

MI Bridges

News You Can Use

Michigan Department of Health and Human Services

August 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



MI Bridges Release 3

MI Bridges Release 3 is just around the corner! Be on the lookout for new MI Bridges features coming September 22nd.

Community Partner Spotlight!

We are excited to share our second Community Partner Spotlight! Founded in 1971, Wayne Metro Community Action Agency provides essential services, diversified programming, and community resources to low- and moderate-income individuals and families throughout all of Wayne County. Here's what Mia Harnos had to say about how Wayne Metro is using MI Bridges:

"Wayne Metro has 100 trained MI Bridges Navigators. From Head Start, Financial Capabilities, Energy & Water Services, Call Center, Family Self-Sufficiency, and Housing – these frontline staff will now have the ability to better link and support clients through the new web-based Michigan benefits access platform. To date, Wayne Metro has received more than 300 MI Bridges referrals and is currently working to develop a systematic protocol for reviewing and disseminating referrals to internal and external resources best suited to meet household needs."



New Functionality Overview Webinars for Release 3

In September we will be hosting a series of MI Bridges webinars on the new functionality available for Release 3.0 on September 22nd, 2018. These webinars will cover detailed functionality on both the Client side and the Community Partner side. Please have your navigators attend at least one of the following webinars:



- [September 13, 2018 from 9:00 a.m. – 10:00 a.m.](#)
- [September 13, 2018 from 10:00 a.m. – 11:00 a.m.](#)
- [September 14, 2018 from 9:00 a.m. – 10:00 a.m.](#)
- [September 14, 2018 from 10:00 a.m. – 11:00 a.m.](#)

To register for one of the webinars, click the date above that you would like to attend. The link will take you to the webinar registration page.

Functionality Preview: Great Start to Quality & WIC

A screenshot of the MI Bridges web application. The top navigation bar is blue with a 'Menu' icon and the 'MI Bridges' logo. Below the navigation bar is a 'Find Resources' section. It includes a search filter for 'Licensed Centers', a date range of '1 Year 7 Months', and a weekly calendar view. A list of search results is shown, including 'Little Hands Learning Center', 'Explorers Learning Center White', and 'Moon Elementary'. A modal dialog box titled 'Share Information with Resources' is overlaid on the right side of the screen. It contains a text block explaining that the resource can receive contact information, a 'Resource Name' field with 'WIC at Wayne County Health Department' entered, a 'Send' button, and a link for 'I Don't Want To Share My Information'.

Available September 22nd are the integration of the Great Start to Quality resources and WIC referral integration. From their client directory Navigators will be able to complete Help Me Find Resources and Explore Resources for the client and then send resource suggestions to their clients. When searching for childcare providers, you will soon see a Great Start to Quality rating for each of the organizations. Also if the organization you have suggested to a client is a WIC location, your client will be able to send a referral to that location!

Functionality Preview: New Client Directory

The screenshot displays the MI Bridges interface for a client named Jessica Krueger. The top navigation bar includes a 'Menu' icon and the 'MI Bridges' logo. The client profile shows contact information (Home: 414-897-2518, Cell: 517-203-8259, Email: jessicakrueger@gmail.com) and a notification that 'Jessica has 1 or more Urgent Needs.' The main content area is divided into tabs: 'Household Info', 'Needs & Resources', 'Benefits', 'Case History', and 'Docs Needed'. The 'Docs Needed' tab is active, showing a table of documents with columns for 'DOCUMENT' and 'DATE'. A 'Show More' button is visible below the table. A 'Consent' section is also present, indicating that Jessica has consented to share information. A 'Healthcare Application Results' pop-up window is overlaid on the page, displaying the message: 'Your medical assistance application has been processed and your results are displayed below. Pending- MDHHS will contact you for more information.' Below this message is a table with columns for 'INDIVIDUAL', 'TYPE OF COVERAGE', and 'STATUS'. The table shows 'JESSICA KRUEGER' with 'Healthcare Coverage' and a status of 'APPROVED'. In the background, the 'Case History' tab is visible, showing a table of 'Submitted Applications' with columns for 'TRACKING NUMBER', 'PROGRAMS', and 'HEALTHCARE APPLICATION RESULTS'. Several rows are visible, each with a 'View Results' link.

After the September 22nd release MI Bridges will allow Community Partners to have a more valuable and easier-to-use Client Directory. From the Client Directory partners will be able to view information such as household info, needs & resources, benefits, case history, and documents needed. Partners can always click **[Show More]** to see the exact same information that the client is able to see if the client has consented to share their information. New to MI Bridges is the ability to see healthcare application results from the Case History page in MI Bridges.

Functionality Preview: View Metrics and Reports

Available in September is the ability for Community Partners to view reports and metrics related to their organization. Lead Points of Contact can give the view metrics permission to as many users in their organization as they would like. Any user who has the view metrics permission can run and view reports such as:

the Top 10 Most Common Needs clients have, Application and Renewal break down, and Household Members Per Program among others. Also included in this feature is the ability to export these reports to Microsoft Excel for greater data manipulation and integration with other organizational business processes!

The screenshot shows the 'MI Bridges' interface for 'East Lansing Public Library's Reports'. The top navigation bar includes a 'Menu' icon, the 'MI Bridges' logo, and a 'Logout' button. The main content area is titled 'East Lansing Public Library's Reports' and has tabs for 'Benefits', 'Referrals', and 'Navigation'. Below the tabs, there is a section for 'Top 10 Most Common Needs' with a date range selector (2017 to 2018) and a 'Generate' button. The table below lists various needs and their corresponding number of clients. At the bottom, there is an 'Export to Excel' button and a note: 'Exporting this report will download a complete list of the entire dataset, not just values shown here.'

NEED STATEMENT	NUMBER OF CLIENTS
Food: Find food pantries, food banks, and other emergency food assistance	4
Food: Get baby food or formula	2
Food: Get food vouchers that you can exchange for groceries or meals	3
Food: Get help paying for food (pregnant or breastfeeding household member or children age 5 and under)	3
Food: Find places in the community that serve meals for the public (examples: community centers, shelters)	2
Food: Find places in the community that serve meals for seniors and people with disabilities (examples: community centers, senior centers)	2
Food: Get meals delivered to my home (for elderly or people with disability)	3
Food: Find cooking classes	2
Food: Find healthy food options	2
Child Care: null	3
Totals	26

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

Registration to become a new MI Bridges partner has been open to all partners in Michigan for several months. 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. Keep in mind, the old MI Bridges will be going offline soon. If your organization has not yet registered in the new MI Bridges, please do so as soon as possible.

2. How can I register my users for MI Bridges training?

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. You can also visit the [MI Bridges Community Partner website](#) to find the training schedule and instructions to register for MI Bridges Navigation Partner training. Remember! Navigation Partners must complete training in order to have access to MI Bridges.

3.. How can Community Partner users register for the functionality preview MI Bridges training?

To register for one of the webinars, click the date below that you would like to attend. The link will take you to the webinar registration page.

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