



The Inside Scoop
MI Bridges Community Partnership
April 2022



Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.

Agenda

- MI Bridges Overview
- MI Bridges Community Partner Roles
- MI Bridges Resources
- MI Bridges Community Partner Resources
- Questions and Answers

MI Bridges

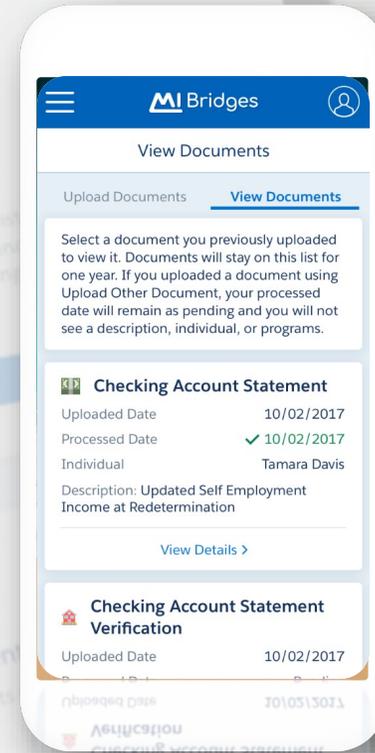
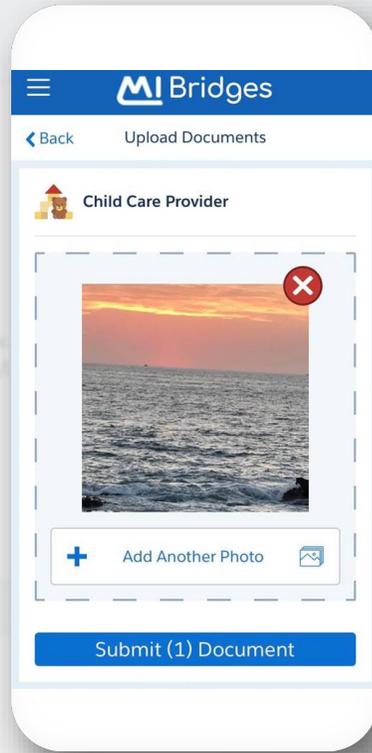
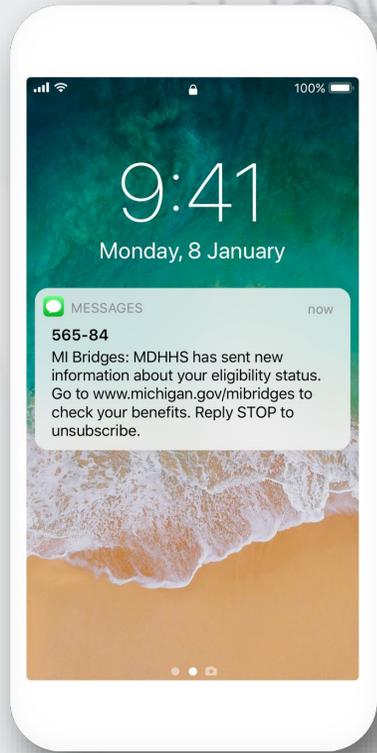
Overview

The screenshot shows the MI Bridges user interface. At the top is a navigation bar with the MI Bridges logo, a 'Logout' button, and menu items for Home, Apply For Benefits, To Do List, Benefits, Resources, and Settings. Below the navigation bar is a welcome message: 'Welcome back to MI Bridges, Casper!'. The main content area is divided into several sections:

- Sign Up for Notifications:** A section with a bell icon, text explaining that users will receive updates from MDHHS, and a text box for a phone number (555-555-5555) with an 'Opt In' button.
- Notifications:** A section showing 'No Recent Notifications' and a link to 'View All Notifications'.
- Benefits:** A central section with four tiles: 'Benefits To Do List', 'Upload Documents', 'Apply For Benefits', and 'View Benefits'.
- Resources:** A section with three tiles: 'Help Me Find Resources', 'Explore Resources', and 'My Saved Resources' (with a notification badge showing 7 items).
- Footer:** A section with three partner logos and contact information: 'Navigator Edit Navigators', 'Thomas Farmer Mission for Area People (708-524-5418)', and 'Randall Nichols TrueNorth Community Services (317-379-7274)'.

- MI Bridges enables residents to identify their needs and connect to community resources that meet those needs to improve stability over time. MI Bridges, through a partnership with MI 2-1-1, includes community programs and organizations from their database.
- MI Bridges also integrates with the Great Start to Quality Database to pull a list of licensed childcare providers.
- MI Bridges makes common MDHHS processes easier for residents, improving their experience and providing more options for self-service
- MI Bridges helps community partner organizations play a more significant role in helping residents access benefits and supports
- MI Bridges has specialized features targeted at Community Partners, such as a dashboard of clients who the partner has assisted, and the ability for the client to send a referral directly in to the community partner through MI Bridges

Access MI Bridges on a smart phone. Receive notifications, apply for benefits and upload documents from any where any time!



For Demonstration Purposes Only

MI Bridges Community Partner Roles

Community Partners are an essential part of the success of MI Bridges.

There are 3 options for partners to engage with MDHHS and Michigan residents – they can choose to serve as in multiple ways! **Organizations can choose to serve in multiple partner roles!**

Navigation Partner



An agency that agrees to promote MI Bridges by displaying promotional materials and providing one-on-one assistance to MI Bridges users. The assistance provided may vary from simply answering user questions to helping them complete a needs survey, finding local resources, or applying online for a MDHHS benefit program.

Referral Partner



An agency that agrees to receive referrals sent from clients using MI Bridges. When a client would like to use a resource offered by a Referral Partner, the partner organization receives an electronic referral on their MI Bridges dashboard and can contact the client to provide services.

Access Partner



An agency that agrees to promote MI Bridges by displaying promotional materials and providing a computer(s), tablet(s) or mobile device(s) for individuals to use MI Bridges.

MI Bridges Resources

Guided assessment help reveals users' underlying needs in a more proactive manner

MI Bridges [Home](#) [Apply For Benefits](#) [To Do List](#) [Benefits](#) [Resources](#) [Settings](#)

Find Resources **Step 1** Choose Topic(s) — **Step 2** Answer Questions — **Step 3** View My Results

Choose the topics you are interested in getting help with. It's okay to choose more than one.

= Number of Resources in My Resources

Food Food Pantries Help Buying Food Home-Delivered Meals 1	Housing & Shelter Shelters Low-Cost Housing Home Repairs 2	Utilities Electric Payment Assistance Gas Payment Assistance Heating Fuel Assistance
Healthcare Nursing Homes & Adult Care Health Insurance Dental Care 4	Income & Employment Employment Agencies Tax Preparation Financial Assistance	Transportation Public Transportation Automobile Assistance Medical Transportation
Clothing & Household Goods Household Items Personal Hygiene Products Baby Items	Child Care Child Care Expense Assistance Child Care Centers Child Development	Education Early Childhood Education School Supplies Adult Education
Legal Eviction Prevention Employment Discrimination Divorce		

MI Bridges [Home](#) [Apply For Benefits](#) [To Do List](#) [Benefits](#) [Resources](#) [Settings](#)

Find Resources **Step 1** Choose Topic(s) — **Step 2** Answer Questions — **Step 3** View My Results

Healthcare Topic 1/3

For Health Care, What would you like help with?

- Enrolling in health insurance
- Help paying for or using health insurance (including finding providers)
- Help paying for prescriptions, devices, or other medical equipment
- Help getting to medical appointments or treatment
- Finding low cost medical, mental, dental, or substance use services (for the uninsured)
- Assistance for people with disabilities
- Assistance for seniors
- Healthy behaviors and preventative care (examples: flu shots, vaccines, healthy eating, quitting smoking)

[Back](#)

Explore Resources on My Own
Explore resources located near you that may be able to help with food, work, housing, and more.

Explore Resources

State assistance programs and community resources presented together in one set of recommended supports

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

Add Resources

Step 1 Choose Topic(s) Step 2 Answer Questions Step 3 View My Results Contact & View Saved Resources (0)

Healthcare

Enrolling in health insurance (age 62 or older)

- Michigan Medicare/Medicaid Assistance [☆ Save](#)
Health Insurance Information and Resources, Health Insurance Enrollment Assistance [Show Details](#)
- Ingham County Health Department - River Oak Community Health Center** [☆ Save](#)
1115 South Pennsylvania Avenue, Lansing, Ingham, MI, 48912 (0.93 Miles away) [Show Details](#)
- Community Mental Health Authority Of Clinton, Eaton And Ingham Counties [☆ Save](#)
812 East Jolly Road, Suite G-10, Lansing, Ingham, MI, 48910 (3.39 Miles away) [Show Details](#)
- City Of East Lansing - Hannah Community Center [☆ Save](#)
819 Abbott Road, East Lansing, Ingham, MI, 48823 (3.42 Miles away) [Show Details](#)

[Show More Resources Like These](#)

Enrolling in health insurance (for children with a health condition)

- Children's Special Health Care Services [☆ Save](#)
Medical cost assistance [Show Details](#)
- Michigan Department of Health and Human Services
- Ingham County Health Department - River Oak Community Health Center** [☆ Save](#)
1115 South Pennsylvania Avenue, Lansing, Ingham, MI, 48912 (0.93 Miles away) [Show Details](#)
- Community Mental Health Authority Of Clinton, Eaton And Ingham Counties [☆ Save](#)
812 East Jolly Road, Suite G-10, Lansing, Ingham, MI, 48910 (3.39 Miles away) [Show Details](#)
- City Of East Lansing - Hannah Community Center [☆ Save](#)
819 Abbott Road, East Lansing, Ingham, MI, 48823 (3.42 Miles away) [Show Details](#)

Ingham County Health Department - River Oak Community Health Center

Distance 0.93 Miles away

Address [1115 South Pennsylvania Avenue, Lansing, Ingham, MI, 48912](http://1115_South_Pennsylvania_Avenue_Lansing_Ingham_MI_48912)

Phone

Email

Hours Mon-Fri 8am-5pm

Website <http://hd.ingham.org>

[☆ Save](#)

Service Description

Provides Information and assistance to Individuals, families, and small business owners to learn how to navigate the Health Insurance Marketplace and enroll for health coverage. Navigators assist with selecting coverage, Insurance appeals, filing exemptions, and health literacy; they are certified by the Centers for Medicare and Medicaid and have completed state and federal training. Navigators may provide information and assistance only; they may not give advice on which plans to select.

Services Offered

Certified Application Counselor Programs [Show More](#)

Eligibility

Individuals, families and small business owners looking to apply for Medicaid, MICHILD, plans on the Marketplace, or seeking health coverage information.

Fees

Sliding scale based on Income and family size

Application Process

Call or appointment; walk-ins accepted

Documents Required

Call for more information

For Demonstration Purposes Only

Add resources to the MI Bridges profile and send an electronic referral to referral partners

MI Bridges

Home Apply For Benefits To Do List Benefits Resources Settings Logout

Add Resources

Step 1 Choose Toplc(s) Step 2 Answer Questions Step 3 View My Results Step 4 Contact & View Saved Resources (18)

Clothing & Household Goods

Saint John's Seventh Day Adventist Community Service Center
1400 South Oakland Street, Saint Johns, Clinton, MI, 48879
(17.78 Miles away) Save Show Details

Show More Resources Like These

Work Clothing

Women's Center Of Greater Lansing
1710-1712 East Michlgan Avenue, Lansing, Ingham, MI, 48912
(1.3 Miles away) Save Show Details

Show More Resources Like These

School Clothing

City Of Lansing - Human Relations & Community Services Department
124 West Michlgan Avenue, 4th Floor, Lansing, Ingham, MI, 48933
(0.26 Miles away) Saved Show Details

Show More Resources Like These

Winter Clothing

MI Bridges Partner

Volunteers Of America Michigan - Lansing Shelter System And Office
430 North Larch Street, Lansing, Ingham, MI, 48912
(0.61 Miles away) Saved Show Details

Show More Resources Like These

Share Information with Resources

This resource and some of the other resources we found can receive your contact and resource information electronically. You can send your information and someone from the organization will contact you in about two business days. You may also reach out to them on your own.

Resource Name

Volunteers Of America Michigan - Lansing Shelter System And Office

Home Phone *

Cell Phone *

Send

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

Apply for benefits using a simplified application

MI Bridges Home Apply For Benefits Benefits Resources Settings Logout

Apply For Benefits

Add/Remove Program

- Introduction
- Household Members
- Household Details
- Assets
- Income
- Expenses
- Program Details
- Final Details & Submit

What programs are your household applying for today?

To apply for benefits, choose from the programs below. You can select more than one.

Healthcare Coverage	Food Assistance Program (FAP)	Cash Assistance	Child Development and Care (CDC)	Women, Infants, & Children (WIC)	State Emergency Relief (SER)
Helps pay for medical cost.	Provides benefits to buy or grow food.	Provides cash to help meet your basic needs.	Helps pay childcare		
Learn More	Learn More	Learn More	Learn More		

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**
- Expenses
- Program Details
- Final Details & Submit

What are some sources of income for your household?

Employment Is anyone in your household employed now or in the last 30 days? <small>This includes temporary and contract jobs.</small>	<input type="button" value="Yes"/> <input type="button" value="No"/>
Self-Employment Is anyone in your household self-employed? <small>This includes odd jobs.</small>	<input type="button" value="Yes"/> <input type="button" value="No"/>
Additional Income Does anyone in your household have additional income? <small>Includes unemployment, disability (SSI), alimony, 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.</small>	<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? <small>Includes being laid off or fired, quitting, going on strike, voluntarily reducing hours, etc.</small>	<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"/>

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

For Demonstration Purposes Only

Explore Resources on My Own
Explore resources located near you that may be able to help with food, work, housing, and more.

[Explore Resources](#)

Targeted referrals based on client provided information

Apply For Benefits

Application Submitted

Tracking Number: T00123456789

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](#).

Pending = MDHHS will contact you for more information

INDIVIDUAL	TYPE OF COVERAGE	STATUS
Tamara	Healthcare Coverage	Pending

Send Referrals

MI Home Visiting Programs

Pregnancy and parenting can seem like a game without instructions. Based on your application, you may be eligible to receive free support, built around your needs and availability, to get off to a winning start. Click on 'Send' for information about programs in your area.

Send

Go to Benefits To Do List

To help process your application faster, visit the Benefits To Do List where you can view a list of your next steps.

View To Do List

Program specific selection

Which programs are you interested in?

- Early Head Start-Home Based (EHS-HB)**
EHS-HB supports pregnant women and families to better understand how your child learns and grows.
- Family Spirit (FS)**
FS is the only program for and by American Indian Communities. FS helps you be a strong and healthy parent, during pregnancy and beyond.
- Healthy Families America (HFA)**
HFA supports pregnant women and families to build a positive bond between you and your children.
- Infant Mental Health (IMH)**
IMH supports pregnant women and families who are struggling to meet their baby's needs or bond with their baby (which can affect social, emotional, behavioral, and cognitive development in infants and toddlers).
- Maternal Infant Health Program (MIHP)**
MIHP can support you while you are pregnant and after you have your baby to make sure you and your baby are happy and healthy.
- Nurse-Family Partnership (NFP)**
NFP serves first time mothers and can provide you with the help you need during your pregnancy and after your baby arrives. NFP supports moms and babies to be happy and healthy.
- Parents as Teachers (PAT)**
PAT supports pregnant women and families in developing a good relationship with your child.
- Play and Learning Strategies-Infant (PALS)**
PALS supports you in learning ways to help your child learn and grow. PALS helps you have a strong bond with your child.

Click [here](#) for more information on any of the programs offered by MI Home Visiting.

Choose Organizations to Send Referral To

- Early Head Start-Home Based (EHS-HB)**
 - Champion Home Healthcare, Inc.** 16250 Northland Dr., Ste 368 Southfield, MI 48075
 - Babies World LLC** 8106 Farnum Ave. Warren, MI 48093

[Show Additional Organizations](#)
- Maternal Infant Health Program (MIHP)**
 - Champion Home Healthcare, Inc.** 16250 Northland Dr., Ste 368 Southfield, MI 48075
 - Babies World LLC** 8106 Farnum Ave. Warren, MI 48093

[Show Additional Organizations](#)
- Play and Learning Strategies-Infant (PALS)**
 - Champion Home Healthcare, Inc.** 16250 Northland Dr., Ste 368 Southfield, MI 48075
 - Babies World LLC** 8106 Farnum Ave. Warren, MI 48093

[Show Additional Organizations](#)

For Demonstration Purposes Only

Referral confirmation

You'll be hearing from us soon!



Your information was successfully sent to <X>. Someone from <X> will reach out to you in about <#> business days to discuss how they can assist you.

Okay

MI Bridges

Helping you every step of the way.

Hi <Client First Name>,

Your information was successfully sent to <Organization Name>. Someone will reach out to you in about <X> business days to discuss how they can assist you.

Thanks,
MI Bridges Team

** Do not reply to this automated message **

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 MDHSPrivacySecurity@michigan.gov and destroy any and all copies of the original message.

MI Bridges Community Partner Features

Customized Dashboard

M 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](#)

I want to...

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

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](#)

How I've helped in July...

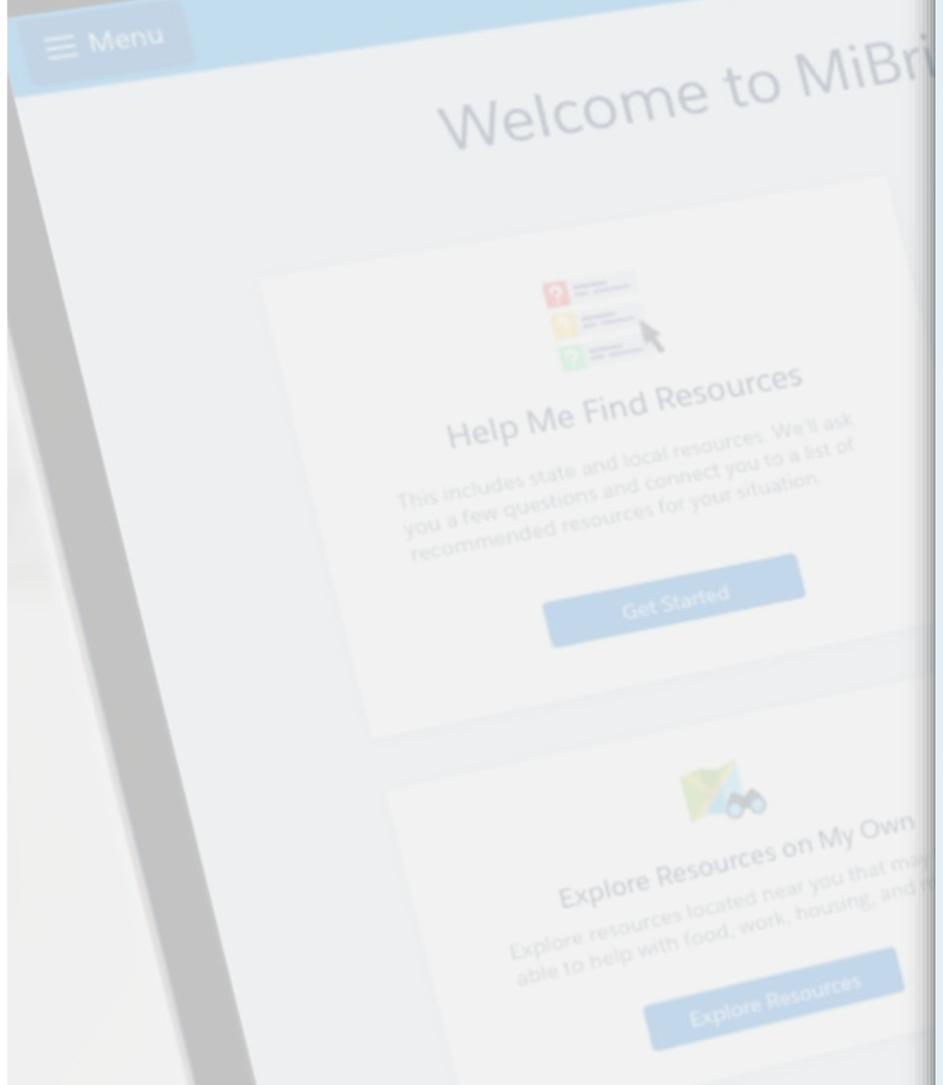
- 53 Clients Connected to Me
- 6 Applications I've Assisted
- 4 Renewals I've Assisted
- 16 Referrals I've Completed
- 8 Needs I've Met

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



Client Directory

Client Directory [Edit](#)

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

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

Tamara Davis

Home 517-555-1231

Cell 517-555-1231

Email tamara_davis12345@email.com

[View Letters](#)

[View Benefits To Do List](#)

Household Info

Needs & Resources

Benefits

Appointments

Docs Needed

PROGRAM

PARTICIPANT

Healthcare Coverage
Action Needed

Tamara Davis
Brennan Davis
John Davis
Maria Davis

Food Assistance Program (FAP)

Maria Davis

Cash Assistance

Tamara Davis
Brennan Davis

Child Development & Care (CDC)
Action Needed

Maria Davis

State Emergency Relief (SER)

Household

Quick access to key client information.

A list of all clients the Navigator is assisting.

Referral Management

Assign Referrals

Unassigned 20

Assigned 20

Completed

+ Assign (0)

Filter by Location

Select location

Search by Name

Search...

ASSIGN	DATE OF REFERRAL	NAME	LOCATION	REFERRAL TOPIC	REFERRAL NEED
<input type="checkbox"/>	01/01/17	Davis, Tamara For Maria Davis	300 Grand Tower Ave, East Lansing	Applicant Self-Referral	Pregnant Household Member(s) for fewer than 28 weeks
<input type="checkbox"/>	01/01/17	Davis, Tamara	300 Grand Tower Ave, East Lansing	Food	Get help with finding healthy food
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Get help setting up or managing your own business
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food
<input type="checkbox"/>	01/01/17	Davis, Tamara	2700 Broadway, Lansing	Food	Money to pay for my food

Referral Management

[Back to Assign Referrals](#)

Tamara Davis - For Maria Davis

Referral Reason

Referral Date 06/06/2018	Topic Applicant Self-Referral	Need Pregnant Household Member(s) for fewer than 28 weeks	Referral Status New	Assigned To Unassigned Assign Referral
-----------------------------	----------------------------------	--	------------------------	--

Contact Info

Cell Number 810-878-9988	Home Number 810-878-9988	Email Tamara_Davis12345@gmail.com	Preferred Language English
-----------------------------	-----------------------------	--------------------------------------	-------------------------------

Resources [View All](#)

 Food 3  Housing & Shelter 3  Income & Employment 3

Find and share resources directly with <First Name>.

Explore Resources

Help Me Find Resources

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

Community Partner Resources

MI Bridges Community Partner Resources

Contact MDHHS

Have additional questions? For more information or questions on how you can get involved, please contact:

MDHHScommunitypartners@michigan.gov

Features

Frequently Asked Questions

Become a Partner

Community Partner Training

Tools and Resources

www.Michigan.gov/MIBridgesPartners

The screenshot shows the MDHHS website header with the logo and a search bar. Below the header is a navigation menu with categories: Assistance Programs, Adult & Children's Services, Safety & Injury Prevention, Keeping Michigan Healthy, Doing Business with MDHHS, and Inside MDHHS. The main content area is titled "MI Bridges Community Partner Tools and Resources" and includes a "MI Bridges Community Partner User Guide" section with a brief description. Below this are sections for "MI Bridges How-To Videos" with links for "Manage My Case", "Help Me Find Resources", "Apply For Benefits", and "Manage A Client". There is also a "MI Bridges Micro-Learning Videos" section. The "COMMUNITY PARTNER FUNCTIONALITY" section lists: View Community Partner ID (CP-ID), Connect with a Navigator, Notification Preferences, Add a New Client, Remove A Client, and Reassign A Client. The "COMMUNITY PARTNER REFERRAL FUNCTIONALITY" section lists: Referral Dashboard, Assign a Referral, Close a Referral, Manage Referral Notification, and Referral Reports. The "RESIDENT FUNCTIONALITY" section lists: Upload Documents, Update Resident's Preferences, Send a Self-Referral, Explore Resources, Accessing Your To Do List, Case History, and ID Verification. At the bottom, there is a link for "Job Aids for Community Partners". A left sidebar menu lists various services like "Birth, Death, Marriage and Divorce Records", "Boards and Commissions", "Bridge Card Participation", "Child & Adult Provider Payments", "Child Care Fund", "Child Welfare", "Contractor and Subrecipient Resources", "Community & Faith-Based Programs", "Forms & Applications", "MIBridges Partners", "Features", "Frequently Asked Questions", "Become a Partner", "Community Partner Training", "Tools and Resources", "State Health Assessment", "Health Care Providers", "Licensing", "Michigan Statewide Trauma System", "State Innovation Model", "Migrant Affairs", "MiSACWIS Training", "Pathways to Potential", "Protect MiFamily - Title IV-E Waiver", "Weatherization Contractors", and "Weatherization Contractors".

Thank You!



What Questions Do You Have?

