

# Integrated Service Delivery

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## Michigan Department of Health & Human Services

*Putting people first, with the goal of helping all Michiganders lead healthier and more productive lives, no matter their stage in life.*



# Integrated Service Delivery: A Multi-Year Transformation

Integrated Service Delivery is a comprehensive, transformative effort in Michigan to better integrate programs and improve customer service and outcomes.

## Person Focus



# What Michigan Has Undertaken Thus Far

## Modernized Self Service Portal

Developing a new online system which guides residents (and facilitates community partner assistance) through a process which assesses needs and connects them to resources, both state programs and community supports, that improve customer stability and makes available modern benefits self-service features

## Improved Application

Creating a new application for public assistance programs which substantially shortens application time, reduced application complexity and improves processing time

## Efficient Task Based Processing

Implementing a task-based casework system which delivers program eligibility determination and other casework processes in a more efficient and responsive manner

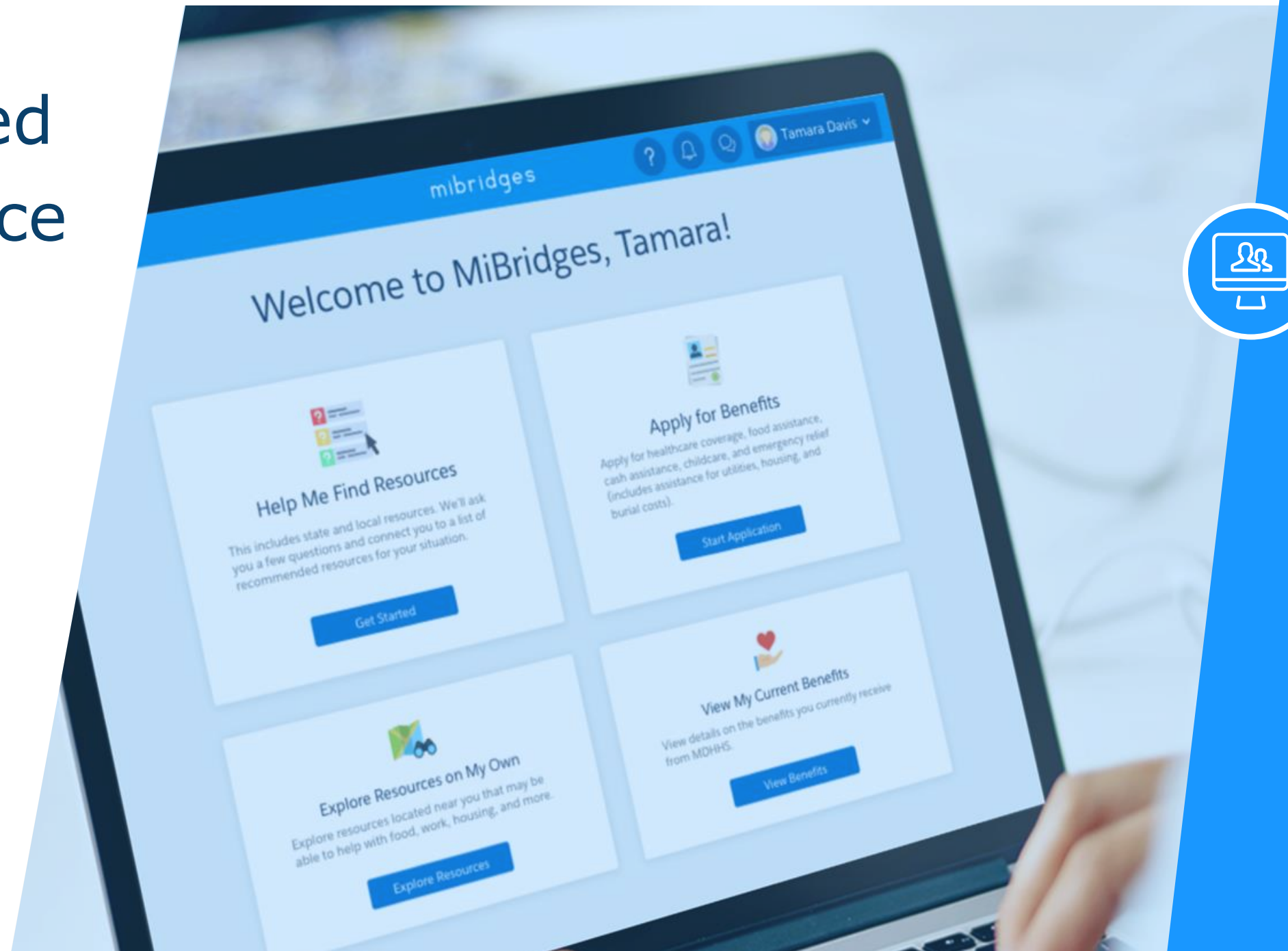
## Improved Contact Center Technology

Launching a streamlined customer contact point which better manages incoming phone calls and other contact types, in addition to offering more self-service options over the phone





# Modernized Self Service Portal



# Guided assessment which reveals users' underlying needs in a more proactive manner

Menu mibridges ? [notification] [chat] Tamara Davis

### Topic Selection

Choose the topics you are interested in getting help with. It's okay to choose more than one.

- 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
- Health**  
Nursing Homes & Adult Care  
Health Insurance  
Dental Care
- Income & Employment** (highlighted)  
Job Search  
Tax Preparation  
Financial Assistance
- Transportation**  
Public Transportation  
Automobile Assistance  
Medical Transportation
- Child Care**  
Child Care Expense Assistance  
Child Care Centers  
Child Development
- Education**  
Early Childhood Education  
School Supplies  
Adult Education

Start

Menu mibridges ? [notification] [chat] Tamara Davis

### Find Resources

< Back **Income & Employment** Skip >  
Topic 1/3

What would you like help with?

- Find a job (currently unemployed)
- Find a new job (currently employed)
- Resume building, interview prep, job application assistance
- Income Assistance
- Managing Money

Continue

# State assistance programs and community resources presented together in one set of recommended supports

Menu mibridges ? Tamara Davis

## Add Resources

Income & Employment  
3 Resources Selected

Food  
0 Resources Selected

Utilities  
0 Resources Selected

Finish

Here are your results! Please select the resources you'd like to use and click "Add to My Resources" to continue.

### Income & Employment

Get help finding general vocational training (examples: training for jobs in healthcare, manufacturing, auto repairs)

- Hospice And Palliative Care Association Of Michigan  
CONTINUING EDUCATION FOR HOSPICE CAREGIVERS, LAWYER REFERRAL SERVICES FOR HOSPICE PATIENTS, SPECIALIZED INFORMATION AND REFERRAL REGARDING HOSPICE CARE  
721 North Capitol Avenue, Suite 2, Lansing, Ingham, MI, 48906 | Free 24/7 access to information on the website. Mon-Fri 8am-5pm Office hours
- Community Encompass  
ADULT EDUCATION AND COMPUTER CLASSES, AT RISK/HOMELESS HOUSING RELATED ASSISTANCE PROGRAM, EVICTION PREVENTION ASSISTANCE, HOMELESS PERMANENT SUPPORTIVE HOUSING, HOME REHABILITATION PROGRAM, HOUSING SEARCH AND INFORMATION, O...  
19 Hartford Street, Muskegon, Muskegon, MI, 49442 (1.53 Miles away) | Mon, Wed, Thu 9am-5pm; Tue 10am-5pm; Fri 9am-1pm
- West Michigan Works! - Muskegon Service Center  
COMPREHENSIVE JOB ASSISTANCE CENTERS, VETERAN EMPLOYMENT PROGRAM, WELFARE TO WORK PROGRAM, WORKFORCE INNOVATION AND OPPORTUNITY ACT PROGRAMS  
316 Morris Avenue, Muskegon, Muskegon, MI, 49440 (1.75 Miles away) | Mon-Fri 8am-5pm
- Moka Corporation  
CLASSROOM TRAINING, GROUP RESIDENCES FOR ADULTS WITH DISABILITIES, SUPPORTED LIVING SERVICES FOR ADULTS WITH DISABILITIES  
715 Terrace Street, Suite 201, Muskegon, Muskegon, MI, 49440 (1.82 Miles away) | Mon-Fri 8am-4:30pm

Get help earning a GED or high school equivalency degree

- Orchard View Schools - Adult Education  
ADULT EDUCATION  
2900 East Apple Avenue, Muskegon, Muskegon, MI, 49442 (1.96 Miles away) | Mon-Thru 9am-7:30pm; Fri 9am-12 noon

Get financial assistance (for recently unemployed individuals)

- Family Independence Program (Cash Assistance)  
Financial Assistance, Employment Services  
MIHHS

Show More Like These

MI Bridges ?

This is currently a pilot version of MI Bridges. Not all features may be available. [Read More](#)

0.58 Miles away

### Muskegon Rescue Mission - Women And Children's Shelter

Address **1691 Peck Street, Muskegon, MI, 49441** Hours **Mon-Sun 24 hours**

Phone **(231) 727-6010** Email

Website **<http://www.muskegonmission.org>**

#### Service Description

Provides temporary shelter for homeless women and children in need or during times of emergency. Boys over age 12 must go to the Webster House. Emergency to intermediate assistance is available. Food, clothing, shelter, spiritual counseling, individualized case management, employment assistance, money management and budgeting, and life skills coaching offered. Childcare is provided for guests of shelter, as well as after school homework help/tutoring for children who are school-age.

#### Services Offered

COMMUNITY SHELTER, SOUP KITCHEN

#### Eligibility

Single women or women with minor children (boys must be age 12 or under)

# Online exploration for community supports with key resource details and location-based services

Menu MI Bridges ? 🔔 Tamara D... ▾

This is currently a pilot version of MI Bridges. Not all features may be available. [Read More](#) ✕

## Find Resources

Food ▾ Food Pantries ▾

1331 Amity Ave, Muskegon, Michigan

### SALVATION ARMY - MUSKEGON

- 📍 1221 Shonat Street, Muskegon, Muskegon, MI, 49442 (0.68 Miles away)
- 🕒 Mon-Fri 12:30pm Sign-in begins at 12 noon and is first come, first served, with the last person being seen at 3:45pm (2:45pm on Mondays) Pantry can serve approximately 15 people per day

DAY CAMP, ELECTRIC SERVICE PAYMENT ASSISTANCE, FOOD PANTRY, HOLIDAY PROGRAM (2016), RENT PAYMENT ASSISTANCE, THANKSGIVING MEALS (2016), UTILITY SERVICE PAYMENT ASSISTANCE

### WEST MICHIGAN VETERANS

- 📍 165 East Apple Avenue, Suite 201, Muskegon, Muskegon, MI, 49442 (1.47 Miles away)
- 🕒 Mon-Fri 8:30am-3:30pm

CHRISTMAS BASKETS FOR VETERANS (2016), FOOD PANTRY FOR VETERANS AND MILITARY FAMILIES, UNDESIGNATED TEMPORARY FINANCIAL ASSISTANCE FOR VETERANS, VETERAN BENEFITS ASSISTANCE

### CATHOLIC CHARITIES WEST MICHIGAN - MUSKEGON

- 📍 1095 Third Street, Muskegon, Muskegon, MI, 49441



# Modernized public benefits self-service features with a mobile device emphasis, including more detailed views of benefit information and intuitive benefit maintenance

**Tamara Davis's Benefits**

View Benefits | **View Letters** | Upload Documents | Report Changes

**Letters** Your letters will remain here for 1 year.

LETTER (TITLE/#)	DESCRIPTION	PARTICIPANT	DATE SENT
Redetermination Form DHS 1010	The Redetermination Notice informs you that it's time for your Program Review.	Tamara	12/5/2016
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1 2

**Tamara Davis's Benefits**

View Benefits | View Letters | Upload Documents | Report Changes

### Food Assistance Program (FAP)

PARTICIPANTS	PAYMENT AMOUNT	NEXT PAYMENT	COUNTABLE MONTHS	RENEWAL DUE DATE
Tamara, Maria, Sam... <a href="#">Show All</a>	\$500	3/22/2017	Tamara (2), Sam (1)	1/30/2018

### Healthcare Coverage

PARTICIPANT	BENEFICIARY ID	HEALTHCARE PLAN	DOCTOR	RENEWAL DUE DATE
Tamara <i>Medicare Savings Program</i>	12345678	<a href="#">Meridian Healthcare Plan</a>	Dr. Primary Care	1/30/2018
Maria	12345678	<a href="#">Priority Healthcare Plan</a>	Dr. Primary Care	1/30/2018

### State Emergency Relief (SER)

PROVIDER	TYPE OF SER	PAYMENT PORTION	COVERED AMOUNT	TOTAL	BENEFIT PERIOD
Consumers	Heat	\$20	\$150	\$170	3/30/2017-4/29/2017
DTE	Electric	\$15	\$90	\$105	

### Child Development & Care (CDC)

CHILD'S NAME	PROVIDER	HOURS COVERED	PAYMENT PORTION	FAMILY LIMIT	RENEWAL DUE DATE
Maria	Provider Name	80 Hours	\$60	\$100	1/30/2018
Brennan	Provider Name	80 Hours	\$60		

*Note: All amounts are per 2 weeks*



# Modernized public benefits self-service features with a mobile device emphasis, including more detailed views of benefit information and intuitive benefit maintenance





**MI Bridges** Menu ? [Barney B...]

## Apply for Benefits

**Income**

- Introduction
- Household
- Assets
- **Income**
- Expenses
- Program Details
- Final Details & Submit

### What are some sources of income for your household?

 <b>Employment</b> Is anyone in your household employed now or in the last 30 days? <i>This includes temporary and contract jobs.</i>	<input type="button" value="Yes"/> <input type="button" value="No"/>
 <b>Self-Employment</b> Is anyone in your household self-employed? <i>This includes odd jobs.</i>	<input type="button" value="Yes"/> <input type="button" value="No"/>
 <b>Additional Income</b> Does anyone in your household have additional income? <i>Includes unemployment, disability (SSI), alimony, workers' compensation, child support, social security (RSDI), pension/retirement, veterans benefits/military allotments, foster care/adoption subsidy, refugee resettlement/match grant, tribal income/benefits, short/long term disability, etc.</i>	<input type="button" value="Yes"/> <input type="button" value="No"/>
 <b>Change in Income</b> Has anyone in your household had a change in employment in the last 30 days? <i>Includes being laid off or fired, quitting, going on strike, voluntarily reducing hours, etc.</i>	<input type="button" value="Yes"/> <input type="button" value="No"/>

## Apply for Benefits

### What can we help you with?

*To apply for benefits, choose from the programs below. You can select more than one.*



#### Healthcare Coverage

Helps pay for medical cost.

[Learn More](#)



#### Food Assistance Program (FAP)

Provides benefits to buy or grow food.

[Learn More](#)



#### Cash Assistance

Provides cash to help meet your basic needs.

[Learn More](#)



#### Child Development and Care (CDC)

Helps pay for childcare.

[Learn More](#)



#### State Emergency Relief (SER)

Provides help or assistance for emergency situations.

[Learn More](#)

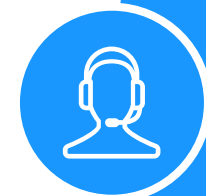
# Features to support community partner staff in providing navigation support to users

The screenshot shows the 'Client Directory' page for Tamara Davis. The header includes a 'Menu' icon, the 'mibridges' logo, and user information for Tamara Davis. A search bar on the left allows filtering by name, with a dropdown menu showing 'Case Actions Due', 'In Crisis Needs', and 'All'. The main content area displays contact information (Home: 517-555-1231, Mobile: 517-555-1231, Email: Tamara\_Davis@gmail.com), address (3333 Rexwood Dr. #325 Lansing, MI 48864), and a 'Send Message' button. Below this, there are sections for 'NEEDS AND RESOURCES' (Healthcare: 3, Housing and Shelter: 2, Utilities: 2) and 'BENEFITS' (Healthcare Coverage, Child Development & Care, Food Assistance Program). A 'HOUSEHOLD MEMBERS' section lists family members: Tamara (46), Maria (6) Daughter, John (8) Son, and Brennan (12) Son. A 'NOTES' section is at the bottom.

The screenshot shows the 'Referral Management' page for Janet Jenkins. The header includes a 'Menu' icon, the 'mibridges' logo, and user information for Janet Jenkins. A notification banner states 'Referral moved to "Completed" list'. The page has tabs for 'Active' (20), 'In Progress', and 'Completed'. A search bar and filters for 'Location' (300 Grand Tower Avenue, Lansing) and 'Status' (In Progress) are present. A table lists referrals with columns for 'DATE OF REFERRAL', 'NAME', 'LOCATION', and 'REFERRAL REASON'. A dropdown menu is open over the table, showing options: 'New', 'In Progress', 'Completed', and 'NEW'. The table contains 10 rows of referral data, all for 'Davis, Tamara' with various food-related reasons. A pagination bar at the bottom shows '1 2 3'.

# MI Bridges Features

<b>What We Are Piloting Today</b> <i>Focus: Test New Ideas</i>	<b>What's Coming in February 2018</b> <i>Focus: Advance Existing Capabilities</i>	<b>What's Coming in the Future</b> <i>Focus: Evolve and Reimagine</i>
Help Me Find Resources	Apply for Benefits	Enhancements from User and Partner Input
Explore Resources	Renew Benefits	Stronger 2-1-1 Partnership for Statewide Resource Quality
My Resources	Report Changes	New Program Integration
View Benefits/Letters	Multi-Channel Notifications	New Community Resource Integration
Community Partner Navigation and Referral	Multi-Lingual Support	Emphasis on Post-Eligibility Experiences
Real-Time Customer Support	Advanced Analytics for MDHHS and Community Partners	Continued Improvement for the Application and Renewal
Registration and Identity Confirmation		



# Questions?

