

Agenda
Health & Human Services Committee
West Olive Administration Building – Board Room
12220 Fillmore Street, West Olive, Michigan 49460
Wednesday, January 11, 2012
8:30 a.m.

Consent Items:

1. Approval of the Agenda.
2. Approval of the Minutes from the November 9, 2011 Health and Human Services Committee meeting.

Action Items:

3. Election of Committee Vice Chair
Suggested Motion:
To elect _____ as Vice Chairperson of the Health and Human Services Committee for 2012.

Discussion Items:

4. MiBridges, Kathryn Hamm, Community Resource Coordinator, Ottawa County DHS
5. Local Environmental Health Issues, Addie Hambley, Ottawa County Environmental Health Manager
6. Department Updates

Adjournment

Comments on the day's business are to be limited to three (3) minutes.

HEALTH & HUMAN SERVICES

Proposed Minutes

DATE: November 9, 2011

TIME: 8:30 a.m.

PLACE: Fillmore Street Complex

PRESENT: James Holtvluwer, Stu Visser, Greg DeJong, Robert Karsten, James Holtrop

STAFF & GUESTS: Lisa Stefanovsky, Health Officer; Dr. Paul Heidel, Medical Director; Michelle Martin, Interim Human Services Director; Sherri Sayles, Deputy Clerk; Bill DeVries; Donna Cornwell, Human Services Coordinating Counsel; Lynne Doyle, CMH; Alan Vanderberg, Administrator; Bill Raymond, MI Works!/CAA Director; Greg Rappleye, Corporation Counsel; Pam Curtis, Senior Resources

SUBJECT: CONSENT ITEMS

HHS 11-022 Motion: To approve the agenda of today as presented and to approve the minutes of the October 12, 2011 meeting as presented.

Moved by: Visser

UNANIMOUS

SUBJECT: DISCUSSION ITEMS

1. Senior Care Coordinators Meeting Results – Pam Curtis reported a variety of service providers meet in September to discuss gaps in services available to older adults in Ottawa County. The top five gaps identified were: 1) Support Coordination, 2) Assistant with Paper Work, 3) Transportation, 4) Mental Health Services, and 5) MiChoice Waiver. Transportation turned out to be the number one problem. Ottawa County is the fastest growing County in the Senior Resources Region. The senior population is at 18% now and expected to be 30% within 5 years. Georgetown, Hudsonville and Grandville are in talks and looking at possibly starting a senior center.

Funding continues to be an issue but this is not a good time to look at a millage.

2. Department Reports:

Human Services Coordinating Counsel – Donna Cornwell reported on the Homeless Youth Forum that was held yesterday. There were 45 participants and four homeless youths spoke. Schools discussed how to better identify these youths.

Mental Health – Lynne Doyle updated the Committee on the dual eligibility issues. This Friday, six counties will be holding a forum on Health Care Reform and how to prepare.

MI Works!/CAA – Bill Raymond updated the Committee on the Prisoner Re-Entry Program, utility issues and weatherization. He reported they received word yesterday that the Tax Assistance Money will be coming through.

150 graduates and seniors attended the Workforce Development event on October 28th for 300 jobs. A similar event will be held for blue collar workers. Continental Dairy had over 900 applicants show up for 47 open positions.

Health Department – Dr. Heidel reported it is Norovirus season again. There has been one reported outbreak in Hudsonville. The Health Department received a report that a doctor in Ottawa County is treating 54 people for Lyme disease but none are meeting the criteria. This is out of the Health Department's control but they have reported this to the State. This is bothersome because people are being treated for something they don't have. Not sure if the 54 can be contacted because of HIPPA laws. This would be something Corporate Counsel would have to look into.

Lisa Stefanovsky reported there are some Environmental Health situations going on. The Field Services staff is swamped. Lisa stated they the Health Dept. has received a lot of positive feedback on the Water Quality Forum that was held.

Human Services – Michelle Martin reported utility assistance has been cut 50% this year which is going to make for a tough winter. For now, the Cash Assistance time limits are in effect. Michelle also reported an increase from 43% to 66% in CPS cases with the centralized intake in place.

3. The December Health & Human Services Meeting will be canceled.

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HEALTH & HUMAN SERVICES

11/09/11

SUBJECT: ADJOURNMENT

HHS 11-023 Motion: To adjourn at 9:40 a.m.
Moved by: Karsten

UNANIMOUS

www.michigan.gov/mibridges



Login to MI Bridges

* User ID

* Password

User Login

Forgot your password? Is your account locked? Please enter your User ID and [Click Here](#)

Community Partners Login



Am I Eligible?

Apply for Benefits!
> Food Assistance Program
> SER-Energy Services

View My Case
> Check My Benefits
> Report My Changes

If you do not have a user id and password, Please [click here](#) to read instructions for how to create an account.

If you haven't used a computer very much and would like to practice before you get started, [click here](#).

Application Categories/ Community Partner Assisting



- Start
- People
- Liquid Assets
- Other Assets
- Job Income
- Other Income
- Housing Bills
- Other Bills
- Finish
- Submit

Using MI Bridges

Before you get started, we'd like to know more about how you're using MI Bridges. If you're using MI Bridges on your own, you can skip these questions and click the Next button to start your application.

Community Agencies

Some agencies (such as health clinics or community centers) are set up to help people use MI Bridges. If you're using MI Bridges at an agency that has signed up as a Community Partner, the agency number is displayed here. If a number is not displayed, please ask the agency for the agency number.

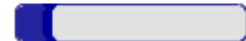
Applying on Your Behalf

If someone is using MI Bridges to apply on your behalf, please click the button to tell us who is applying.

- A friend or family member
- A staff person or volunteer at an agency that helps people use MI Bridges
- Someone I have asked to be my filing representative. (By filing representative, we mean someone who can apply on behalf of another person.)
- My legal guardian
- Someone who has power of attorney for me
- None of the above

Typical Information Seeking Screen – sensitive information is automatically “blacked out” for privacy

Hello, Kathryn. You are logged in.



9% Complete

-  **Start**
-  People
-  Liquid Assets
-  Other Assets
-  Job Income
-  Other Income
-  Housing Bills
-  Other Bills
-  Finish

Getting Started
Let's get started on the application! First, please give us some basic information about you.

Information About You

* First Name : Middle Initial : * Last Name :

Gender : Male Female

Date of Birth : Ex: mm/dd/yyyy

Please Confirm Date of Birth : Ex: mm/dd/yyyy

After you apply for benefits, you will get letters from your worker. Please click the button to let us know whether we should write your letters in English or Spanish. English Spanish

* What county do you live in?

Do you have a Bridge Card ? Yes No

FYI: Each page shows the % of the application that has been completed.

Create An Account to:

...View Benefits

...Report Changes



- **Receive answers to a variety of questions:**

- Amount
- Availability date
- Worker...name, phone/fax
- Appointments
- Verifications requested

- **Report changes**

- Income
- Address
- Group size... someone moving in or out
- Marriage
- Divorce
- Death



HUGE benefit!!

Client may already have benefits but they don't remember any of their case details.

A community partner and client can view the DHS case together.

No release of information is needed!!

Information available 24 hours a day, everyday!

MI Bridges Key Goals



- ✓ Give DHS recipients anywhere, anytime access to check on their case status.
- ✓ Reduce time that DHS staff spend answering phone calls – average caseload size is 469 in Ottawa County.
- ✓ Reduce number of recipient local office visits.
- ✓ Give citizens anywhere, anytime access to apply for DHS programs.
- ✓ Allow DHS recipients to get answers to commonly asked questions themselves through the Internet and telephone.
- ✓ Build on the success of existing MI Bridges (*As of November 2nd 2011*)
 - Over 418,000 applications submitted online
 - Over 682 registered community partners
 - Over 450,390 online recipient accounts created
 - Over 52,670 case change reports submitted
 - Over 1,250,000 telephone calls received

...and the numbers are increasing

MI Bridges Expansion



MI Bridges provides DHS clients the ability to interact with the DHS via a self-service website and an interactive voice response (IVR) system. Michigan’s self-service solution “**MI Bridges**” is being expanded to include the following in a phase manner:

Release	Functionality	Expansion Theme
I Sept 2011	Check My Benefits (CMB): Internet	Expand existing internet functionality to include Medical Assistance, Child Development and Care, Cash Assistance and Non-Energy State Emergency Relief.
	Check My Benefits (CMB): IVR	Expand existing IVR functionality to include Medical Assistance, Child Development and Care, Cash Assistance and State Emergency Relief (energy and non-energy).
II Jan 2012	Apply For Benefits (AFB)	Expand existing functionality to include Medical Assistance, Child Development and Care, Cash Assistance and Non-Energy State Emergency Relief.
	Document Upload Capability (DUC)	New functionality to allow applicants/recipients to upload documents.
	Report My Changes (RMC)	Expand existing functionality to include Medical Assistance, Child Development and Care and Cash Assistance.
III Mar 2012	Renew My Benefits (RMB)	New functionality to allow recipients to complete semi-annual and annual redeterminations.
	Arabic (ALT)	Add Arabic capability to each of the MiBridges functionality (Internet and IVR).

- ✓ **View All Program Status** – Allow the case owner (*head of household*) to view benefit status for:
 - Cash Assistance
 - Child Development and Care
 - Food Assistance
 - Medical Assistance
 - State Emergency Relief

- ✓ **Access Control** – Allow the case owner (*head of household*) to grant case viewing permissions online to any case member.

- ✓ **Correspondence** – Allow recipients to view their correspondence electronically.

- ✓ **Electronic Notification** – Allow recipients to receive emails when new correspondence is generated.

- ✓ **Increased benefit history view** – Allow recipients to view two month prior, current and future month benefit status.

- ✓ **Statewide Case Total = 2,705,316**
 - ✓ Cash Assistance 3%
 - ✓ Food Assistance 33%
 - ✓ Medicaid 61%
 - ✓ Adult Medical Program .5%
 - ✓ Child Day Care 3%

- ✓ **Ottawa County Case Total = 39,027**
 - ✓ Cash Assistance 3%
 - ✓ Food assistance 27%
 - ✓ Medicaid 66%
 - ✓ Adult Medical Program .1%
 - ✓ Child Day Care 4%

The Opportunity - MBAI



Over \$930 million in federal benefits and tax credits go unclaimed in Michigan each year

Only 7 % of low-income, working families w/children receive all of supports for which they qualify (Food Stamps, child care & Medicaid)

FYI: What is MBAI? Michigan Benefits Access Initiative is a public-private partnership working to streamline and increase on-line access to benefits for Michigan's low income citizens.

Budget with Basic Work Supports



INCOME		EXPENSES	
Wages	\$ 10,000	Rent	\$ 7,200
EITC	\$ 4,000	Food & supplies	\$ 5,700
Food stamps	\$ 2,600	Transportation	\$ 2,400
Medicaid	\$ 4,830	Health & child care	\$ 15,500
Child care subsidies	\$ 12,400	Taxes	\$ 1,000
TOTAL	\$ 33,600	TOTAL	\$ 31,800

Adapted from Sheila Zedlewski, Gina Adams, Lisa Dubay and Genevieve Kenney, "Is There a System Supporting Low-Income Working Families?" The Urban Institute (Feb. 2006), at 8-9.

Engaged On-line



- Ottawa County DHS
 - 4 lobby kiosks possibly March 2012
 - lobby manager to assist clients all day at these kiosks
- DHS You Tube Videos <http://www.youtube.com/user/MDHSVideo>
 - Electronic document imaging pilot
 - How to use MI Bridges on-line
 - What do I need to verify when I apply?
- Become a fan at www.facebook.com/MichiganDHS.Resource
- Follow DHS on Twitter @Michigan DHS
- DHS Flickr account (photos) at <http://www.flickr.com/photos/48831332@N06/>