

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

January 2018



Upcoming LPOC Webinar

The next Lead-Point-of-Contact webinar is **Thursday, February 8, 2018** from **11:30am – 1:00pm**. Register [here!](#)



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

MI Bridges Soft Launch Counties Announced!

Last month we announced that on February 12, 2018, four additional counties will begin using the new MI Bridges as a part of a soft launch. This soft launch will focus on considerably expanding the number of MI Bridges users to test the new functionality before the statewide rollout. In addition to pilot functionality, the soft launch will include the upgraded functionality of applying for benefits, reporting changes, renewing benefits, and allowing customers to send documents to MDHHS.

Along with Muskegon county, Clinton, Eaton, Genesee, and Jackson counties will begin using the new MI Bridges on February 12, 2018. If you are a partner in these counties, and have registered your organization, your Lead-Point-of-Contact has received guidance via email from MDHHS.

Partners in other counties will begin using the new MI Bridges in a statewide waved rollout beginning in March 2018.



Clinton, Eaton, Genesee, Jackson, and Muskegon Counties will begin a soft launch of the new MI Bridges on February 12, 2018!

MDHHS Launched a new Assistance Application (DHS-1171) on January 22, 2018!

On January 22, 2018 all MDHHS offices across the state began using a new Assistance Application (DHS-1171).

The new Assistance Application was piloted with hundreds of residents and field staff across Michigan. It was designed to be user friendly and easy to use.

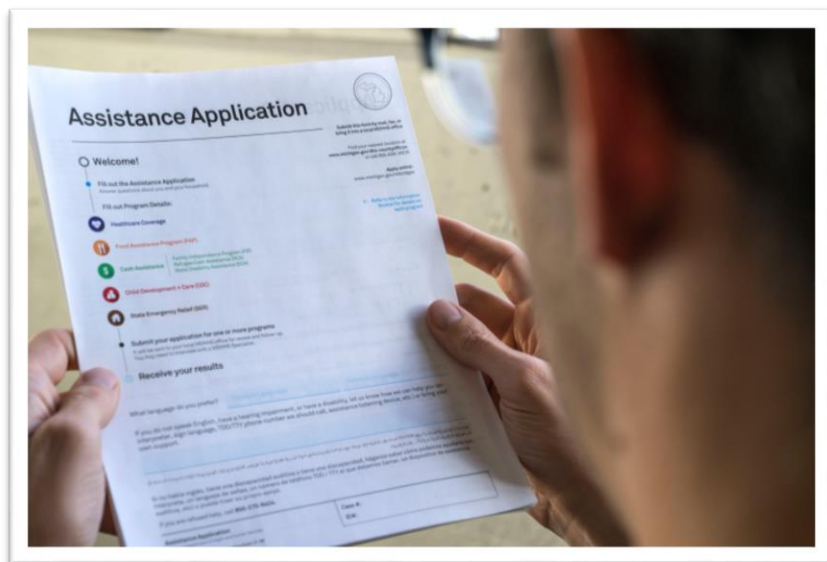


Figure 1: New Assistance Application (DHS-1171).

The new Assistance Application is an integrated application that allows clients to apply for up to five programs using a single application:

1. Healthcare
2. Food Assistance Program
3. Cash Assistance
4. Child Development & Care
5. State Emergency Relief

The new Assistance Application is **Shorter**, **Faster**, and **Simpler** than the previous DHS-1171.

- ✓ **Shorter**- The new Assistance Application has 80% fewer words and questions.
- ✓ **Faster**- During pilot testing, 86% of clients reported they were able to complete the application process in under 20 minutes.
- ✓ **Simpler**- 90% of clients reported they felt confident that they could correctly complete the application on their own.

The online application in the new MI Bridges aligns to the new Assistance Application. It uses the same simplified questions and structure, so clients only answer questions related to the programs for which they are applying.

To view a copy of the updated assistance application, click [here](#).

MI Bridges Community Partner Liaison Transition

If you ever wrote an email to MDHHSCommunityPartners@Michigan.gov, chances are you interacted with the MI Bridges Community Partner Liaison, Beth St. John. Hired in August 2017, Beth has been providing support to community partners and MI Bridges trainers as MDHHS transitions to the new MI Bridges. As we all know, life is a series of twists and turns and in November, Beth's husband accepted a new job based in New Hampshire. Sadly, Beth's last day at MDHHS was January 19, 2018.

Before leaving, Beth shared her thoughts on her time as the MI Bridges Community Partner Liaison, "I will miss supporting the instrumental work community partners achieve as they empower clients to move towards self-sufficiency. I will always treasure the collaborative relationships I forged with community partners, trainers, and MDHHS staff across the state of Michigan. I will never forget the lessons learned, the wonderful experiences, and the inspiration I felt throughout my tenure in this special role."

MDHHS is in the process of hiring Beth's replacement. Until a new Community Partner Liaison is hired, please continue to email MDHHSCommunityPartners@Michigan.gov with any questions.

MI Bridges Navigation Partner Training Registration Available

MI Bridges Navigation Partner Training began on January 9, 2018. MI Bridges trainers are traveling across Michigan to train every person who will serve as a MI Bridges Navigation Partner.

After an agency Lead-Point-of-Contact (LPOC) has registered their organization in MI Bridges, they will receive an email from MDHHS with information on how to register their staff for training. LPOCs can visit the [MI Bridges Community Partner website](#) to find the training schedule for MI Bridges Navigation Partners. Remember! Navigation Partners must complete training in order to receive a username for the new MI Bridges.





1. How can I register my organization to use the new MI Bridges?

Registration to become a new MI Bridges partner opened to all partners in Michigan on December 12, 2017. You can visit the [Become a MI Bridges Partner](#) webpage to begin the registration process. On this page, you can find tools and information on how to register your agency, including:

- ✓ Helpful documents which outline the partner responsibilities and benefits.
- ✓ A template that can be used to document the information needed for registration.
- ✓ A job aid with step-by-step instructions on how to register an agency in MI Bridges.
- ✓ A link to register an agency in the new MI Bridges.

2. When will my organization begin using MI Bridges?

After being tested in the soft launch counties, counties across the state will begin using the new MI Bridges on a rolling basis, starting on March 19, 2018.

- **Soft Launch: February 12, 2018 – March 18, 2018:** The new MI Bridges will launch in Clinton, Eaton, Genesee, Jackson, and Muskegon counties.
- **Statewide Rollout: March 19, 2018:** The new MI Bridges will launch in Northern Michigan and the Upper Peninsula counties (also called: [Regions 1, 2 & 3](#) or MDHHS BSC 1)
- **Statewide Rollout: March 26, 2018:** The new MI Bridges will launch in Central, East, West, and Southwest Michigan counties (also called [Regions 4, 5, 6, 7 & 8](#) or MDHHS BSC 2 & 3).
- **Statewide Rollout: April 2, 2018:** The new MI Bridges will launch in Southeast Michigan counties (also called [Regions 9 & 10](#) or MDHHS BSC 4).

Throughout this time, while the new MI Bridges will be available to clients and community partners, the old MI Bridges will continue to be accessible to clients who need to finish applications or changes before transitioning to the new MI Bridges. In May 2018 only the new MI Bridges will be used by clients and community partners, and the old MI Bridges will be removed from public access.

Note: The above schedule is subject to change.