

Helping Your Client is Faster and Easier with Michigan Benefits Access Initiative (MBAI) and MI Bridges!



What is MBAI?

Michigan Benefits Access Initiative is a public-private partnership working to streamline and increase online access to benefits for Michigan's low-income citizens.

MBAI is a key component of DHS's commitment to move forward aggressively to use technology to meet customers where they are.

What is MI Bridges?

MI Bridges is a Web portal for clients and community partners to access DHS programs and apply for food assistance (FAP), as well as State Emergency Relief (SER) for energy-related utilities.

MI BRIDGES

Get
Online

NOT

in line

As of September 2011, MI Bridges provides online access to:

- Apply for food assistance (FAP) and State Emergency Relief (SER) for energy needs.
- Check the status of applications.
- Check benefit amounts.
- View notices from DHS such as decision notices and other correspondence, including any requests for information from a DHS worker needed to move an application forward.
- View upcoming appointments with DHS worker.
- Sign up to get email when DHS notices are mailed to you.

Coming January 2012

- Apply for all DHS assistance programs online.
- Report changes for all assistance programs online.
- Submit required documents online.

Why should I help my client apply online for benefits at MI Bridges?

- It will help move families to self-sufficiency. Research has shown that clients with multiple supports are more likely to gain and retain employment, increase their earnings and obtain post-secondary credentials.
- Accessing DHS services online can help stretch your agency's resources—saving time tracking down information or waiting for decision notices—which can then be used in other areas of need.
- DHS reports that response times for online applications compared to paper applications is improved as much as 18 percent. For MI Bridges, online applications are processed more quickly.
- When surveyed, clients have indicated a 90 percent preference for online applications when compared to paper applications.
- Clients can apply for benefits at any time on any computer with internet access—if they are employed, they won't have to miss work to come to the office.
- Clients will be able to better maintain their benefits through MI Bridges because it will allow for scanning of needed documentation and recertification online and, again, they won't have to come to the office to do so.

Where can I find MI Bridges? - www.michigan.gov/mibridges - SAVE THIS LINK IN YOUR BROWSER!!