

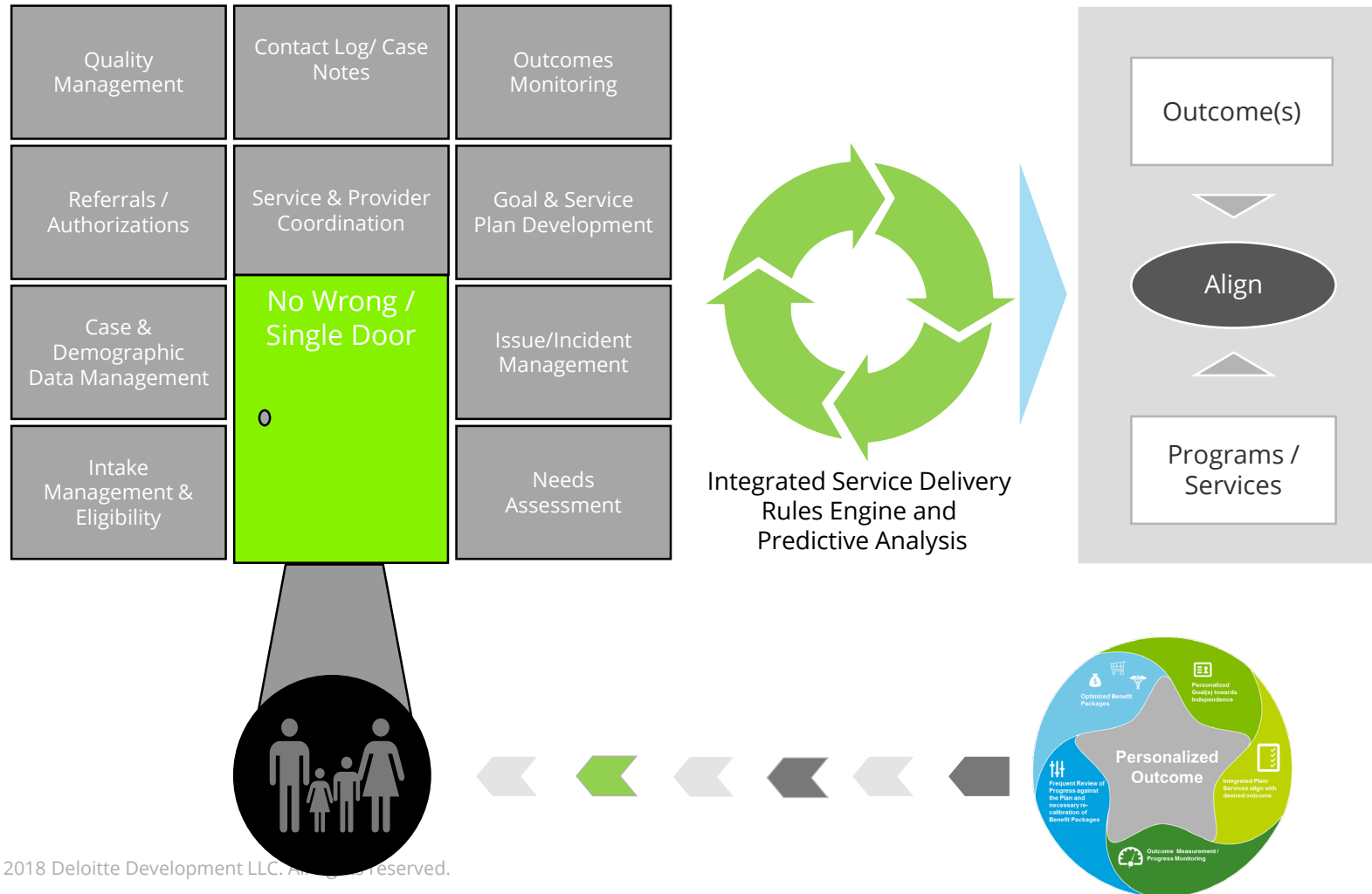


MI Bridges: Integrated Service Delivery

Benefits and Services for Low-Income Individuals: 80+ Programs Spending \$1 Trillion per Year

Moving to an Outcome-Centric Delivery System

A personalized outcome focused delivery model, one that focuses on the individual or family as a whole and aligns their desired outcome with the necessary program and services– positions human services agencies to deliver more effective services that lead to better outcomes.



Social Determinants of Health












Our Help Me Find Resources survey allows customers to tell us what their needs are and lets the system do the work to recommend resources in their area that can help them.

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

 COVID-19 Resources Quarantine Care Kit COVID-19 Testing Food Delivery	 Food Food Pantries Help Buying Food Home-Delivered Meals	 Housing & Shelter Shelters Low-Cost Housing Home Repairs
 Utilities Electric Payment Assistance Gas Payment Assistance Heating Fuel Assistance	 Healthcare Nursing Homes & Adult Care Health Insurance Dental Care	 Income & Employment Employment Agencies Tax Preparation Financial Assistance
 Transportation Public Transportation Automobile Assistance Medical Transportation	 Clothing & Household Goods Household Items Personal Hygiene Products Baby Items	 Child Care Child Care Expense Assistance Child Care Centers Child Development
 Education Early Childhood Education		 Legal Eviction Prevention

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 Food Topic 1/1 Skip

For Food, what would you like help with?

☒ Finding food quickly

☒ Paying for groceries

☐ Paying for baby food or formula

☐ Preparing food at home

☐ Healthy food options (farmers markets, nutrition classes)

Back Forward

Social Determinants of Health

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The screenshot displays the MI Bridges user interface. At the top, a blue navigation bar includes the MI Bridges logo and links for Home, Apply For Benefits, To Do List, Benefits, Resources (selected), and Settings. A Logout button is in the top right. Below the navigation bar, a progress bar shows four steps: Step 1 (Choose Topic(s)), Step 2 (Answer Questions), Step 3 (View My Results), and a final step (Contact & View Saved Resources (0)).

The main content area is titled 'Add Resources' and features a teal header for the 'Food' category. Below this, there are three resource listings:

- Find food pantries, food banks, and other emergency food assistance**
 - Lansing (City Of) - Human Relations And Community Services Department**: 124 West Michigan Avenue, Lansing, Ingham, MI, 48933 (0.08 Miles away). Includes 'Save' and 'Show Details' buttons.
 - MI Bridges Partner: Northwest Initiative**: 510 West Ottawa Street, Lansing, Ingham, MI, 48933 (0.34 Miles away). Includes 'Save' and 'Show Details' buttons.
 - [Show More Resources Like These](#)
- Get food vouchers that you can exchange for groceries or meals**
 - MI Bridges Partner: Elder Law Of Michigan**: 3815 West Saint Joseph Street, Suite C200, Lansing, Ingham, MI, 48917 (2.55 Miles away). Includes 'Save' and 'Show Details' buttons.
 - [Show More Resources Like These](#)
- Get help paying for food (pregnant or breastfeeding household member or children age 5 and under)**
 - MI Bridges Program: Food Assistance Program (FAP)**: Food Payment Assistance, Michigan Department of Health and Human Services. Includes 'Save' and 'Show Details' buttons.

The right sidebar provides a detailed view of the 'Food Assistance Program (FAP)'. It includes a 'Save' button, a 'Service Description' (helping low-income individuals purchase food), 'Services Offered' (financial assistance), 'Eligibility' (low-income individuals), 'How to Apply' (online through MI Bridges), and 'For more information' (visit the FAP page or call 855-275-6424).

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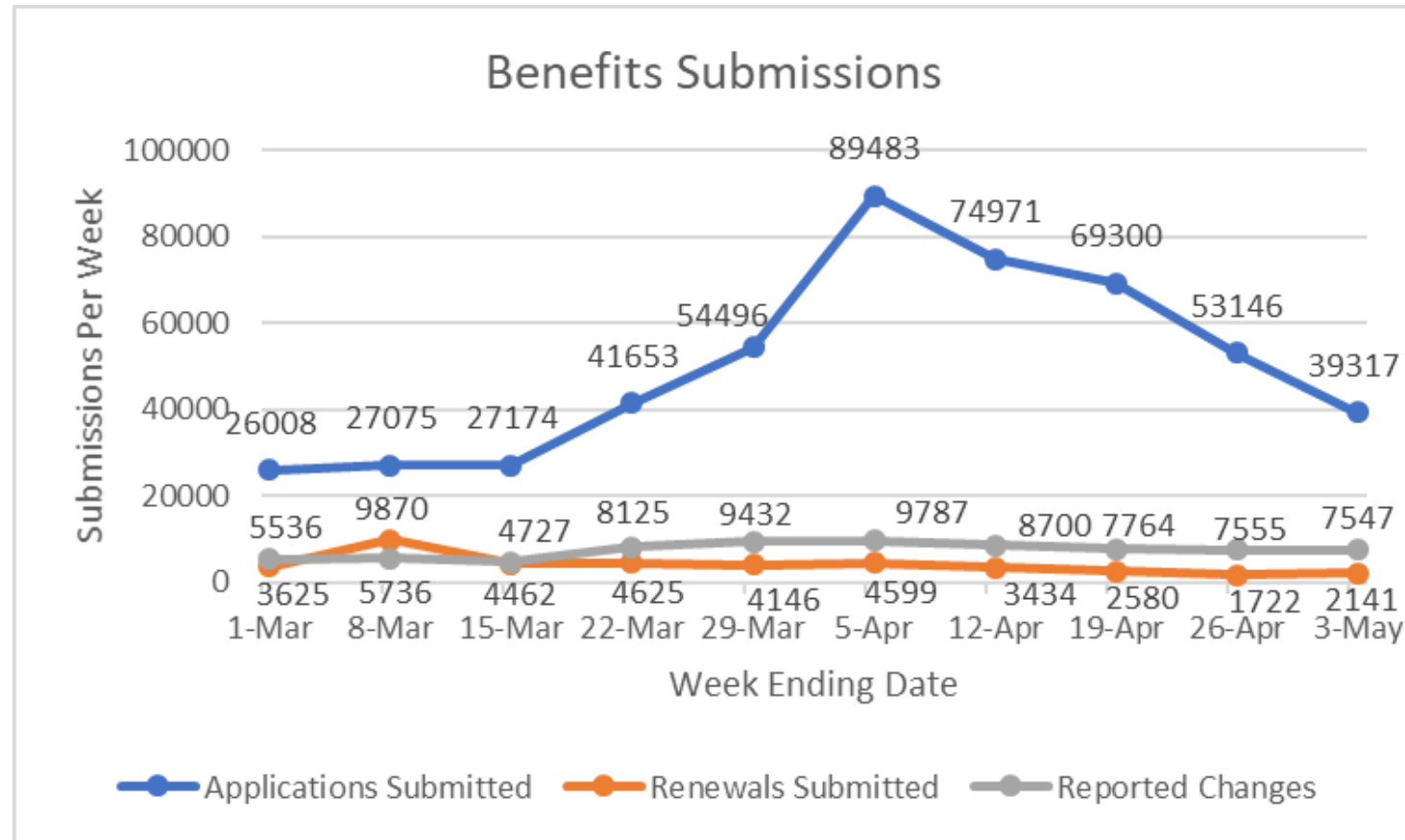
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COVID Spike in Usage

Due to the COVID pandemic, MI Bridges saw a dramatic increase in usage as seen by the increase in benefits submissions.



MI Bridges is a digital platform that offers an improved customer self-service portal. MI Bridges allows Michiganders to apply for benefits, explore community resources, and manage their case. The MI Bridges team uses an agile transformation approach and is built with a focus on complete digitization, omni-channel support, and continuous improvements for the business. In just a couple short years, the benefits and impact of MI Bridges have been realized.

