



The Inside Scoop  
MI Bridges Community Partnership  
April 2022



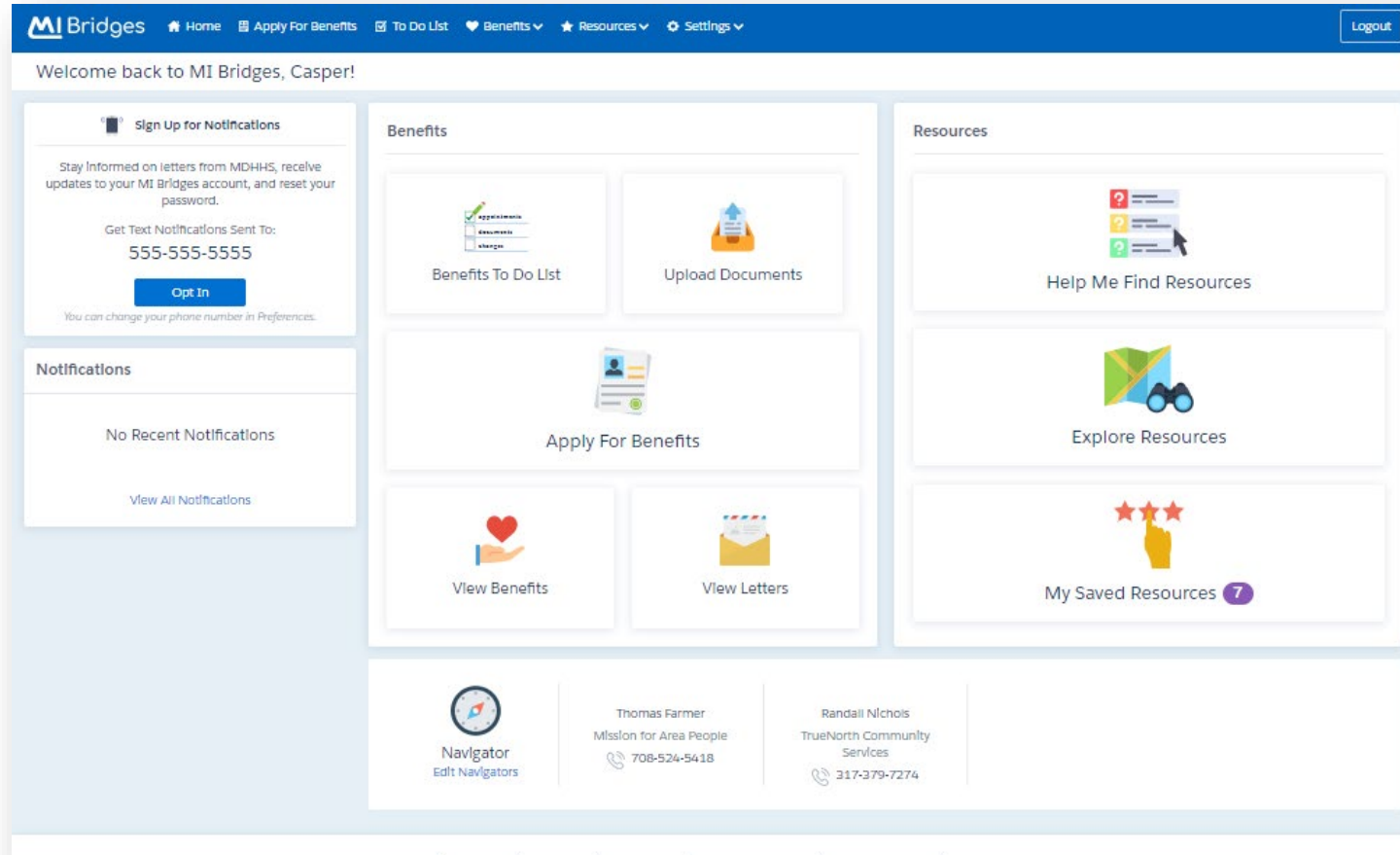
*Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.*

# Agenda

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

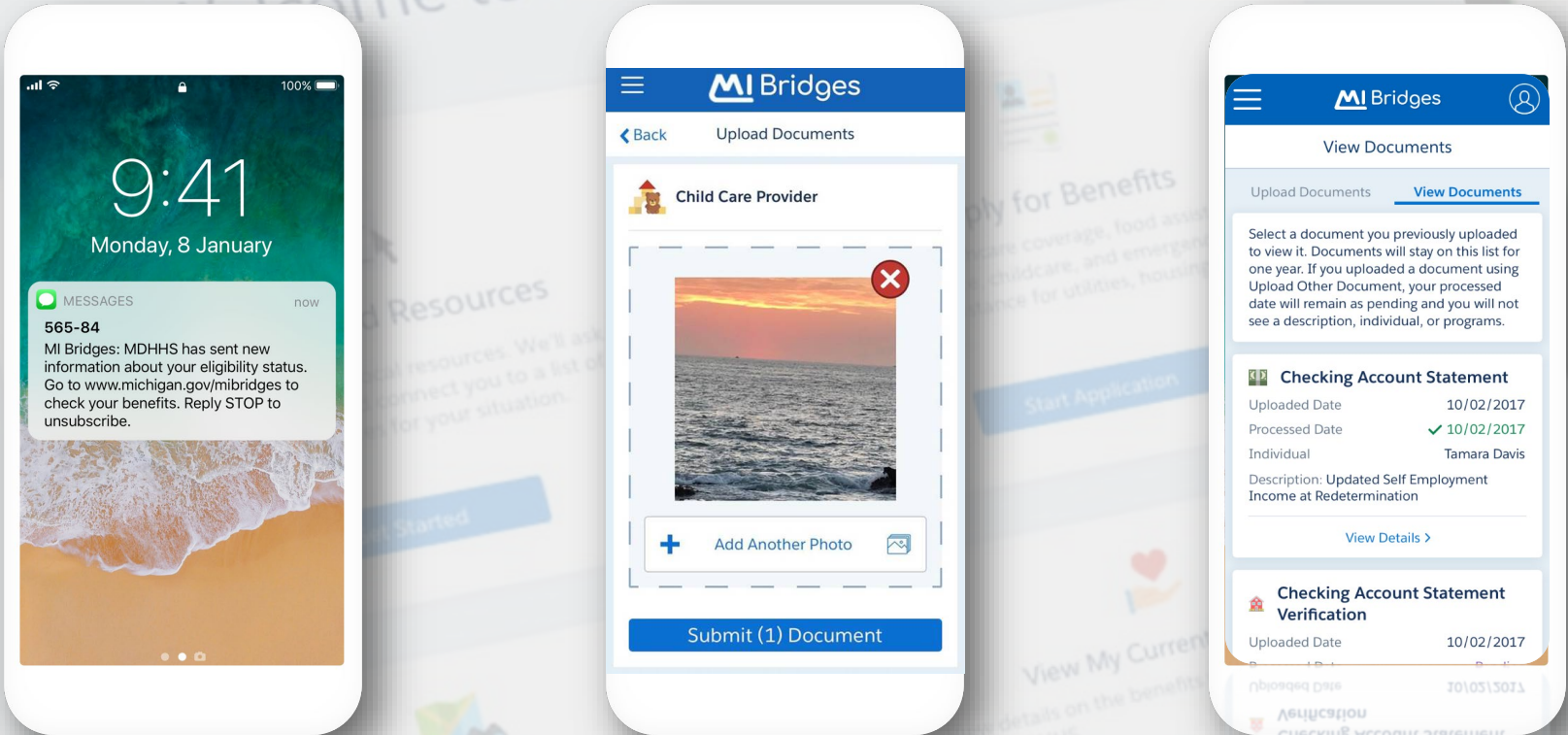
# MI Bridges

## Overview



- 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

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

Health Insurance Information and Resources, Health Insurance Enrollment Assistance

Show Details

☆ Save

Ingham County Health Department - River Oak Community Health Center

1115 South Pennsylvania Avenue, Lansing, Ingham, MI, 48912  
(0.93 Miles away)

Show Details

☆ Save

Community Mental Health Authority Of Clinton, Eaton And Ingham Counties

812 East Jolly Road, Suite G-10, Lansing, Ingham, MI, 48910  
(3.39 Miles away)

Show Details

☆ Save

City Of East Lansing - Hannah Community Center

819 Abbott Road, East Lansing, Ingham, MI, 48823  
(3.42 Miles away)

Show Details

☆ Save

Show More Resources Like These

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

Children's Special Health Care Services

Medical cost assistance

Michigan Department of Health and Human Services

Show Details

☆ Save

Ingham County Health Department - River Oak Community Health Center

1115 South Pennsylvania Avenue, Lansing, Ingham, MI, 48912  
(0.93 Miles away)

Show Details

☆ Save

Community Mental Health Authority Of Clinton, Eaton And Ingham Counties

812 East Jolly Road, Suite G-10, Lansing, Ingham, MI, 48910  
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City Of East Lansing - Hannah Community Center

819 Abbott Road, East Lansing, Ingham, MI, 48823  
(3.42 Miles away)

Show Details

☆ Save

Ingham County Health Department - River Oak Community Health Center

Distance0.93 Miles away

Address[1115 South Pennsylvania Avenue, Lansing, Ingham, MI, 48912](#)

Phone

Email

HoursMon-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

# 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 Topic(s) Step 2 Answer Questions Step 3 View My Results 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 Michigan 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 Michigan Avenue, 4th Floor, Lansing, Ingham, MI, 48933  
(0.26 Miles away) [Save](#) [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) [Save](#) [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

 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

Helps pay for medical cost.


Learn More



Food Assistance Program (FAP)

Provides benefits to buy or grow food.


Learn More



Cash Assistance

Provides cash to help meet your basic needs.


Learn More




Child Development and Care (CDC)

Helps pay childcare


Learn More



Women, Infants, & Children (WIC)



State Emergency Relief (SER)

 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?  
This includes temporary and contract jobs.


Yes No



Self-Employment

Is anyone in your household self-employed?  
This includes odd jobs.


Yes No



Additional Income

Does anyone in your household have additional income?  
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.


Yes No



Change in Income

Has anyone in your household had a change in employment in the last 30 days?  
Includes being laid off or fired, quitting, going on strike, voluntarily reducing hours, etc.

Yes No



Monthly Income Change

Does anyone's income change from month to month?

Yes No

< Back

Continue

# 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.

Cancel

Continue

## 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** 8104 Farmum 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** 8104 Farmum 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** 8104 Farmum Ave. Warren, MI 48093

[Show Additional Organizations](#)

Cancel

Continue



# 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



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 [MDHHSPrivacySecurity@michigan.gov](mailto:MDHHSPrivacySecurity@michigan.gov) and destroy any and all copies of the original message.

## *MI Bridges Community Partner Features*

# Customized Dashboard

 Home Client Action Needed Manage Organization Reports Settings Logout


Anne Li's DashboardCP 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 Referrals5

New Clients Assigned to Me14

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


### 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?

 Menu

Welcome to MiBri



### Help Me Find Resources

This includes state and local resources. We'll ask you a few questions and connect you to a list of recommended resources for your situation.

Get Started



### Explore Resources on My Own

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

Explore Resources

For Demonstration Purposes Only



# 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	(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  
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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

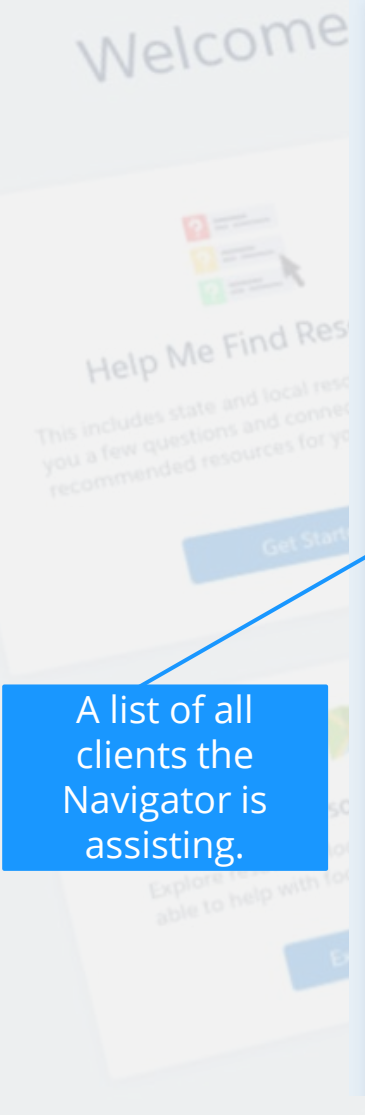
Needs & Resources

Benefits

Appointments

Docs Needed

PROGRAM	PARTICIPANT
<div><div>Healthcare Coverage</div><div>Action Needed</div></div>	Tamara Davis Brennan Davis John Davis Maria Davis
<div><div>Food Assistance Program (FAP)</div></div>	Maria Davis
<div><div>Cash Assistance</div></div>	Tamara Davis Brennan Davis
<div><div>Child Development &amp; Care (CDC)</div><div>Action Needed</div></div>	Maria Davis
<div><div>State Emergency Relief (SER)</div></div>	Household



A list of all clients the Navigator is assisting.

Quick access to key client information.

# 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](mailto:MDHHScommunitypartners@michigan.gov)

Features

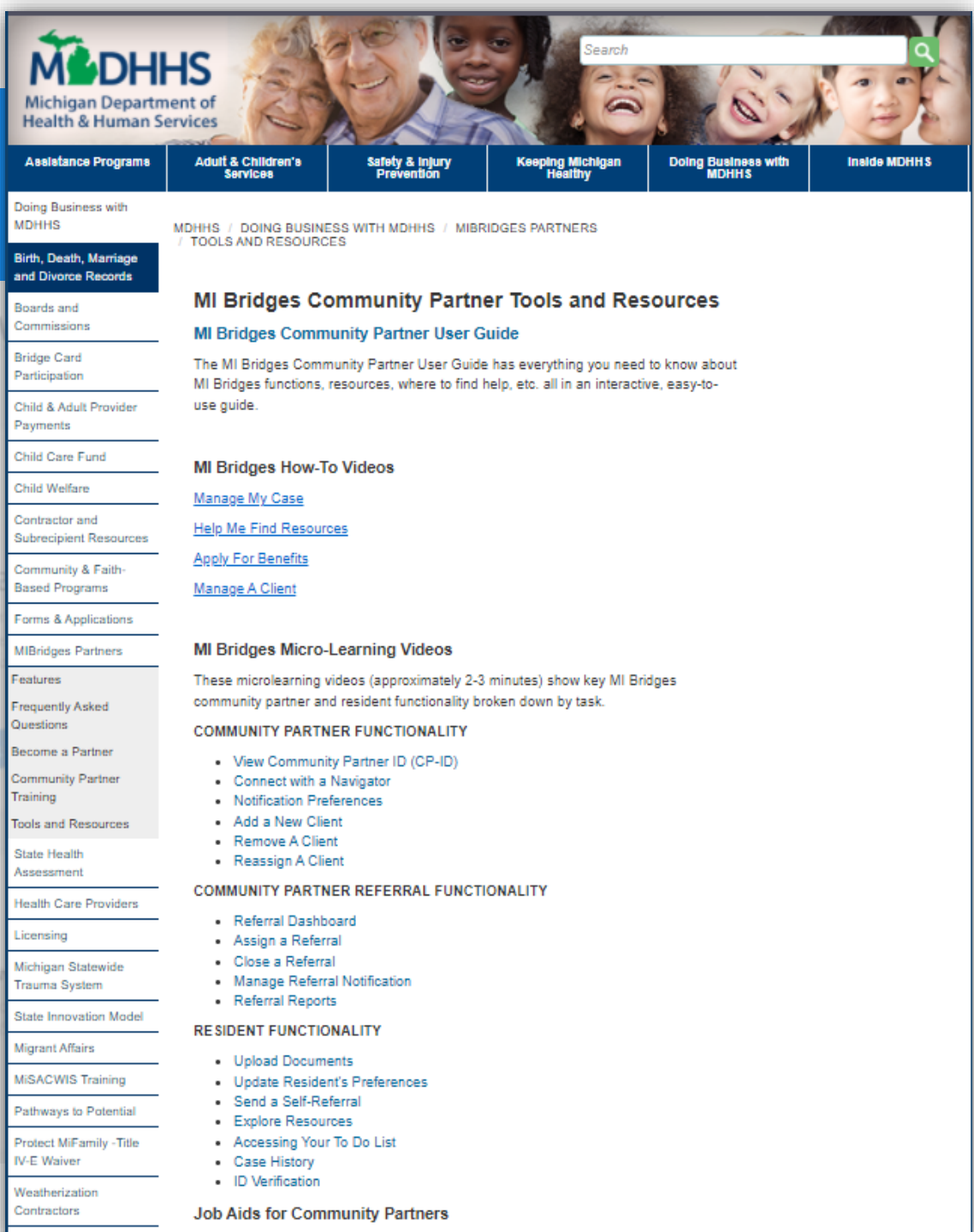
Frequently Asked Questions

Become a Partner

Community Partner Training

Tools and Resources

[www.Michigan.gov/MIBridgesPartners](http://www.Michigan.gov/MIBridgesPartners)



The screenshot shows the MDHHS website with a navigation bar at the top containing links for Assistance Programs, Adult & Children's Services, Safety & Injury Prevention, Keeping Michigan Healthy, Doing Business with MDHHS, and Inside MDHHS. A search bar is located in the top right corner. The main content area is titled "MI Bridges Community Partner Tools and Resources" and includes a "MI Bridges Community Partner User Guide" section. Below this, there are sections for "MI Bridges How-To Videos" and "MI Bridges Micro-Learning Videos". The "COMMUNITY PARTNER FUNCTIONALITY" section lists tasks such as 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 tasks such as Referral Dashboard, Assign a Referral, Close a Referral, Manage Referral Notification, and Referral Reports. The "RESIDENT FUNCTIONALITY" section lists tasks such as Upload Documents, Update Resident's Preferences, Send a Self-Referral, Explore Resources, Accessing Your To Do List, Case History, and ID Verification. The "Job Aids for Community Partners" section is also visible at the bottom.

**MI Bridges Community Partner Tools and Resources**

**MI Bridges Community Partner User Guide**

The MI Bridges Community Partner User Guide has everything you need to know about MI Bridges functions, resources, where to find help, etc. all in an interactive, easy-to-use guide.

**MI Bridges How-To Videos**

[Manage My Case](#)

[Help Me Find Resources](#)

[Apply For Benefits](#)

[Manage A Client](#)

**MI Bridges Micro-Learning Videos**

These microlearning videos (approximately 2-3 minutes) show key MI Bridges community partner and resident functionality broken down by task.

**COMMUNITY PARTNER FUNCTIONALITY**

- View Community Partner ID (CP-ID)
- Connect with a Navigator
- Notification Preferences
- Add a New Client
- Remove A Client
- Reassign A Client

**COMMUNITY PARTNER REFERRAL FUNCTIONALITY**

- Referral Dashboard
- Assign a Referral
- Close a Referral
- Manage Referral Notification
- Referral Reports

**RESIDENT FUNCTIONALITY**

- Upload Documents
- Update Resident's Preferences
- Send a Self-Referral
- Explore Resources
- Accessing Your To Do List
- Case History
- ID Verification

**Job Aids for Community Partners**

*Thank You!*



*What Questions Do You Have?*

