Modernizing human services delivery in Minnesota

Issues:

- Minnesota lacks a single, comprehensive point of entry for people who need access to human services.
- Counties, tribal nations, providers and DHS staff struggle with antiquated IT systems, which significantly limits the time they can devote to serving and addressing client needs.
- Disparate systems, which evolved independently over time to support separate programs, are unable to share critical information, which requires workers and clients to provide the same information multiple times.
- Similarly, because programs evolved independently over time, DHS has developed and implemented program policies and processes through different models and mindsets, which leads to a disjointed client experience.
- Many IT systems used to support critical human services programs are more than 20 years old and rely on complex antiquated technology that is costly to maintain.
- Federal requirements also call for all states to modernize Medicaid administration and meet a national framework for technologies and processes.

Proposal:

- Governor Tim Walz’s budget requests $20 million for FY 2020-21 in general fund resources to support foundational efforts.
- Funding will support work with counties, tribal nations and other human services partners to improve service delivery redesign, program simplification and alignment, and long-term implementation planning.
- This funding leverages, on average, 68 percent federal funding that is currently available to states. For eligible activities, every $10 dollars spent in state funds, DHS leverages an estimated $27 to $35 in federal funds.
- Continued work on critical information technology needs to ensure program compliance and address county work load.

Benefits

- A modern service delivery system helps provide access to holistic, person-centered programs that address families’ unique needs.
Active and intentional engagement with counties, tribal nations and providers will enlist modern best practices to provide for more timely service delivery.

Critical information technology fixes and program integrity issues are addressed.

A comprehensive plan is developed for implementation of a streamlined and integrated service delivery system and information technology support.

**Fiscal impact:**

- FY 2020, $10 million spending
- FY 2021, $10 million spending

**Related information:**

- Human Services Department helps meet basic needs: [https://edocs.dhs.state.mn.us/Ifserver/Public/DHS-6563-ENG](https://edocs.dhs.state.mn.us/Ifserver/Public/DHS-6563-ENG)

_DHS Communications: March 2019_