

Affordability, Alignment and Assistance Subcommittee

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Meeting Overview

- Welcome Kristen!
- Meeting structure/roadmap
- Member concerns
- MI Bridges tutorial
- Next Steps and updates

*Slides and materials will be shared by email after the meeting



Goals Structure

1

- Choose a goal
- Solicit input on changes members would like to see in said program or goal using the guiding question/subcommittee charge parameters

2

- Research the goal
- Have organization who runs that program (utilities/Staff/DHHS) provide background knowledge/limitations of that program

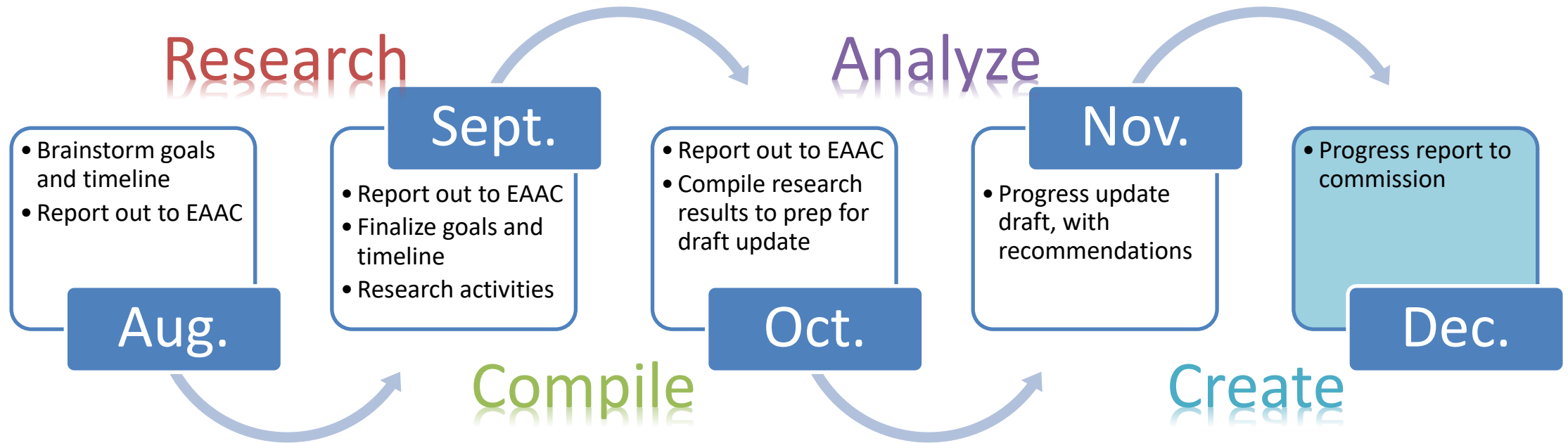
3

- Identify solutions
- Bring to EAAC for greater review—October 20 meeting

4

- If appropriate, collaborate with the responsible organization
- Propose to the Commission

Projected 2021 Timeline

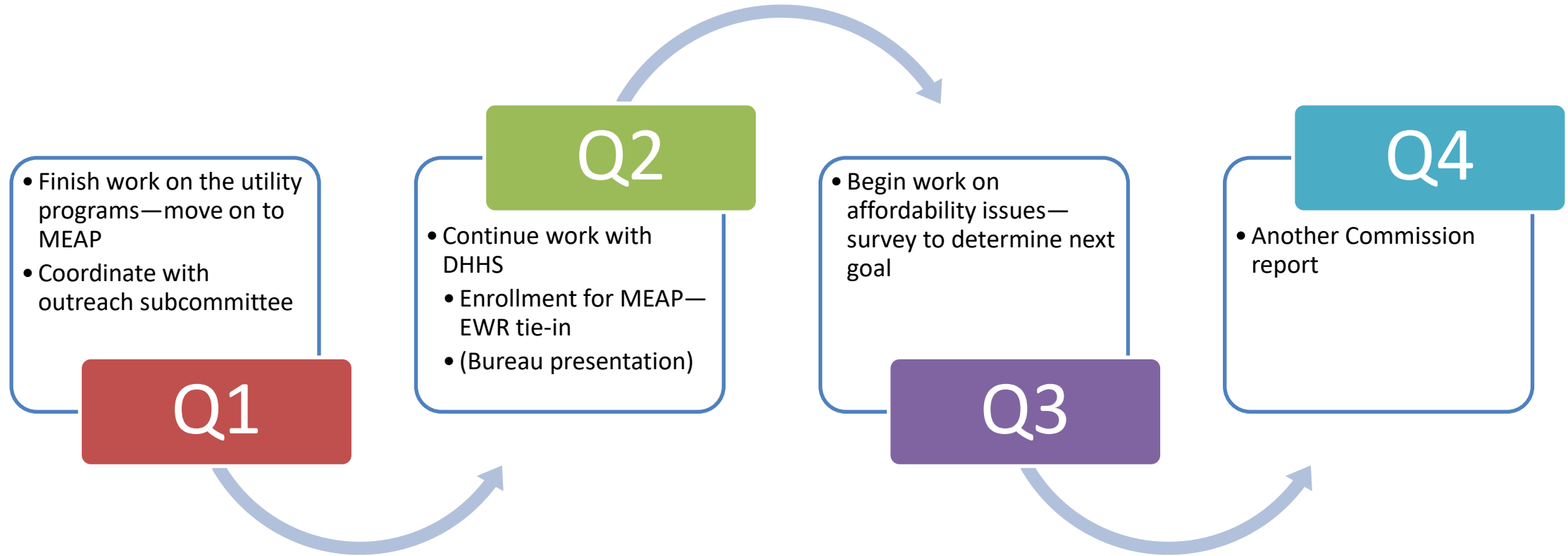


Beyond 2021

December 2022: Submit updated report with recommendations

2023: Continue collaborative as necessary and finalize work

Potential Timeline for 2022



*This timeline is tentative and subject to change based on the priorities of the AAA members

*If anything changes in the utilities' or DHHS' low-income programs, please come to us to present on it

Member Concerns

- Direction of the collaborative
- Progress thus far
 - Do you have more faith we can accomplish goals?
- Recommendations
 - Presenters
 - Resources

From Last Meeting...

- Discussed streamlining the enrollment process with DHHS
 - Many hurdles to auto-enrolling SNAP and Medicaid customers in utility assistance
- Discovered the majority of enrollment occurs in the MI Bridges portal
- Also having MI Bridges present because having an assistance portal was on our goals list

*Goals list is updated with our learnings

MI Bridges Tutorial

Crystal Korpi (DHHS) KorpiC@michigan.gov





AAA Subcommittee Meeting December 9, 2021

Agenda

- Overview of MI Bridges
- MI Bridges Explore and Help Me Find Resources
- Application for Benefits and MEAP Referral Demo
- Upload Documents
- MI Bridges Resources

Overview

Helping you every step of the way.

Apply for benefits, manage your case, and explore resources.

[Login](#)[Register](#)

Apply For Benefits

A streamlined and dynamic application for multiple programs.



MI Bridges

- MI Bridges makes common MDHHS processes easier, improving user experience and providing options for self-service
- MI Bridges is available 24-7!
- MI Bridges enables residents to identify needs and connect them to community agencies for support with our partnership with Michigan 2-1-1
- MI Bridges helps community partner organizations play a more significant role in helping their clients access benefits and supports

Explore and Help Me Find Resource

Help Me Find Resources is a guided survey by topic to find support in the resident's community.







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

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
 Healthcare Nursing Homes & Adult Care Health Insurance Dental Care	4
 Clothing & Household Goods Household Items Personal Hygiene Products Baby Items	
 Child Care Child Care Expense Assistance Child Care Centers Child Development	
 Legal Eviction Prevention Employment Discrimination Divorce	

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

Find Resources

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

 Healthcare Topic 1/3 Skip

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

Explore Resources is a feature to search for resources for a specific need or in a different location.

MI Bridges

Home

Apply For Benefits

Benefits

Resources

Settings

Logout

Find Resources

Food

Food Pantries

333 S Grand Avenue, Lansing, Michigan

Search

LANSING (CITY OF) - HUMAN RELATIONS AND COMMUNITY SERVICES DEPARTMENT

124 West Michigan Avenue, Fourth floor, Lansing, Ingham, MI, 48933

- Third Sat of month - Registration: 7am for vehicles to line-up - Distribution: 9am-11am (or until food runs out) - Location: South Church of the Nazarene, 401 West Holmes Road Lansing, 48910

Show Details0.26 Miles away

FIRST PRESBYTERIAN CHURCH

510 West Ottawa Street, Lansing, Ingham, MI, 48933

- Call for appointment: Mon-Thu 9am-11:30am - Food Pantry Pick Up: Mon-Thu 12noon-2pm

Show Details0.5 Miles away

NORTHWEST INITIATIVE

510 West Ottawa Street, Second Floor, Lansing, Ingham, MI, 48933

For Demonstration Purposes Only

15

State assistance programs and community resources presented together in one set of recommended supports organized by topic.

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	☆ Save Show Details
Ingham County Health Department - River Oak Community Health Center 1115 South Pennsylvania Avenue, Lansing, Ingham, MI, 48912 (0.93 Miles away)	☆ Save Show Details
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)	☆ Save Show Details
City Of East Lansing - Hannah Community Center 819 Abbott Road, East Lansing, Ingham, MI, 48823 (3.42 Miles away)	☆ Save Show Details

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	☆ Save Show Details
Ingham County Health Department - River Oak Community Health Center 1115 South Pennsylvania Avenue, Lansing, Ingham, MI, 48912 (0.93 Miles away)	☆ Save Show Details
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)	☆ Save Show Details
City Of East Lansing - Hannah Community Center 819 Abbott Road, East Lansing, Ingham, MI, 48823	☆ Save

Ingham County Health Department - River Oak Community Health Center

Distance 0.93 Miles away

Address [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

Add resources to a MI Bridges account and send an electronic referral to MI Bridges 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](#)

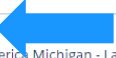
Work Clothing

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  [Save](#) [Show Details](#)
Volunteers Of America Michigan - Lansing Shelter System And Office
430 North Larch Street, Lansing, Ingham, MI, 48912
(0.61 Miles away)
[Show More Resources Like These](#)

Saint John's Seventh Day Adventist Community Service Center

Distance 17.78 Miles away

Address [1400 South Oakland Street, Saint Johns, Clinton, MI, 48879](#)

Phone

Email

Hours Wed 1pm-4pm

Website [http://stjohnssdachurch.netadvs](#)

[Save](#)

Service Description
Provides items for the home such as dishes, sheets, silverware, and available.

Services Offered
Bedding/Linen, General Appliance Provision, Kitchenware [Show More](#)

Eligibility
Residents of Clinton county

Fees
No fees

Application Process
Call to check availability

Documents Required
No documentation required

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](#)

Resources are available without creating a MI Bridges account.

When you register with MI Bridges, you can connect to resources specific to your location, needs, and circumstances.















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

 **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.

Start accessing more than 30,000 state and local resources by creating your MI Bridges account today.

[Register](#)
Already have an account? Log in here.

Want to explore resources without creating an account?
Choose any Life Event below to find information on available resources.

 Having a Baby	 Getting Married or Divorced	 Experiencing Homelessness
 Moving or Being Evicted	 Losing a Job or Looking for Work	 Utilities Being Shut Off
 Looking for Healthcare	 Looking for a Ride	 Becoming a Foster Parent
 Going to School (Children)	 Going to School (Adults)	 Becoming a Senior Citizen
 Having a Disability or Special Need		 Losing a Family Member or Close Friend

Resources are available without creating a MI Bridges account.

Overview of Commuting Options

Commuting can be expensive! Use this [commuting cost calculator](#) to figure out your monthly commuting costs. Then, visit Michigan Department of Transportation (MDOT) [MiCommute](#) for options that may reduce those costs, such as [biking](#), [walking](#), [ridesharing](#), [passenger rail](#), and [public transportation](#).

[Back](#)



Looking for a Ride

Here are some resources you may find helpful.

[Overview of Commuting Options](#)

[Public Transportation](#)

[Car Repair Assistance](#)

[Transportation for Seniors](#)

[Medical Transportation](#)

[Transportation for Returning Citizens \(Released from Prison\)](#)

[Transportation for People with Disabilities](#)

[Back](#)

Application for Benefits and MEAP Referral Demo

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 for childcare.

[Learn More](#)

Women, Infants, & Children (WIC)

Helps moms and kids up to age 5 with food, education, etc.

[Learn More](#)

State Emergency Relief (SER)

Provides help for heat, electricity, and other emergency situations.

[Learn More](#)[Start Application](#)

State Emergency Relief (SER)

Overview

SER provides limited help to households with low income who have an emergency that threatens their health or safety. Covered services include:

- Relocation payments to avoid or eliminate homelessness
- Mortgage, insurance and/or property tax payment, to stop forfeiture, foreclosure or tax sale
- Limited home repairs
- Home heating, electric and utility bills
- Burial costs

Who is eligible?

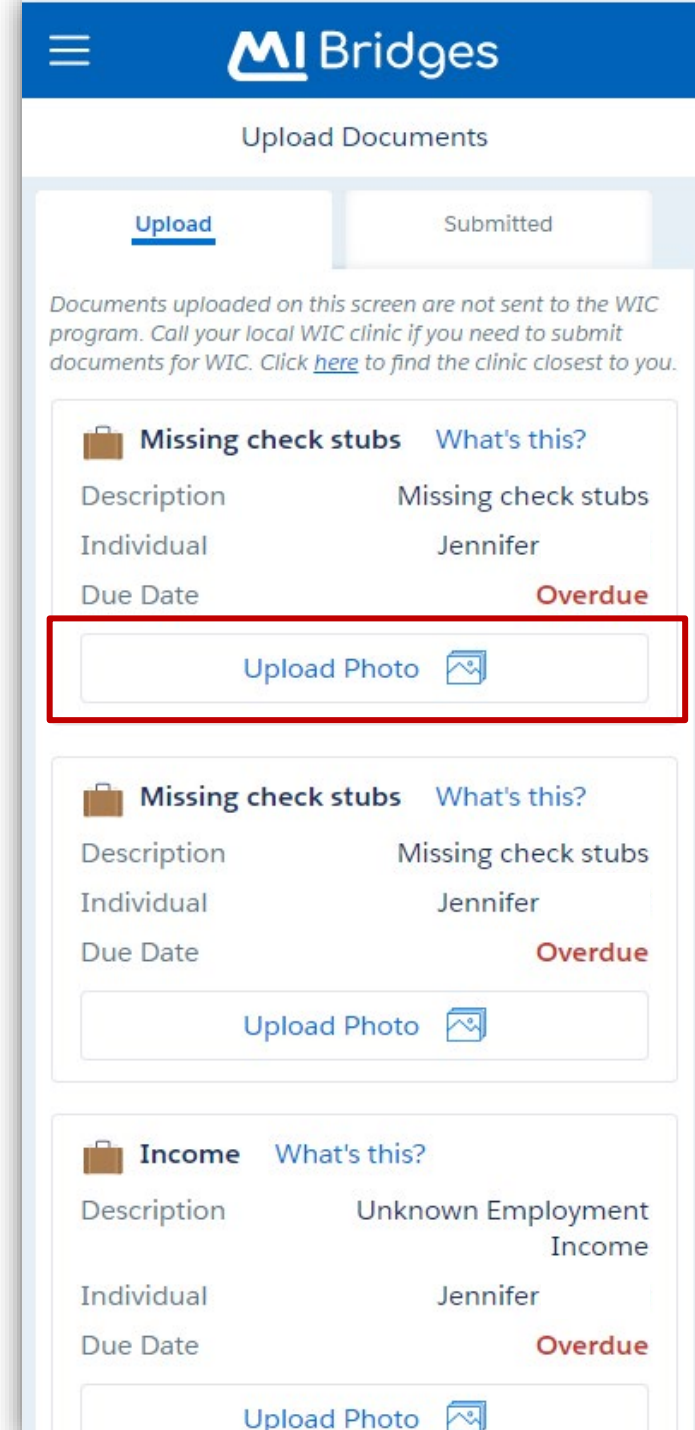
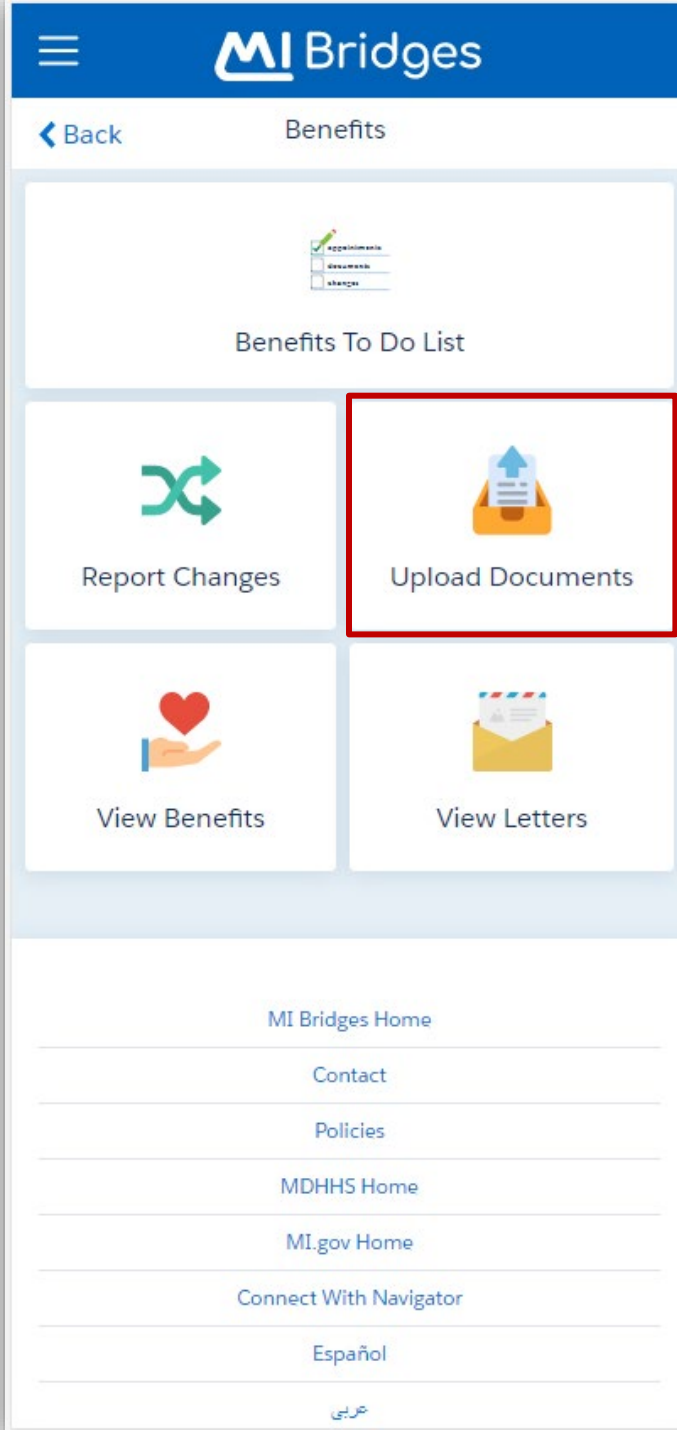
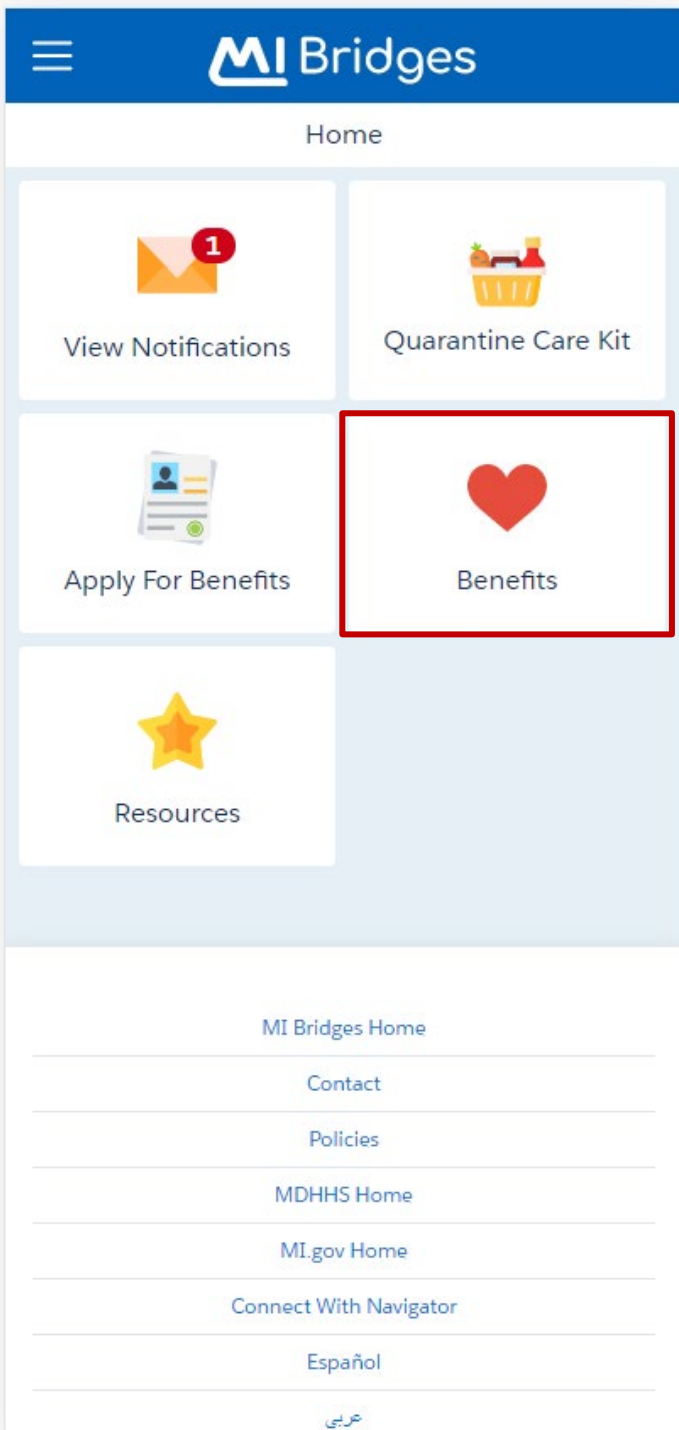
You may qualify for SER if:


- You have low income and limited assets
- The emergency situation is not likely to happen again. (Example: for help with rent or house payments, you must show you have enough income to pay your housing costs in the future)
- You have made certain required payments on your shelter, heat, electric and/or utility bills



Upload Documents






 **MI Bridges**


[< Back](#) Upload Documents


[Upload](#) Submitted

 **Missing check stubs**

What type of document is it? *

Select a document type


Take a Photo


Choose a Photo

What type of document is it? *

Select a document type


Select a document type

Checkstubs or Earnings Statement

Employer Statement


Other Income Verification

Verification of Employment

 **MI Bridges**


[< Back](#) Upload Documents


[Upload](#) Submitted

 **Missing check stubs**

What type of document is it? *

Checkstubs or Earnings Statement


Take a Photo


Choose a Photo

[< Back](#)

Upload Documents

Upload

Submitted

Missing check stubs

What type of document is it? *



Before submitting a document, make sure the image is clear and shows the entire document.

[Got it, let's continue](#)[Cancel](#)[< Back](#)

Upload Documents

Upload

Submitted

Missing check stubs

What type of document is it? *

Checkstubs or Earnings Statement

[Take a Photo](#)[Choose a Photo](#)[Add Another Photo](#)[Submit \(3\) Documents](#)

Select a document from the list on the left to get started.

MI Bridges Home

Upload Successful!



Your Agricultural Worker Income has been successfully uploaded.

Okay



Loss of Employment

[What's this?](#)

Description

Loss of Employment

Individual

Jennifer

Due Date

Overdue

Upload Photo



Want to upload a document that is not on this list?

[Upload Other Document](#)

[MI Bridges Home](#)

[Contact](#)

[Policies](#)

[MDHHS Home](#)

[MI.gov Home](#)

[Connect With Navigator](#)

[Español](#)

[عربي](#)

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MI Bridges

[Back](#)

Upload Documents

[Upload](#)

Submitted

Select the verification type below

[Earned Income](#)

[Checking Account](#)

[Savings Account](#)

[Income](#)

[Rent Expense](#)

[Loss of Employment](#)

[Unearned Income](#)

[Heat Expense](#)

[Residential Address](#)

[Non-Heat Electric Expense](#)

[Self Employment Income](#)

[Vehicle Ownership](#)

[Child Care Provider](#)

[Asset](#)



Upload Documents

Upload

Submitted

Select a document to Download and View. Documents will stay on this list for one year.



Income

Uploaded Date 5/21/2021
Processed Date MDHHS Processing
Individual Jennifer
Description Unknown Employment Income

[View Details >](#)



Missing check stubs

Uploaded Date 5/21/2021
Processed Date MDHHS Processing
Individual Jennifer
Description Missing check stubs

[View Details >](#)



Household Member Information

Uploaded Date 1/17/2019
Processed Date N/A ?
Individual Jennifer
Description Jennifer Reported to Be in a Special Facility or Living Arrangement



[< Back](#)

Upload Documents

Upload

Submitted



Income

Tracking Number
ID0000100883

Description
Unknown Employment Income

Document Type
Agricultural Worker Income

Individual
Jennifer

Uploaded Date
5/21/2021

Processed Date
MDHHS Processing

Programs
Healthcare Coverage

[Download Document 1](#)



MI Bridges Resources

MI Bridges Assistance.

MI Bridges

HomePartnershipsExplore ResourcesHelp

LoginRegister

?

Help

Frequently Asked Questions

Login/Registration

Apply for Benefits

Notifications

Resources

Navigator

View Benefits

View Letters

Document Upload

Renew Benefits

Report Changes

MDHHS FAQs

Help Desk

General

Login/Registration

If I have an account from the old MI Bridges, do I have to create a new account?

My account was disabled, what should I do?

What do I do if I forget my password and cannot answer the security questions to reset my password?

Do I need to have an active case to use the new MI Bridges?

I forgot my username. How do I retrieve it?

I forgot my password. How do I reset it?

What is ID proofing?

I did not pass ID proofing. What do I do now?

I didn't answer the verification questions correctly. What happens now?

Apply for Benefits

How can I check the status of my application?

Can I submit an application if I do not verify my identity?

Will MI Bridges tell me if I am already enrolled in a benefits program?

Who can I contact with questions about the application, or if I need help completing the application?

How do I apply for benefits if I don't have a computer or Internet connection?

How do I fix a mistake that was made on my application?

How long does it take to get a response for the online application?

Apply for Benefits

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How do I apply for benefits if I don't have a computer or Internet connection?

How do I fix a mistake that was made on my application?

How long does it take to get a response for the online application?

What if I forgot my "T" number?

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

Help Page Apply for Benefits Information.



Apply for Benefits

How can I check the status of my application?

MDHHS will send you a letter in the mail once your application has been approved or denied. Depending on the programs you applied for, you may be required to have an interview with a caseworker and submit verifications before your application can be approved or denied. If your application is approved, you will begin to see information about your benefits in the View Benefits section (in addition to receiving a letter in the mail). If your application is denied, you will receive a letter in the mail with an explanation why your application was denied.

If you applied for Healthcare Coverage, you can also see if your application was automatically approved on the "Application Submitted" page. If your Healthcare Coverage application was not automatically approved, you should look for a letter in the mail from MDHHS.

How do I apply for benefits if I don't have a computer or Internet connection?

To apply online, you can use a publicly available computer at your local MDHHS office or at a MI Bridges community partner organization.

To apply using the paper application, you can find a copy of the application and information booklet on the [MDHHS website](#). You can also pick up a form at your [local MDHHS office](#) or call the office to request a paper application by mail.

For healthcare coverage only, you can apply over the phone by calling 1-855-276-4627.

How long does it take to get a response for the online application?

We are required to approve or deny your application within the following time periods:

1. Healthcare Coverage – 45 days (however, many Healthcare Coverage applications can be approved immediately)

1. With a medical decision on disability – 90 days
2. For pregnant women – 15 days
3. Refugee Medical Assistance – 30 days

2. Cash Assistance Program

1. Family Independence Program – 45 days
2. Refugee Cash Assistance – 30 days
3. State Disability Assistance – 60 days

3. Child Development and Care Program – 30 days

4. Food Assistance Program – 30 days

1. Expedited (7 day processing) – 7 days

5. State Emergency Relief Program – 10 days

Find a Navigation or Access Community Partner.



[Home](#) [Partnerships](#) [Explore Resources](#) [Help](#)



Find Community Partners

333 S Grand Ave, Lansing, MI, 48933



Access Partner

Provides Internet access and computers for clients to access MI Bridges.



Navigation Partner

Helps clients apply for benefits, find resources, and use MI Bridges.

Search Results

Show Me

- ☒ Access Partner
- ☒ Navigation Partner

Capital Area District Libraries

0.18 Miles away

Access Partner | 517-367-6300
401 S Capitol Ave. Lansing, MI 48933

Porter Partners LDHA, LLC

0.28 Miles away

Navigation Partner | 517-484-7943
505 Townsend St. Lansing, MI 48933

Michigan Veterans Affairs Agency

0.33 Miles away

Navigation Partner | 800-642-4838
222 N Washington Sq. Lansing, MI 48933

Northwest Lansing Healthy Communities Initiative

0.55 Miles away

Access Partner | 517-999-2894
 Navigation Partner | 510 W Ottawa St. Lansing, MI 48933

List of MDHHS Local Offices.

FAQs Contact Us MDHHS Home MI.gov

MDHHS
Michigan Department of Health & Human Services

Search

Assistance Programs Adult & Children's Services Safety & Injury Prevention Keeping Michigan Healthy Doing Business with MDHHS Inside MDHHS

Inside MDHHS

Budget & Finance

Office of Inspector General

Careers With MDHHS

Community & Volunteer Opportunities

County Offices

All Counties

East Michigan

Genesee County

Local Health Departments

Macomb County

Northern Mid-Michigan

Oakland County

U.P. and Northern Michigan

Urban Counties

Wayne County

West Michigan

Equal Employment Opportunity

Executive Staff Bios

Reports & Statistics - Health Services

Hotlines

MDHHS / INSIDE MDHHS / COUNTY OFFICES

Map of County Offices

Click here for a [Text Listing of County Offices and Addresses.](#)

Click on map below for County Office Information.

FAQs Contact Us MDHHS Home MI.gov

MDHHS
Michigan Department of Health & Human Services

Search

Assistance Programs Adult & Children's Services Safety & Injury Prevention Keeping Michigan Healthy Doing Business with MDHHS Inside MDHHS

Inside MDHHS

Budget & Finance

Office of Inspector General

Careers With MDHHS

Community & Volunteer Opportunities

County Offices

All Counties

East Michigan

Genesee County

Local Health Departments

Macomb County

Northern Mid-Michigan

Oakland County

U.P. and Northern Michigan

Urban Counties

Wayne County

West Michigan

Equal Employment Opportunity

Executive Staff Bios

Reports & Statistics - Health Services

Hotlines

Legal

MDHHS Audit

MDHHS / INSIDE MDHHS / COUNTY OFFICES / URBAN COUNTIES

Ingham MDHHS

5303 S. Cedar St.
Lansing, MI 48911

517-887-9400

Ingham County 33 ~ Northern Mid-Michigan			
Address		Director	
5303 S. Cedar Street Lansing, MI 48911		SuAlyn Holbrook, Cash Director	
Information Phone	Fax Phone	TDD Phone	
517-887-9400	517-887-9500		
Child Welfare Director			
Carol Kehoe			

Report Abuse & Neglect - 24/7 Hotline	
Children's & Adult Protective Services	(855) 444-3911

County Board Members			
Name	Address	Position	Term Expires
Kimberly Coleman	2900 Bascom Circle Lansing, MI 48912	Vice Chair	2019
Bruce Bragg	147 Lexington Ave East Lansing, MI 48823	Chair	2017
*Greta Wu	6379 W. Lake Dr. Haslett, MI 48840	Member	2021

* Designates State Appointed

Connect with a Navigator.

MI Bridges can help you to access more than **30,000** state and local services across the state



Connect with a Navigator

If you need extra help using MI Bridges, there are hundreds of community partners trained to assist you.

[Search for Community Partners](#)

Get started today.

[Login](#)

[Register](#)

Contact Information

MI Bridges Community Partner Liaison

MDHHSCommunityPartners@Michigan.gov





Thank You!
What MI Bridges Questions Can I Answer?



Leadership Q&A

Based on our [Goals List](#)

Rate Case/Legislative Updates

- [Michigan Gas Utilities](#)—RIA and LIA
- [Alpena Power Company](#)—RIA in Settlement Agreement
- [CE PIPP](#)—Soon
- [CE Gas](#) rate case was filed
- Legislative [proposal](#) to end asset limits on SNAP

*If you know of any developments in the low-income field, let us know

Next Steps

