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Application for Benefits (AFB)

Figure	Update
1	AFB. New question when applying Women and Infant Children (WIC), in WIC Program Details, user will see an updated titled "Provide details about the current situation."
2	AFB. When submitting a State Emergency Relief (SER) application, on the Service Provider Information page and "Other" is selected in the Heat or Electricity Service provider drop down, the applicant will see a mandatory free text field for "Specify Name of Service Provider".

Self-Referral

Figure	Update
NA	Self-Referral. When a resident has sent a referral to Michigan Veterans Affairs Agency (MVAA) in the past 90 days, the option to send a referral to MVAA on the post-submission page will not be presented. If the self-referral was not sent during the last application, the option will be presented.

Feedback

Figure	Update
NA	Feedback. The footer on MI Bridges will no longer have a "Feedback" option for resident users.

Notification

Figure	Update
3	Notification. When a MI Bridges user enrolls to receive alerts via text message, a notification will be displayed on the pin confirmation screen. It will read " <i>MDHHS MI Bridges: Thank you for enrolling in MDHHS MI Bridges text notifications. Msg&data rates may apply. MsgFreqVaries, Reply STOP to cancel. Reply HELP for help.</i> "

Community Partner (CP)

Figure	Update
NA	CP. When a 2-1-1 partner receives an email reporting inaccurate organization information viewed in MI Bridges, the information will now show the group name filed updated to "Service Description".
NA	CP. Enhancement! When entering a Tax ID, a number with at least 8 digits, will no longer see an error for having less than 9 digits in the Tax ID.
4	CP. Enhancement! A new order and help text for permissions when adding a new user to an organization to be clear what is being added for the new user.
5 - 8	CP. Referral partners will now have the option to turn individual clients' notifications On/Off so that I can specify the alerts received.

Figure	Update
9	CP. Enhancement! Referral partners with Manage Referral permission will now have the option to easily assign the referral to themselves when desired.
10 - 12	CP. Referral users with Assign Referral or Manage Referral permission will receive a message when a referral has been in Unassigned Referrals and Reassigned Referrals has been in the unassigned status for more than two business days.
13 - 14	CP. Additional information now available on Assign/Manage Referral pages to easily see needed information, including county location of client.

Appendix

Screenshots:

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

Apply for Benefits

- Add/Remove Program
- Introduction
- Household Members
- Household Details
- Income
- Program Details**
- Final Details & Submit

Provide details about the current situation.

Which program(s) is a member of your household enrolled in?

- Medicaid
- Food Assistance Program (FAP)
- Temporary Assistance for Needy Families (TANF)
- Family Independence Program (FIP)
- Food Distribution Program on Indian Reservations (FDPIR)
- Free or Reduced-Price School Lunch
- Other State-Provided Health Insurance

What type of disability or additional accommodations does your household have?

- Forms Assistance
- Reading Assistance
- Wheelchair Access
- Hearing Impaired
- Mentally Challenged
- Physical Disability
- Speech Impaired
- Visually Impaired
- Other

[Back](#) [Continue](#)

Figure 1: AFB / WIC

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

Apply for Benefits

- Add/Remove Program
- Introduction
- Household Members
- Household Details
- Assets
- Income
- Expenses
- Program Details**
- Final Details & Submit

Service Provider Information

* = Required

Heat

Name of Service Provider *	Name on Bill/Account *	Account Number
<input type="text" value="Other"/>	<input type="text" value="Tamara Davis"/>	<input type="text" value="123456789012345"/>

Specify Name of Service Provider

Is this a shared meter?
 Yes No

Is there theft or illegal use?
 Yes No

Is the service provided at your home address? (106 W Allegan Street, Lansing, MI, 49832) *
 Yes No

Electricity Same as Heat

Name of Service Provider *	Name on Bill/Account *	Account Number
<input type="text" value="Other"/>	<input type="text" value="Other"/>	<input type="text" value="123456789012345"/>

Specify Name of Service Provider	First Name of Account Owner	Last Name of Account Owner
<input type="text" value="XYZ Provider"/>	<input type="text" value="Joe"/>	<input type="text" value="Smith"/>

Is this a shared meter?

Figure 2: AFB | SER

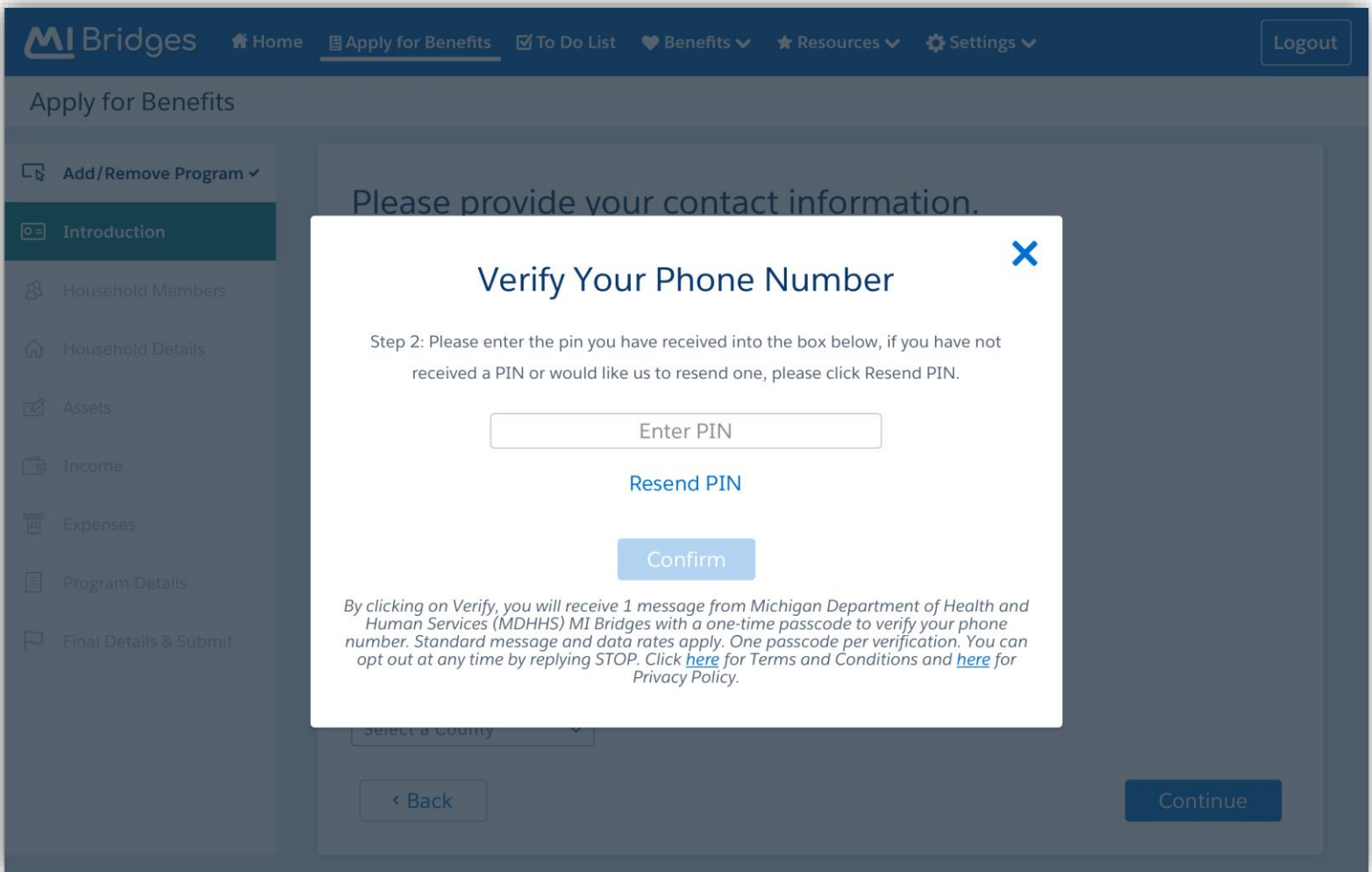


Figure 3: Notification

Organization Registration



Add the users that will be interacting with the portal.

You must add at least one user with the Manage Organization permission.

NAME	EMAIL	ROLE	REMOVE
Anne Li	Anne_li@abccorp.com	Navigation, Referrals, Users, Metrics	

* = Required Cancel

First Name * Last Name *

Email *

Role / User Permissions *
You may only select roles that match the organization's Level of Engagement.

Provide Navigation [?](#) Assign Referrals [?](#) Manage Referrals [?](#)
 Manage Organization [?](#) View Metrics [?](#)

Save and Update

Figure 4: CP | Role / User Permissions

The screenshot shows the MI Bridges Client Directory interface. At the top is a navigation bar with the MI Bridges logo, Home, Client Action Needed, Manage, Settings, and Logout. Below the navigation bar is the Client Directory header. On the left is a search bar and a dropdown menu set to 'All, A-Z'. A vertical alphabetical index (A-Z) is positioned between the search bar and the client list. The client list contains 14 entries, each with a bell icon, name, and phone number. On the right is the 'Edit Client Directory' panel, which includes instructions and five action buttons: 'Add a New Client', 'Reassign Clients', 'Remove Clients', 'Turn Notifications Off', and 'Turn Notifications On'. A 'What's This?' link is located below the notification buttons.

Search by Name	All, A-Z
Able, Vincent	(313) 245-2123
Bradford, Amani	
Bussey, Stephanie	(810) 245-2123
Cortez, Thelma	(322) 245-2123
Cullen, Lainey	(734) 245-2123
Drake, Christopher	
Feeney, Damien	(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

Edit Client Directory

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

Add a New Client Reassign Clients Remove Clients

Turn Notifications Off Turn Notifications On

[What's This?](#)

Figure 5: CP | Manage Notifications

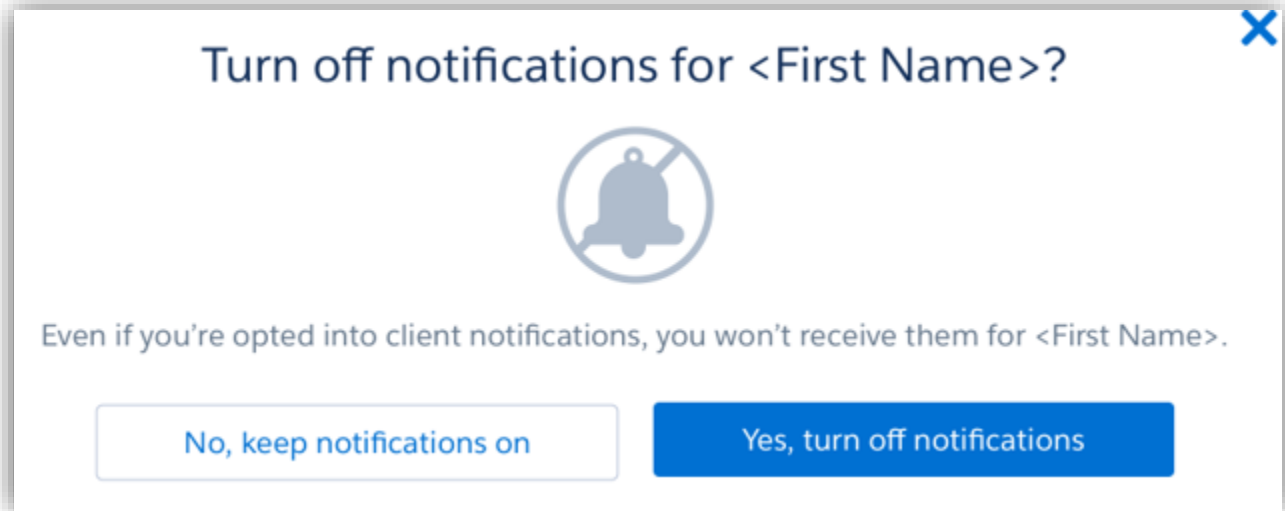


Figure 6: CP | Manage Notifications

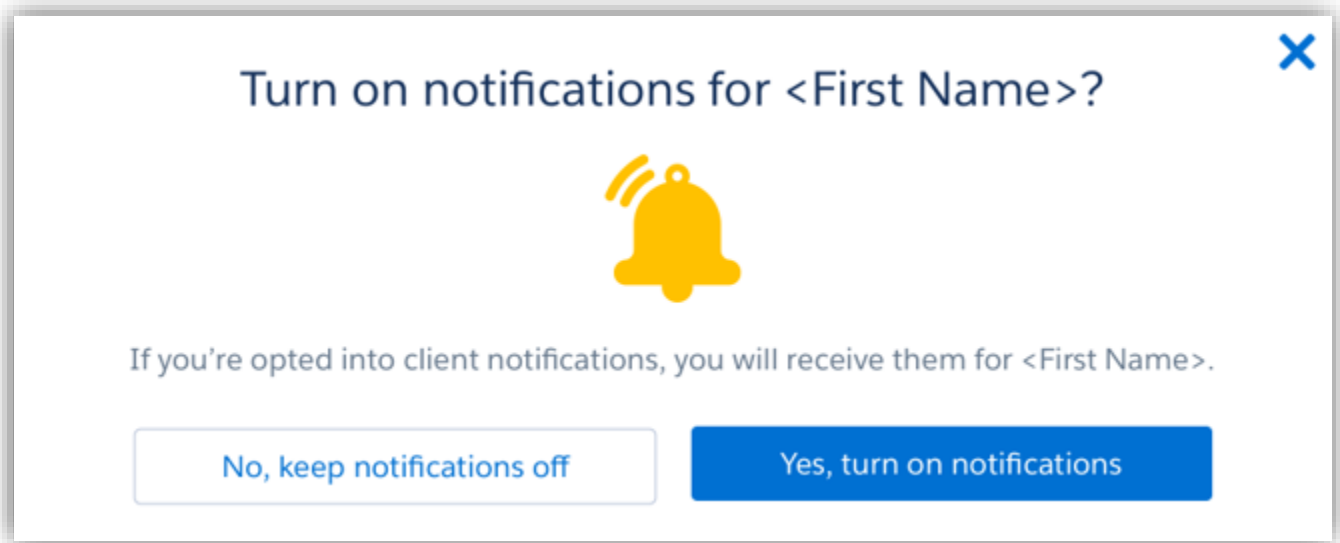


Figure 7: CP | Manage Notifications

Client Directory [Edit](#)

- Search by Name All, A-Z
- Able, Vincent (313) 245-2123
 - Bradford, Amani
 - Bussey, Stephanie (810) 245-2123
 - Cortez, Thelma (322) 245-2123
 - Cullen, Lainey (734) 245-2123
 - Drake, Christopher
 - Feeney, Damien (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
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X
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Z

Hank Lyons

Notifications [Off](#)

Home 517-555-1231
 Cell 517-555-2000
 Email Hank2002@gmail.com

[View Letters](#)
 [View Benefits To Do List](#)

[Household Info](#) Needs & Resources Benefits Appointments Docs Needed

NAME	AGE	RELATIONSHIP
Hank Lyons	33	Head of Household
Julie Snape	31	Spouse

Home Address
 3333 Rexwood Drive, Suite #325
 Lansing, MI 48864 – Ingham County

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 10/12/2020.

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

Hank's Last Login: 06/21/2020

Figure 8: CP | Manage Notifications

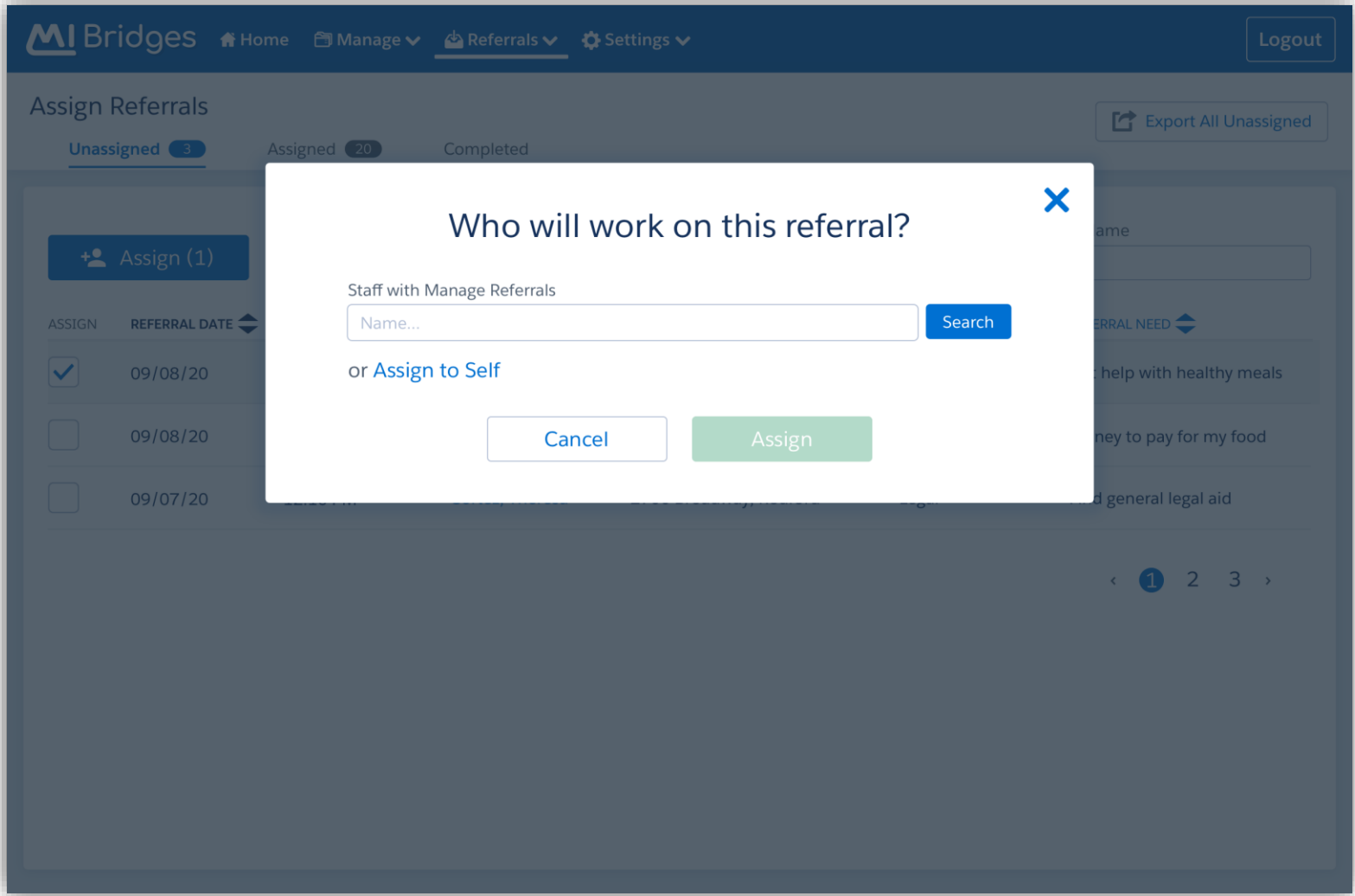


Figure 9: CP / Manage Referrals

Anne Li's Profile

Personal Information

CP ID 4035

Edit

First Name

Anne

Last Name

Li

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

anneli@gmail.com

Notification Type	Email
New Referral(s) to Assign ?	<input type="checkbox"/>
Unassigned Referral(s) Pending for 3 Days ?	<input checked="" type="checkbox"/>
New Referral(s) to Manage ?	<input type="checkbox"/>
New Referral(s) Pending for 3 Days ?	<input checked="" 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 10: CP | Manage Referrals Notification Preferences



Helping you every step of the way.

Hi <CP First Name>,

You have 1 referral that has remained New for 2 business days. Please [log into your MI Bridges account](#) to view more details and contact the client as soon as possible. If you have already contacted the client, you can change the status of the referral to In Progress.

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 11: CP | Navigator Referral Notification



Helping you every step of the way.

Hi <CP First Name>,

The Salvation Army has 2 referrals that have remained Unassigned for 2 business days. Please [log into your MI Bridges account](#) to assign these referral to the community partners that will manage them as soon as possible.

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 12: CP | Organization Referral Notification

Assign Referrals

Unassigned 20 **Assigned** 20 Completed

+ Reassign (0)

Filter by Organization Location

Select location ▼

Search by Client Name

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

< 1 2 3 >

Figure 13: CP | Referral Management

[Back to Manage Referrals](#)

Tamara Davis

Referral Reason

Referral Date 06/06/2018	Topic Utilities	Need Get Help with Energy Self-Sufficiency	Referral Status New	Assigned To Jason Bourne Reassign Referral
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Contact Info

Cell Number 810-878-9988	Home Number 810-878-9988	Email Tamara_Davis12345@gmail.com	Preferred Language English	Client County Wayne
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Resources [View All](#)

Food 3	Housing & Shelter 3	Income & Employment 3
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Find and share resources directly with <First Name>. [Explore Resources](#) [Help Me Find Resources](#)

Referral History

- This referral was reassigned to Jason Bourne by Susan Bell on 02/21/2019.
- Assigned to Susan Bell by Anne Li on 02/20/2019.

Notes

This space is provided for your own use. Type in any thoughts or reminders that are relevant.

Navigator

Janet Jenkins Cherry Hill Clinic	Janet Jenkins Cherry Hill Clinic	Janet Jenkins Cherry Hill Clinic	Janet Jenkins Cherry Hill Clinic	Janet Jenkins Cherry Hill Clinic
Janet Jenkins Cherry Hill Clinic	Janet Jenkins Cherry Hill Clinic	Janet Jenkins Cherry Hill Clinic	Janet Jenkins Cherry Hill Clinic	Janet Jenkins Cherry Hill Clinic

Figure 14: CP | Referral Management