbox"/>	01/01/17 <small>Reassigned 01/02/2017</small>	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food	Get financial assistance	Bourne, Jason
<input type="checkbox"/>	01/01/17	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food	Get financial assistance	Bourne, Jason
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Bourne, Jason
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Get help setting up or managing your own business	Bourne, Jason
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Bourne, Jason
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Bourne, Jason
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Bourne, Jason
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Bourne, Jason
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Bourne, Jason
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Bourne, Jason

< **1** 2 3 >

Figure 22: CP Referral Filter | Assigned Tab

MI Bridges [Home](#) [Manage](#) [Organization](#) [Reports](#) [Settings](#) [Logout](#)

Assign Referrals

Unassigned **20** Assigned **0** Completed

Filter by Location: Search by Name: [Search](#)

DATE OF REFERRAL	NAME	LOCATION	REFERRAL TOPIC	REFERRAL NEED	HELPED?
01/01/17	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food	Get financial assistance	Yes
01/01/17	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food	Get financial assistance	Yes
01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	No
01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Get help setting up or managing your own business	No
01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	No
01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Yes
01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Yes
01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Yes
01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	No
01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food	Yes

< **1** 2 3 >

Figure 23: CP Referral Filter | Completed Tab

Figure 24: CP Referral Notification

MI Bridges [Home](#) [Client Action Needed](#) [Manage](#) [Settings](#) [Logout](#)

Janet Thompson's Profile

Personal Information

CP ID 4035 Edit

First Name: Janet
Last Name: Thompson
Date of Birth: 08/13/1983
Languages Spoken: English Spanish
Work Number: 517-555-1231
Cell Phone: 517-555-1231
Email: Janet_Thompson@gmail.com

Organization Information

Edit

Organization Address: 3333 Rexwood Dr., Suite #325
Lansing, MI, 48864 – Ingham County
Location: Tim's Food Pantry • 235 Main St., Lansing MI

Notification Preferences

Edit

Sign Up for Email Notifications: Janet_Thompson@gmail.com

Notification Type	Email
New Referral(s) to Assign ?	<input type="checkbox"/>
New Referral(s) to Manage ?	<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: 01/23/2016 Date Trained: 01/23/2016

Figure 25: CP Referral Notification



Helping you every step of the way.

Hi <CP First Name>,

<Organization Name> has received 3 new referrals today. Please [log into your MI Bridges account](#) to view more details and assign these referrals to the community partners that will manage them. If you have any questions, please contact <LPOC First Name Last Name> at <LPOC email>.

Thanks,
MI Bridges Team

This message, including any attachments, is intended solely for the use of the above named recipient and may contain confidential and/or privileged information. Any unauthorized review, use, disclosure, or distribution of any confidential and/or privileged information contained in this e-mail is expressly prohibited. If you are not the intended recipient, please contact MDHHSPrivacySecurity@michigan.gov and destroy any and all copies of the original message.

Figure 26: CP Referral Notification