



The Job Aid explains how clients can use MI Bridges to submit an application for assistance. MI Bridges Community Partners and MDHHS staff can use the information in this Job Aid to assist clients with applying for benefits.

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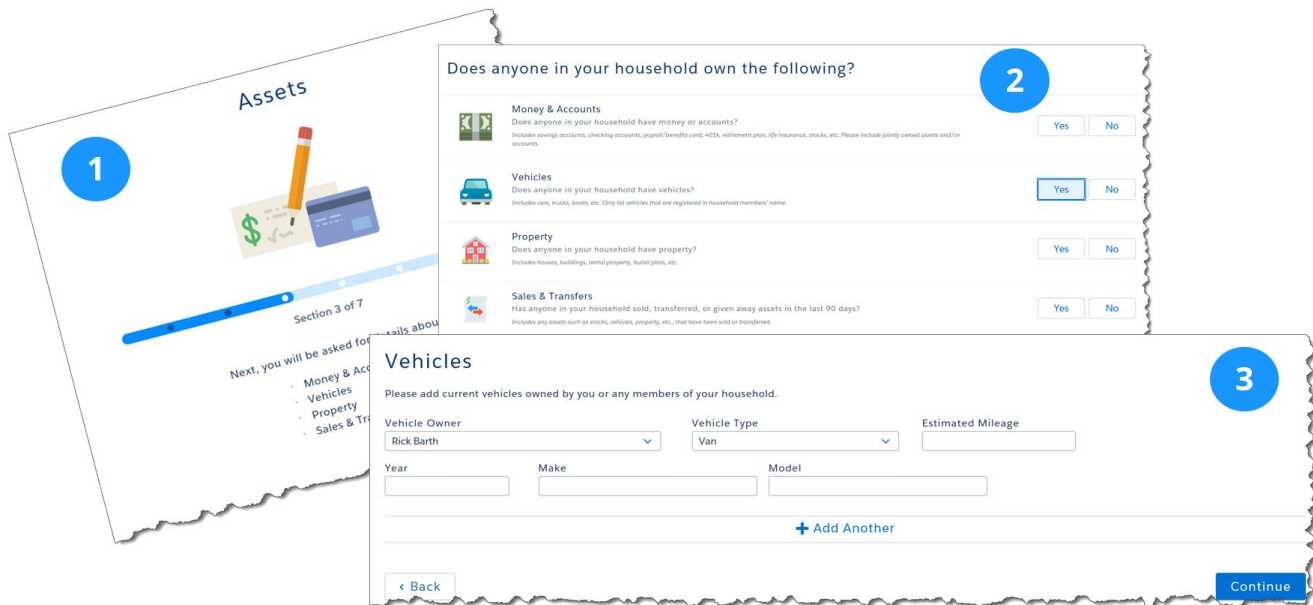
Important Information

Clients can use MI Bridges to submit assistance applications. MI Bridges combines six MDHHS programs into one application:

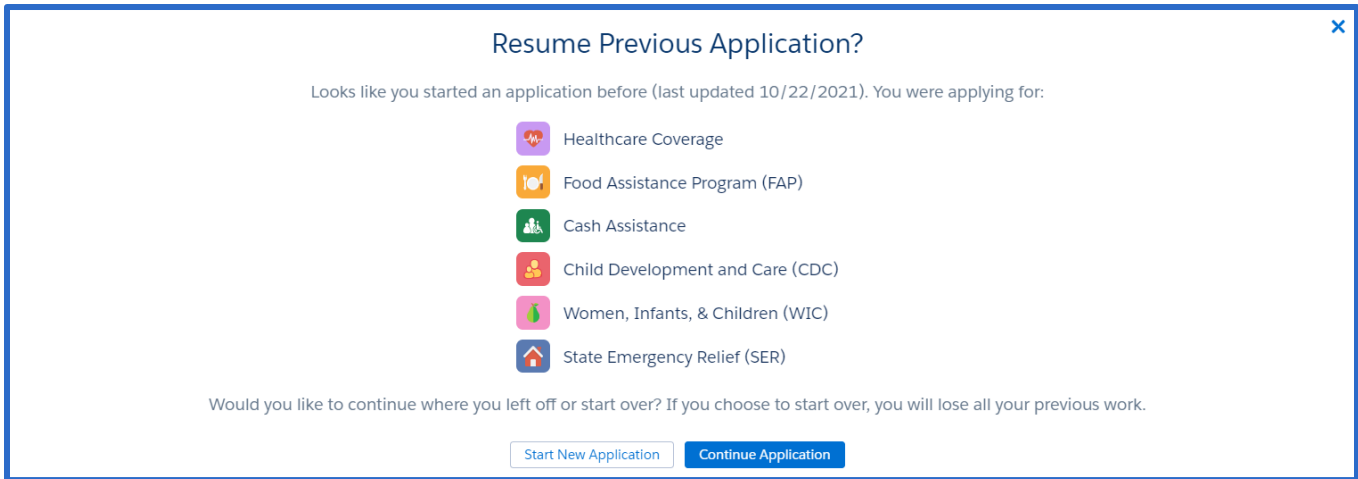
- Healthcare Coverage
- Food Assistance Program (FAP)
- Cash Assistance (Family Independence Program (FIP) (This includes: Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF)
- Child Development and Care (CDC)
- State Emergency Relief (SER)
- Women, Infants, & Children (WIC)

The MI Bridges assistance application varies in length, depending on what programs the client is applying for, as clients are only asked questions related to the programs that they are requesting. The application begins with a core application, followed by supplemental questions specific to only the programs the client is requesting. The core application asks questions that are common to all programs.

Tips for Navigating the Assistance Application

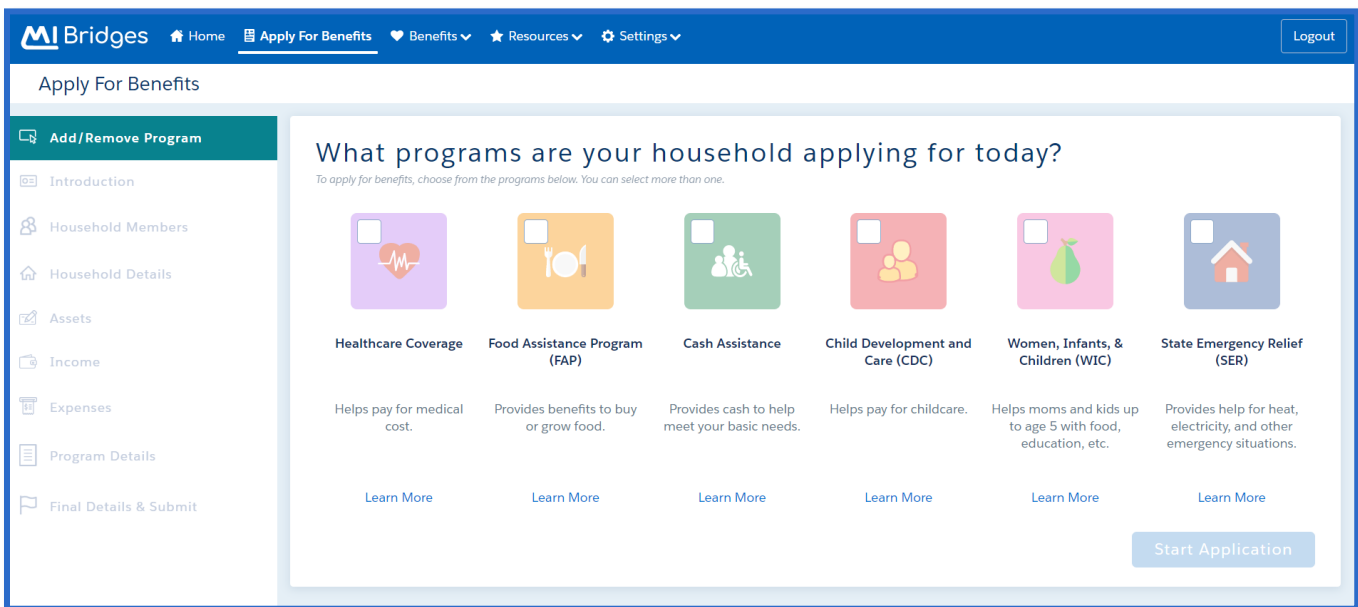


- Every application in MI Bridges follows the same structure of transition, question, and detail pages.
 1. Transition page: Each section of the application such as assets, income, expenses, etc. begins with a Transition page introducing that section.
 2. Question(s) page: The transition page for a section is followed by one or more Questions page. Answering 'Yes' on a questions page is how the clients identify their life circumstances that may impact program eligibility. Only questions that the client answers yes too will prompt follow-up Details page(s).
 3. Detail page(s): The Detail page(s) are pages which the client can use to provide additional details on a life circumstance.
- The application is available in English, Spanish, and Arabic.
- Throughout the application, a navigation pane displays on the left of the page. As the client progresses through the application this green bar will change to highlight the section the client is currently focusing on. Clients can also use this navigation pane to revisit sections of the application they have already completed. They cannot navigate to sections that have not been haven't completed. **Important Note:** Clients can return to the program selection page at any time to add or remove programs that they want to apply for.
- Clients can have one *In Progress* application at a time. A client can stop and return to complete the application at a later date. If a client has an *In Progress* application and clicks Apply for Benefits, the **Resume Previous Application?** pop-up displays. The client can choose to continue the *In Progress* application or begin a new application.



Launch a New Assistance Application

1. Click **Apply for Benefits** under *I want to...* The **What programs are your household applying for today?** page displays.
 - Clients can also click **[Menu]**, then *Apply for Benefits* to begin the process.




2. Click the *Programs* for which the client is interested applying for, then click **[Start Application]**. The **Let's get started** page displays.
 - A client can apply for as many programs as needed.

Assist a Client with Applying for Benefits

- Clicking **[Learn More]** under a program to view program details.
- **Important! The questions a client is asked when completing the application is based on the programs for which the client is applying.**

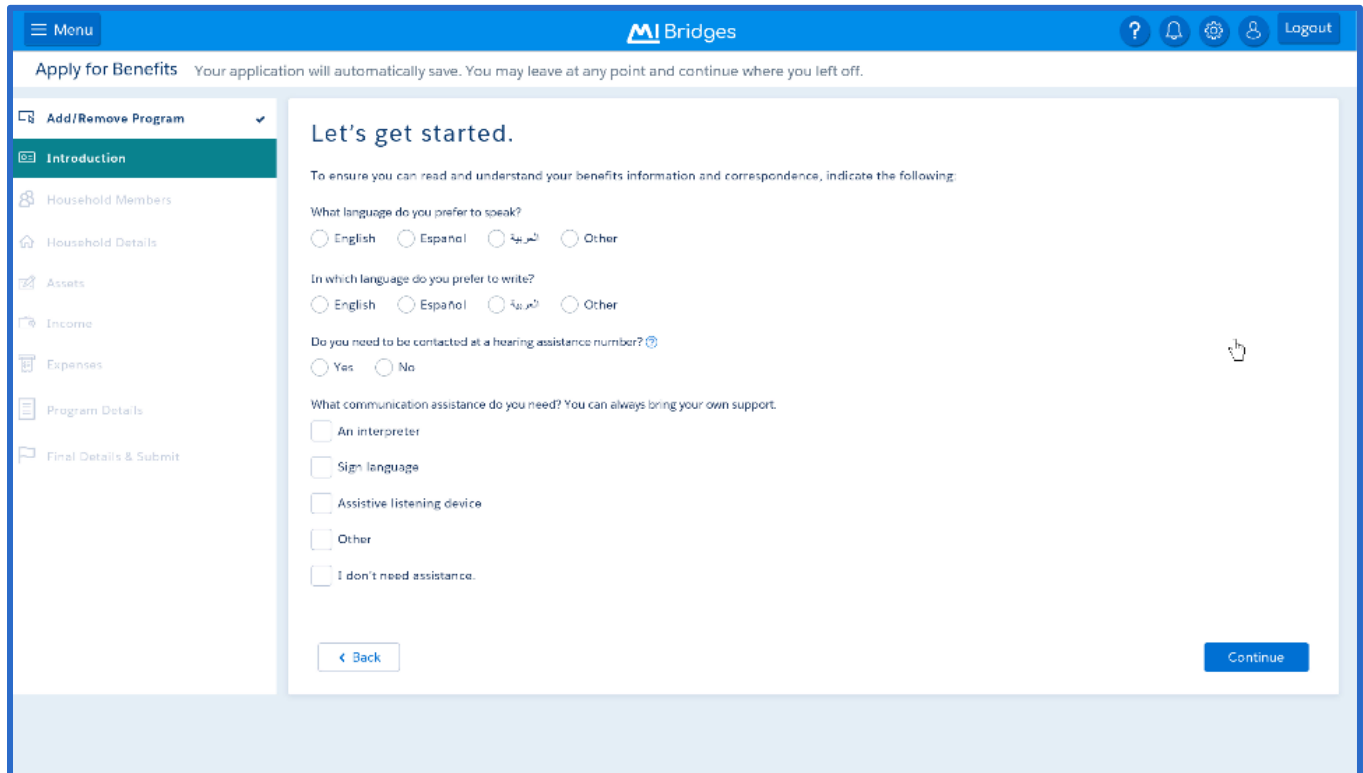


Tip: Each time the client selects **[Continue]**, the application is saved. As the client advances through the application,  displays in the top of the page each time the application is saved. If the client chooses to leave and complete the application at a later date, they will be able to continue the application at the last saved page.

The Core Application

Introduction

In the **Introduction** section the client records information such as language preferences, contact information, address, and if the client's food assistance request is expedited.



The screenshot shows the 'MI Bridges' application interface. 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 includes a save status message: 'Your application will automatically save. You may leave at any point and continue where you left off.' A left sidebar menu is open, showing 'Add/Remove Program' at the top, followed by 'Introduction' (which is highlighted in green), and other sections: 'Household Members', 'Household Details', 'Assets', 'Income', 'Expenses', 'Program Details', and 'Final Details & Submit'. The 'Introduction' section contains the following questions and options:

- Let's get started.**
- To ensure you can read and understand your benefits information and correspondence, indicate the following:
- What language do you prefer to speak?
 English Español العربية Other
- In which language do you prefer to write?
 English Español العربية Other
- Do you need to be contacted at a hearing assistance number?
 Yes No
- What communication assistance do you need? You can always bring your own support.
 An interpreter
 Sign language
 Assistive listening device
 Other
 I don't need assistance.

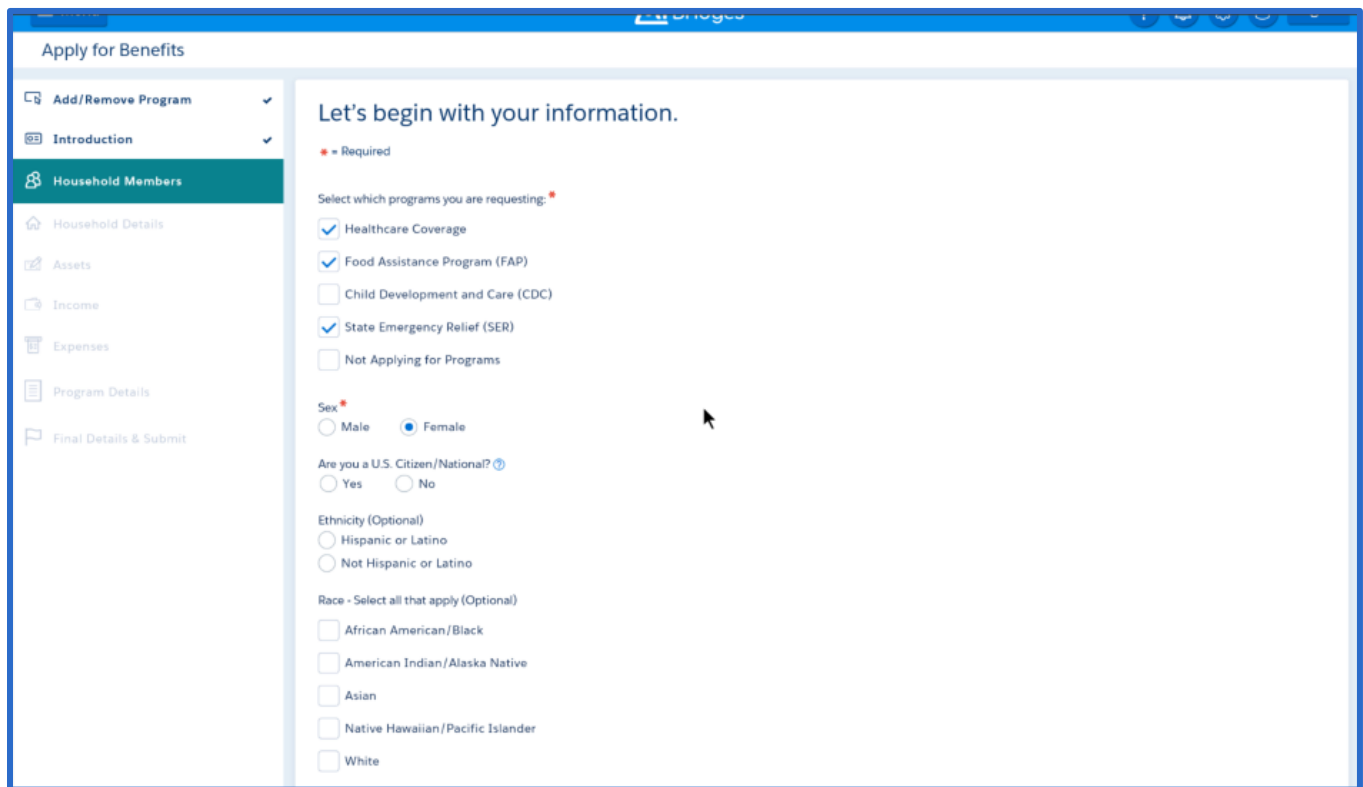
At the bottom of the form are two buttons: a blue '< Back' button on the left and a blue 'Continue' button on the right.

3. Complete the *Introduction* section of the application, and click **[Continue]**. The **Household** transition page displays.
 - Fields with a red asterisk (*) are required fields.
 - In MI Bridges some application fields are dynamic. For example, both the *Cell Phone* and *Home Phone* fields begin with a red asterisk (*), however only one is required. Once one field is completed, the red asterisk next to the other field disappears.
 - In MI Bridges, answering **Yes** or **No** to some questions may prompt additional fields to display. For example, answering **No** to *Are you homeless and don't have a permanent place to stay?* Prompts fields to display so the client can record an address.

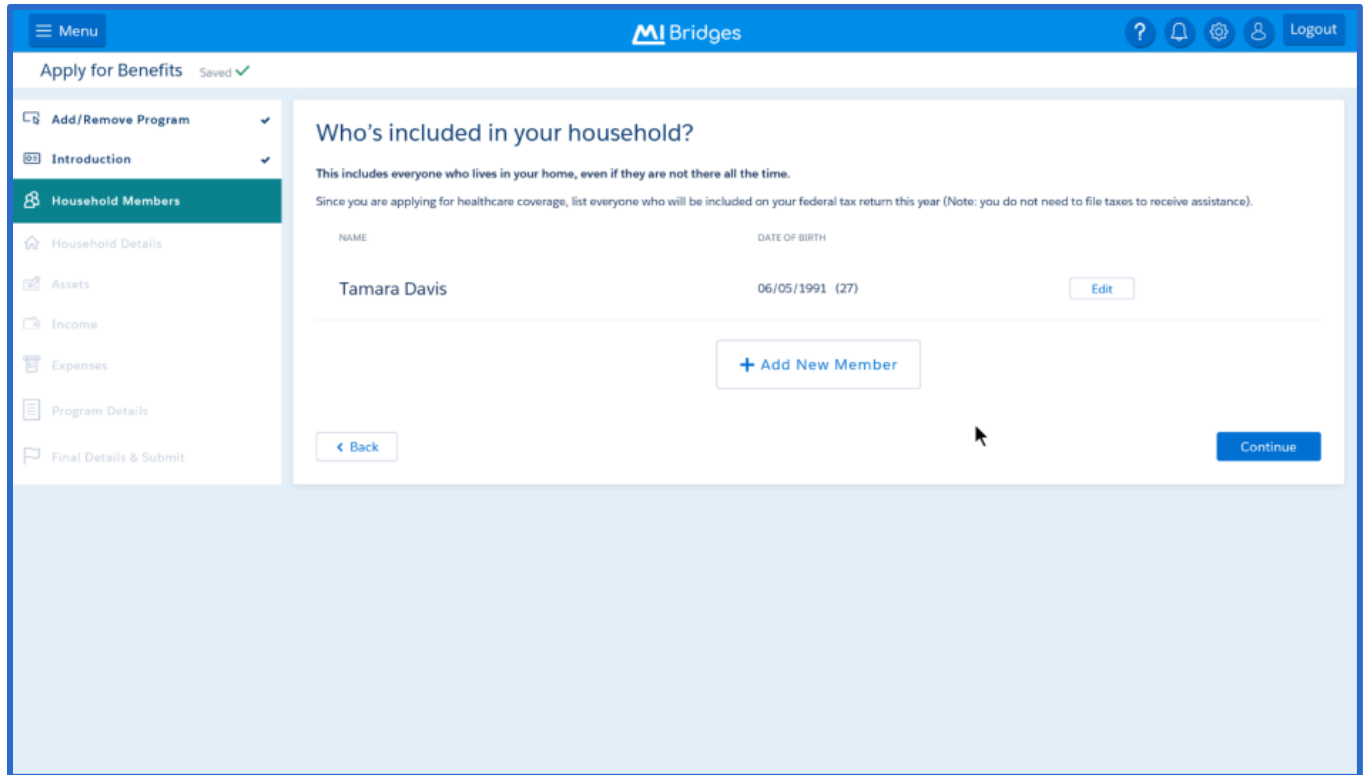
Household

In the **Household** section the client records information such as details about the individuals in the household, for example:

- The programs for which each person is applying
- American Indian background
- Information about household members filing a Federal Tax Return
- Living Arrangements
- Disability information
- College or vocational school enrollment
- Absent parent(s) for any children in the household
- Special circumstances such as seasonal farmworker, refugee status, etc.



4. Begin the *Household* section of the application by recording information about the Head of Household. This is the first person recorded on the application. Click **[Continue]**. The **Who's included in your household?** page displays.
 - Select the program(s) for which the person is applying by clicking on the program.
 - Record information such as sex, race, ethnicity, and marital status.




The screenshot shows the 'Apply for Benefits' application interface. 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' with a 'Saved' status and a checkmark. A left-hand sidebar contains a list of navigation options: 'Add/Remove Program', 'Introduction', 'Household Members' (highlighted in green), 'Household Details', 'Assets', 'Income', 'Expenses', 'Program Details', and 'Final Details & Submit'. The main panel is titled 'Who's included in your household?' and includes a sub-header: 'This includes everyone who lives in your home, even if they are not there all the time.' Below this is a note: 'Since you are applying for healthcare coverage, list everyone who will be included on your federal tax return this year (Note: you do not need to file taxes to receive assistance).' A table lists household members with columns for 'NAME' and 'DATE OF BIRTH'. One member is listed: 'Tamara Davis' with a birth date of '06/05/1991 (27)'. An 'Edit' button is next to the entry. Below the table is a '+ Add New Member' button. At the bottom of the main panel are 'Back' and 'Continue' buttons.

5. After recording the Head of Household, the client can continue to add members of the household by selecting [+ Add New Member] on the **Who's included in your household?** page. Click **[Continue]** after adding the members of the household.
 - The age of the individual displays next to their name.
 - The individuals recorded in the Household section display later in the application when recording information such as assets, income, expenses, etc.

Please answer the following questions about your household's situation.

Does anyone in your household have a disability or a physical/mental/emotional health condition? ⓘ	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone in your household currently enrolled in college/vocational school?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone temporarily absent from the home (work, military, hospital, etc.)? ⓘ	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Has anyone in your household served in the military or armed services? ⓘ	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Was anyone in foster care when they turned 18? ⓘ	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone living in a facility or special living arrangement (now or within the past 3 months)? ⓘ	<input type="button" value="Yes"/>	<input type="button" value="No"/>
Is anyone in your household going to an alcohol or drug treatment program?	<input type="button" value="Yes"/>	<input type="button" value="No"/>

6. In the Household section, the client completes their first set of Questions pages. It is important to carefully review these pages, as this is how the client indicates their household circumstances. Clients will only view Details pages for the questions to which they answer Yes.



Tip: Some fields in MI Bridges are dynamic, including possible answer choices. For example, if a client selects **Yes** for *Is anyone in your household pregnant now or were they in the last 3 months?*, only female members of the household will display on the **Pregnancy Details** page.

7. Complete the *Household* section of the application, and click **[Continue]**. The **Assets** transition page displays.

Assets

In the **Assets** section the client records information on any assets in the household.

- Note: If an application is for only Healthcare Coverage, the Assets section does not display.

Assist a Client with Applying for Benefits

Does anyone in your household own the following?

	Money & Accounts Does anyone in your household have money or accounts? <small>Includes savings accounts, checking accounts, payroll/benefits card, 401k, retirement plan, life insurance, stocks, etc. Please include jointly owned assets and/or accounts.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Vehicles Does anyone in your household have vehicles? <small>Includes cars, trucks, boats, etc. Only list vehicles that are registered in household members' name.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Property Does anyone in your household have property? <small>Includes houses, buildings, rental property, burial plots, etc.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Sales & Transfers Has anyone in your household sold, transferred, or given away assets in the last 90 days? <small>Includes any assets such as stocks, vehicles, property, etc., that have been sold or transferred.</small>	<input type="button" value="Yes"/>	<input type="button" value="No"/>

8. Select **Yes** or **No** on the Assets Questions page to indicate if any household members own assets. If a client selects Yes for a question, a details page displays so the client can record information on the asset.


The screenshot shows the 'Money & Accounts' details page. The left sidebar contains a navigation menu with items: Add/Remove Program, Introduction, Household Members, Household Details, Assets (highlighted), Income, Expenses, Program Details, and Final Details & Submit. The main content area is titled 'Money & Accounts' and includes the instruction 'Add any money and accounts that your household owns.' Below this, there are four input fields: 'Account Holder' (dropdown menu with 'Tamara Davis (27)' selected), 'Account Type' (dropdown menu with 'Checking Account' selected), 'Name of Bank/Institution' (text input with 'Capital Bank' entered), and 'Amount (Dollars)' (text input with '\$ 400.00' entered). There is a checkbox labeled 'This is a joint account.' which is currently unchecked. At the bottom of the form area, there is a '+ Add Another' button. Navigation buttons for '< Back' and 'Continue' are located at the bottom left and right of the form area, respectively.

Assist a Client with Applying for Benefits






9. On Details pages, clients can record as much information as possible. Click **[+ Add Another]** to add another asset in that category.
10. Complete the *Assets* section of the application, and click **[Continue]**. The **Income** transition page displays.

Income


In the **Income** section the client records information on any income in the household, including employment, self-employment, or other types of income received by the household such as pension/retirement, child support, etc.

 **Tip:** Some Income questions in MI Bridges are dynamic. For example, if applications that include Healthcare Coverage ask if any household members income changes from month to month.

What are some sources of income for your household?

	Employment Is anyone in your household employed now or in the last 30 days? <i>This includes temporary and contract jobs.</i>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Self-Employment Is anyone in your household self-employed? <i>This includes odd jobs.</i>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Additional Income Does anyone in your household have additional income? <i>Includes unemployment, disability (SSI), alimony, workers' compensation, child support, social security (RSDI), pension/retirement, veterans benefits/military allotments, foster care/adoption subsidy, refugee resettlement/match grant, tribal income/benefits, short/long term disability, etc.</i>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Change in Income Has anyone in your household had a change in employment in the last 30 days? <i>Includes being laid off or fired, quitting, going on strike, voluntarily reducing hours, etc.</i>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Monthly Income Change Does anyone's income change from month to month?	<input type="button" value="Yes"/>	<input type="button" value="No"/>

11. Complete the *Income* section of the application, and click **[Continue]**. The **Expenses** transition page displays.

 **Tip:** In each sub-section of the page, there is helpful text to provide examples of the types of income for each category.








Assist a Client with Applying for Benefits

Expenses

In the **Expenses** section the client records information on any expenses paid by the household, including housing related expenses, dependent care, medical expenses, court-ordered expenses, etc.

- Note: If an application is for only Child Development & Care, the Expenses section does not display.

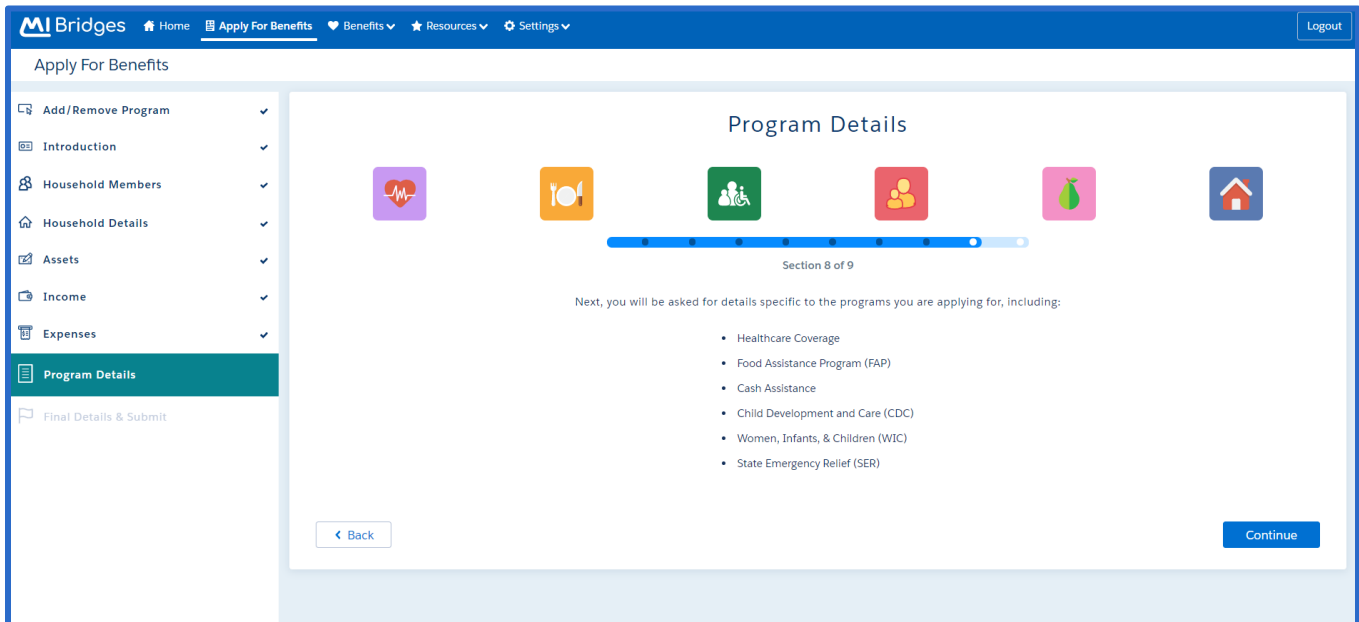
Does your household have any of these expenses?

	Housing Does anyone in your household pay for housing expenses? <i>This includes rent, mortgage, property tax, etc.</i>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Utilities Does anyone in your household pay for utilities (not included in rent)? <i>Includes heating, air conditioning, electricity, water/sewer, trash, phone, etc.</i>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Dependent Care Does anyone in your household pay for dependent care expenses? <i>This includes childcare, elderly care, adult disabled care, etc.</i>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Medical Does anyone in your household pay for medical expenses? <i>Includes health insurance, prescriptions, hospital bills, dental bills, in-home care etc.</i>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Court Ordered Does anyone in your household pay for court ordered expenses? <i>This includes child support or alimony paid out.</i>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Tax Deductible Does anyone in your household pay for student loan interest or other tax deductible expenses? <i>Includes some deductions that can be reported on federal income tax returns such as contributions to individual retirement arrangements (IRAs), contributions to health savings accounts, certain tuition and fees, etc.</i>	<input type="button" value="Yes"/>	<input type="button" value="No"/>
	Air Conditioning If utilities are included in your rent, does anyone in your household pay an extra fee for air conditioning?	<input type="button" value="Yes"/>	<input type="button" value="No"/>

12. Complete the *Expenses* section of the application, and click **[Continue]**. The **Program Details** transition page displays.

The Supplemental Application: Program Details

In the **Program Details** section, the client answers information that is specific to the programs for which the client is applying. Similar to the paper 1171 Assistance Application, the length of the **Program Details** section varies based on the programs for which the client is applying.

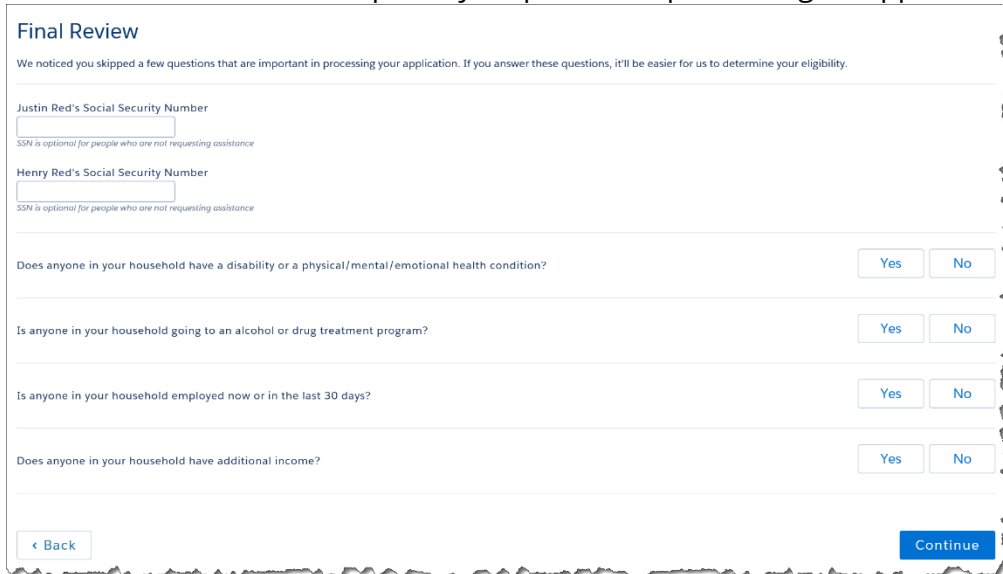


13. Complete the *Program Details* section of the application, and click **[Continue]**. The **Final Details** transition page displays.

Final Details & Submit

In the **Final Details** section, the client answers information that is asked to all applications, such as information about previous benefits, voter registration, or if the client would like to name an authorized representative. This section also includes a page for clients to record any text they would like to share with MDHHS.

14. In this section the **Final Review** page may display. This page displays fields that the client did not answer. Completion of these fields is optional, but MDHHS caseworkers have identified this information as especially helpful when processing an application.



Final Review

We noticed you skipped a few questions that are important in processing your application. If you answer these questions, it'll be easier for us to determine your eligibility.

Justin Red's Social Security Number

SSN is optional for people who are not requesting assistance

Henry Red's Social Security Number

SSN is optional for people who are not requesting assistance

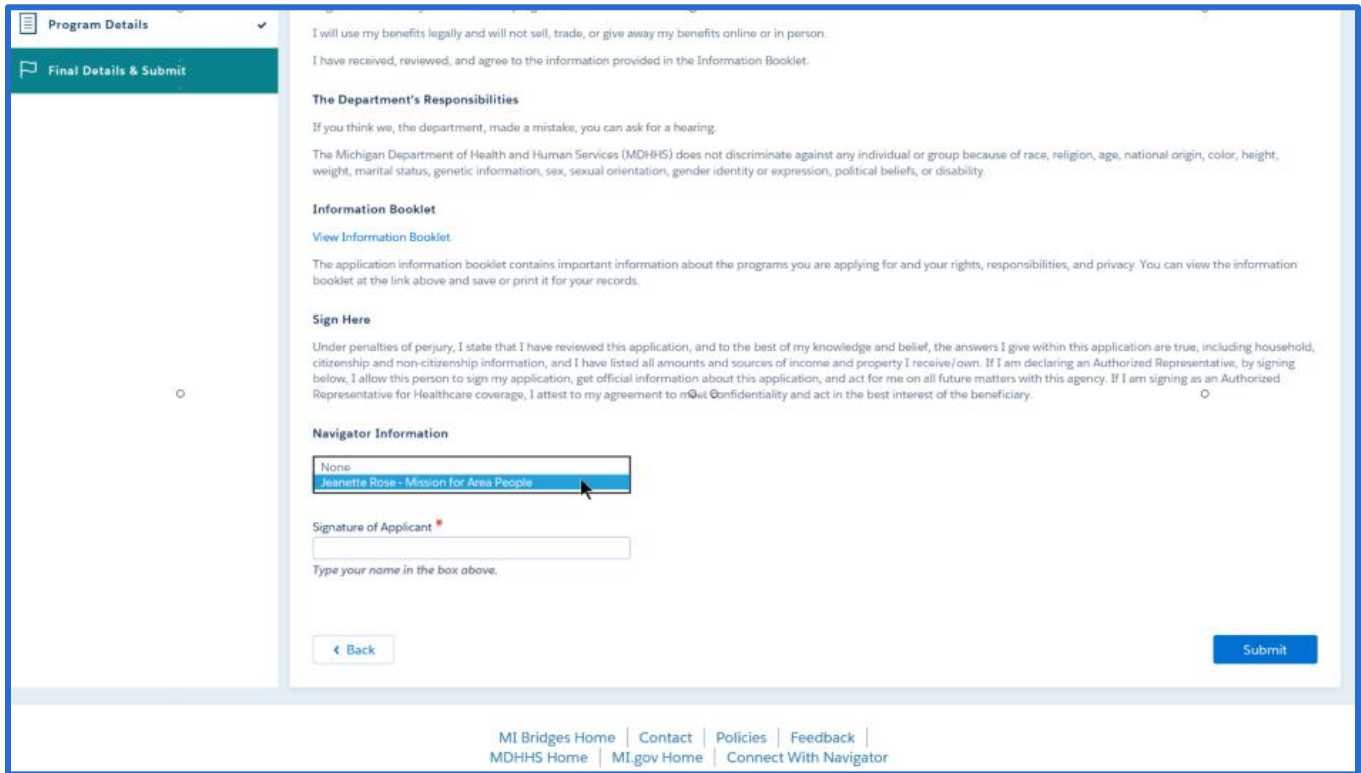
Does anyone in your household have a disability or a physical/mental/emotional health condition?

Is anyone in your household going to an alcohol or drug treatment program?

Is anyone in your household employed now or in the last 30 days?

Does anyone in your household have additional income?

15. Complete the *Final Details* section of the application until reaching the **Your Signature** page.



I will use my benefits legally and will not sell, trade, or give away my benefits online or in person.

I have received, reviewed, and agree to the information provided in the Information Booklet.

The Department's Responsibilities

If you think we, the department, made a mistake, you can ask for a hearing.

The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, genetic information, sex, sexual orientation, gender identity or expression, political beliefs, or disability.

Information Booklet

[View Information Booklet](#)

The application information booklet contains important information about the programs you are applying for and your rights, responsibilities, and privacy. You can view the information booklet at the link above and save or print it for your records.

Sign Here

Under penalties of perjury, I state that I have reviewed this application, and to the best of my knowledge and belief, the answers I give within this application are true, including household, citizenship and non-citizenship information, and I have listed all amounts and sources of income and property I receive/own. If I am declaring an Authorized Representative, by signing below, I allow this person to sign my application, get official information about this application, and act for me on all future matters with this agency. If I am signing as an Authorized Representative for Healthcare coverage, I attest to my agreement to protect confidentiality and act in the best interest of the beneficiary.

Navigator Information

None
Jeanette Rose - Mission for Area People

Signature of Applicant *

Type your name in the box above.

[Back](#) [Submit](#)

[MI Bridges Home](#) | [Contact](#) | [Policies](#) | [Feedback](#) |
[MDHHS Home](#) | [MI.gov Home](#) | [Connect With Navigator](#)

16. The **Your Signature** page is the final page the client must sign to submit the application. On this page the client records if a navigator helped them complete the application. If a client is connected to a navigator(s) they will see their list of navigators in the drop-down menu.
17. Electronically sign the application and click **[Submit]**. The **Application Submitted** page displays.

Application Submitted

The **Application Submitted** page shows a summary of the benefits application and suggests next steps for the client. Clients have the ability for to see a live status of the healthcare coverage application. Clients also can send a referral to a Michigan Energy Assistance Program (MEAP) and/or Women, Infants, & Children (WIC) programs in MI Bridges. Based on the information in the client's application, MI Bridges can recommend that the client send a referral to a MEAP and WIC program. To send a referral all a client has to do is click **[Send]**. MI Bridges also recognizes that the client can upload documents to provide verification for his/her case and has a **[Upload Documents]** button that will allow the client to upload verifications.

The screenshot shows the 'MI Bridges' interface for 'Apply for Benefits'. The main heading is 'Application Submitted' with a tracking number 'T00123456789'. A progress indicator shows the first step 'Application Submitted' is complete. Below this, a table lists the application details:

INDIVIDUAL	TYPE OF COVERAGE	STATUS
Tamara	Healthcare Coverage	Pending

Below the table, there are three sections:

- Send Referrals:** Includes 'Energy Self-Sufficiency' with a 'Send' button and 'WIC (Women, Infants, and Children)' with a 'Referral Sent' confirmation.
- Go to Upload Documents:** Includes a button to 'Upload Documents'.

18. Congratulations, the Apply for Benefits process is complete.



Frequently Asked Questions

Q. What are the benefit programs included with the Online Application?

A. The six benefits programs' clients can use MI Bridges to apply for include:

- Healthcare Coverage
- Food Assistance Program (FAP)
- Cash Assistance (Family Independence Program (FIP) (This includes: Refugee Cash Assistance (RCA) and Temporary Assistance for Needy Families (TANF)
- Child Development and care (CDC)
- State Emergency Relief (SER)
- Women, Infants, and Children (WIC)

Q. How many benefit programs can the client apply for?

A. Clients can Apply for Benefits for as many or as few benefit programs as needed.

Q. Will the new 1171 Assistance Applications be printed in black & white or color in the MDHHS offices?

A. The color differences are one of the features that help make the application easy to read. Applications available in MDHHS offices and on the MDHHS website will be in color.

Q. Can the client save an in-progress application and finish it later?

A. Yes, the application is saved each time the client clicks a **[Continue]** button. If the client logs out before submitting the application, after logging in again they will be prompted to submit or complete the in-progress application. A client can only have one application with 'in progress' status at a time.