

# MI Bridges

## News You Can Use

Michigan Department of Health and Human Services

April 2018



### Past Bulletins

Visit the [MI Bridges Community Partner website](#) to view copies of past MI Bridges monthly bulletins.



### Questions?

Please contact us with any questions:

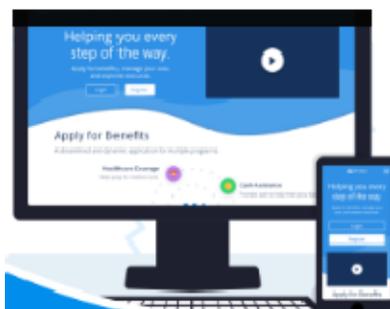
[MDHHSCommunityPartners@michigan.gov](mailto:MDHHSCommunityPartners@michigan.gov)

## MI Bridges Launched Statewide on April 2<sup>nd</sup>!

On April 2, 2018, the new MI Bridges website was launched statewide! This means partners, clients, and Michigan Department of Health and Human Services (MDHHS) offices across the state are now using the new MI Bridges to apply for benefits, find resources, report changes, and manage their MDHHS case.

With the new MI Bridges, community partners can view helpful reports. These reports explain the most common resources for which residents in their community are searching. The top three resources are (1) help finding food quickly, (2) help enrolling in healthcare coverage, and (3) vocational training.

During the rollout over 400 community agencies registered to use the new MI Bridges, and 2,000+ partners were trained to assist clients. Thank you to everyone who supported the MI Bridges rollout!



Please visit [michigan.gov/mibridges](http://michigan.gov/mibridges) to use the new MI Bridges today!

# Metrics Now Available in MI Bridges for all Partners

MI Bridges users for each agency with the [View Metrics] user permission can now view key metrics about the agency's use of MI Bridges.

These metrics are available at anytime and can be helpful when an agency needs information for a grant or agency report.

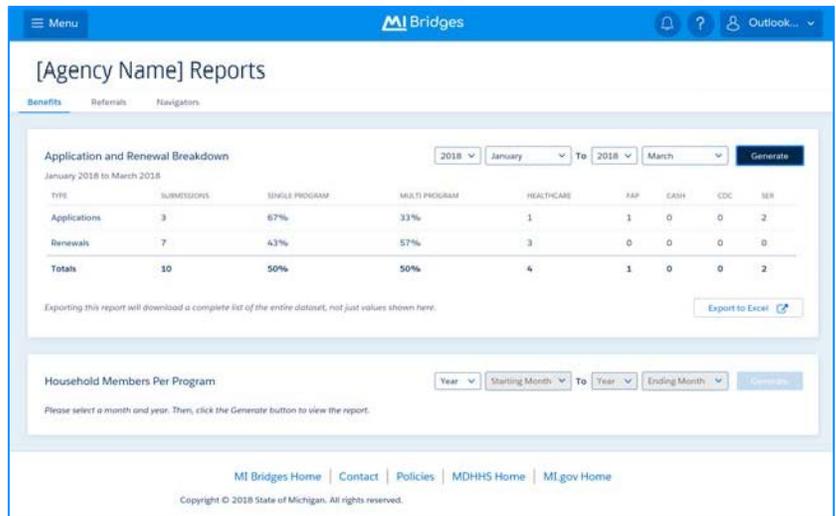


Figure 1: Example Metrics Screenshot

Information available includes:

- The number of clients connected to a navigator in the agency who submitted an application or redetermination during a selected time period.
- The number of referrals completed during a selected time period.
- ...and much more!

## MI Bridges Marketing Materials

As a part of the statewide rollout of the new MI Bridges, the Michigan Department of Health and Human Services (MDHHS) Bureau of Community Services mailed each registered partner agency a starter kit of materials that can be used to share information about the new MI Bridges with clients. Each agency Lead-Point-of-Contact was mailed one poster, fifty rack cards, and 250 business cards. These materials should arrive at all partner locations by April 30, 2018. The English, Spanish, and Arabic flyers can be downloaded from the [MI Bridges Community Partner website](#).

Please use these materials to help share the new features available in MI Bridges!



Figure 2: MI Bridges English, Arabic, and Spanish Fliers

## MI Bridges Team Welcomes New Community Partner Liaison

MDHHS understands community partners need support during the transition to the new MI Bridges. We are excited to announce that a new Community Partner Liaison recently joined the team! In 2013, Jaspreet Malhotra began engaging and supporting Michigan residents as a Marketplace Navigator and a MDHHS navigation partner to help them connect with health coverage. In 2015, she joined the Michigan Primary Care Association and her role was providing support to Michigan health center staff dedicated to addressing the nonclinical needs of their patients and communities. Through this work she helped build relationships to establish community linkages and address the social determinants of health.

Jaspreet is excited to transition to the MI Bridges Community Partner Liaison role and help support community partners with the new MI Bridges. She can be reached at: [MDHHScommunitypartners@michigan.gov](mailto:MDHHScommunitypartners@michigan.gov).



Welcome  
Jaspreet!

## MI Bridges Referral Online Training Available!

In the new MI Bridges, community partners can choose to receive referrals from clients directly in MI Bridges. An agency can decide to be a referral partner at anytime. Any user who will help an agency manage referrals must complete training. While three webinars were held in March to train users on how to view and manage referrals from clients, we are excited to share that training for referral partners is now available online, and can be taken at anytime!



Visit the [MI Bridges Community Partner Training page](#) to find information on how to register and complete the online referral partner training to become a referral partner.

## Frequently Asked Questions



### 1. Will MI Bridges Navigation Partner training be available in April and May 2018?

Yes, MI Bridges navigation partner training sessions will continued to be held in April and May 2018. Visit the [MI Bridges Community Partner Training page](#) to view the training dates, locations, and instructions on how to register for a class.

### 2. Is the old MI Bridges website available to clients who previously started an application and would like to complete the application?

Yes, clients can continue to visit [www.mibridges.michigan.gov](http://www.mibridges.michigan.gov) to finish an application he or she previously started in the old MI Bridges.

### 3. Will the MI Bridges materials be available in Spanish or Arabic?

Yes, the MI Bridges flyer, rack card, and business card are available in Spanish and Arabic. The MI Bridges flyer is available on the [MI Bridges Community Partner website](#) in English, Spanish, and Arabic. Partners can download and print these materials to use with clients. Please contact [MDHHSCommunityPartners@michigan.gov](mailto:MDHHSCommunityPartners@michigan.gov) to request business cards or rack cards in Spanish or Arabic.

### 4. How can I register for MI Bridges training?

Navigation and referral partners can visit the [MI Bridges Community Partner website](#) to register for training. Any agency user who will be assisting clients as a navigation or referral partner must complete training in order to create a user account to access the partner features in the new MI Bridges.

Partner	Training Requirements
Navigation Partner	Attend a four hour classroom training to learn how to help clients use MI Bridges.
Referral Partner	View a forty minute web-based training to learn how to view and manage referrals sent to their agency.