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 and Features
- Community Partner Roles and Portal Features
- MI Bridges Resources
- Questions and Answers
Vision: Transform the Health and Human Services system to improve the lives of Michigan Families

Strategic Objectives:

Work with partners who support and aid people in achieving self-sufficiency and independence.

Deliver services in ways that recognize and support the unique needs of each person.

Educate and encourage individuals and communities to support healthy behaviors and lifestyles.
MI Bridges enables residents to identify their needs and connect to community resources (including community programs and organizations through a partnership with 2-1-1) that meet those needs to improve stability over time.

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 into the community partner through MI Bridges.
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.

- All partner roles must register their organization and individual users within MI Bridges
- All partner roles have access to a Help Line to assist with questions or technical issues
- All partner roles will receive training and support throughout the MI Bridges implementation
Features
Guided assessment which reveals users’ underlying needs in a more proactive manner
State assistance programs and community resources presented together in one set of recommended supports
Add resources to the MI Bridges profile and send an electronic referral to referral partners.
Connect to up to 10 navigators in MI Bridges Share contact information, household members, and allow navigators to view benefit information and letters sent from MDHHS.

Clients can connect to up to 10 navigators. They can choose to change navigators and can edit their consent to share information at anytime.
Apply for benefits using a simplified application.
Send referrals to the Energy Self-Sufficiency and Women, Infant, and Children programs.
View and share the documents requested by MDHHS from the Upload Documents page
Modernized public benefits self-service features with mobile device emphasis, more detailed views of benefit information and intuitive benefit maintenance
Report changes on an MDHHS case with an easy to understand topic selection.

There is helpful text under each heading to provide additional guidance!
Access MI Bridges on a smart phone. Receive notifications and upload documents from home.
Community Partners
Benefits to Serving as a Community Partner

There are many benefits to serving as a community partner. Partners can visit [www.michigan.gov/mibridgespartners](http://www.michigan.gov/mibridgespartners) to learn information specific for community partners and find the latest MI Bridges information.

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Navigation</th>
<th>Referral</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Partner ID number from MDHHS for each user in your organization who is using MI Bridges.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Ongoing communication from MDHHS regarding MI Bridges changes and policy updates.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>MI Bridges promotional materials including posters, fliers and helpful templates.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Applicant resource materials including client handouts and assistance tools.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Information about partner training opportunities.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Access to ongoing technical assistance through a MI Bridges dedicated Help Desk.</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Ability to view key metrics related to the individuals your agency assisted.</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Ability to view client’s case information, if a client provides their consent.</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to electronically receive referrals directly in MI Bridges.</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Community Partner Feature: A Customized Dashboard

Navigation and Referral Partners have a customized dashboard when using MI Bridges. This dashboard shows any new referrals or clients and provides quick access to their client directory or referral management page.
Community Partner Feature: A Client Directory

Navigation Partners can view all of their current clients in their client directory. If a client provides consent, partners can also view the same benefit and letter information as the client.

A list of all clients the Navigator is assisting.

Quick access to key client information.
Community Partner Feature: A Referral Management page

Referral Partners can view all the referrals sent to their agency. They can easily change the progress of the referral to ‘In Progress’ or ‘Complete’ and provide feedback on if they were able to assist the client.
Community Partner Feature: A Referral Management page

Referral Partners can also provide feedback on the referral

Tools to help partners manage electronic referrals
Community Partner Registration and Training
Community Partner Registration is Open in MI Bridges!

Organizations that are interested in becoming a MI Bridges community partner can visit the MI Bridges Community Partner Registration web page on the MI Bridges Partners web site: www.michigan.gov/mibridgespartners. This page contains tools and resources to help organizations prepare for the partner registration process.

Each agency that registers as a MI Bridges community partner will need a Lead Point of Contact (LPOC). An agency's LPOC is responsible for registering the organization in MI Bridges, managing the organization's users, and is the first person MDHHS will contact with any questions or information.

If you are considering becoming a MI Bridges partner, below are helpful steps to prepare for registration:

1. Discuss the expectations and benefits of each partner option with your organization to determine which partner type is the right fit. See the Become a Partner Page and Community Partner Registration page at www.Michigan.gov/mibridgespartners for more information.

2. Confirm your organization is registered with Michigan 2-1-1 and the information is accurate. If you would like to view or update your agency's Michigan 2-1-1 record, please see the instructions on the Tools and Resources page at www.Michigan.gov/mibridgespartners.
Community Partner Training Requirements

**Navigation Partner**

Navigation Partners will attend a 4 hour classroom training to learn how to:

- Help clients create a MI Bridges account
- Find local resources
- Apply for benefits
- View case information
- Use Navigator features, such as a client directory.

**Referral Partner**

Referral Partners will view a 1 hour web-based training to learn how to:

- View and manage referrals sent to their agency
- Provide feedback on referrals
- Refer clients to another agency if needed.

**Access Partner**

Access Partners will view a 30 minute web-based training to learn how to:

- Answer basic client questions
- Find the latest MI Bridges information.
MI Bridges and COVID-19
MI Bridges COVID 19 Updates: Temporary Changes

MI Bridges Navigation Training
- Temporarily online and scheduled for May 14

Phone Assistance Guidance
- Effective through April 30th, 2020
- Addresses two scenarios: clients with access to devices and internet, but are less comfortable with technology, and clients who do not have access to devices or internet.

Application Guidance
- Comment box at the end of application, clients should include the following information, if applicable:
  - If you’ve been laid off, what date? When did you get your last paycheck or expect it and the estimated amount?
  - Where did you work? (Employer name, job title, last day of work, date of last check, and employer phone number). If your hours have been reduced, what date?
  - For housing expenses, please provide rent amount, landlord name and phone number.
Additional COVID 19 Updates: Temporary Policy Changes

**Food Assistance**

- Pandemic Electronic Benefit Transfer Program (P-EBT): [Full Press Release](#)
- Double Up Food Bucks temporarily lifted daily limit: [https://www.doubleupfoodbucks.org/resources/covid-19/](https://www.doubleupfoodbucks.org/resources/covid-19/)
- Additional Food Assistance: Approximately 350,000 Michigan families will have access to additional food assistance benefits as a response to the COVID-19 outbreak and about 27,000 individuals will be temporarily exempt from federal work requirements [Press Release](#)

**Medicaid**

- Suspending program coverage closures for all Medicaid programs: [Bulletin](#)

**SER**

- In response to COVID-19, the following changes to SER policy were effective March 30: phone interviews are not required, suspension of one-time energy assists, non-cash asset limit increased to $15,000, and elimination of shortfall, for more information visit [here](#).
Resources
Where to find answers

**MI Bridge Help Desk**
If a client or a community partner is experiencing technical issues with MI Bridges, the MI Bridges Help Desk is available to provide you with assistance: 844-799-9876. Examples include:
1. Receiving an error message
2. Account recovery (there is also an option to do this on the portal)

**Local MDHHS Office**
A client may have questions regarding their case, or their benefits and the answers are not currently on MI Bridges. In these situations, the client should call their local MDHHS caseworker
FAQS

MI Bridges (www.Michigan.gov/MIBridges) has a Frequently Asked Questions section that provide answers to common questions on login/registration, resources, apply for benefits, document upload, etc. You can also find the number for the MI Bridges Help Desk, a link to contact information for local offices, and a public directory of navigation and access partners.
Where to find answers

**MI Bridges Community Partner Webpage**

The MI Bridges Community Partner webpage ([www.Michigan.gov/MIBridgesPartners](http://www.Michigan.gov/MIBridgesPartners)) has information on, how-to videos, job aids, training, and MI Bridges features.

**MI Bridges Community Bulletin**

The Michigan Department of Health and Human Services distributes a monthly community partner bulletin to help partners stay informed on the lasted MI Bridges developments. These are uploaded on the MI Bridges Community Partner page after they are distributed.
Community Partner Feature: Resources

Where can partners look for additional information?

**MI Bridges Community Partner Liaison**

MDHHSCommunityPartners@Michigan.gov

517.335.5297

**MI Bridges Partners website**

www.michigan.gov/mibridgespartners
Thank You for Attending!

What Questions Do You Have?