

## Strengthening compliance and regulation, improving the delivery of human services for Minnesotans

The integrity of Minnesota's human services depends on compliance with financial and program requirements and regulatory oversight. Continuing to improve and transform the way human services are delivered to Minnesotans also remains a priority. More resources are needed to provide accountability, ensure that taxpayer dollars are spent efficiently and in compliance with state and federal laws, and improve and integrate service delivery.

The number of licensed programs and investigations have increased significantly in recent years, while staffing has not kept pace. Providers face additional costs to resume required fingerprint background studies that had been modified during the COVID-19 state peacetime emergency. Meanwhile, Direct Care and Treatment needs funding to continue implementation of an electronic health record system.

The Governor's budget includes new resources to improve DHS operations, expand compliance activities, meet increased licensing demands and credit providers for background studies.

### Proposals

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The Governor's budget includes the following proposals:

- **Continuing to transform the delivery of human services:** This proposal will support IT systems work and continue to transform human service delivery into an integrated, person-centered experience. The state will implement a plan from an external IT consultant for systems modernization and integrated service delivery, including expanding the MNbenefits application to additional programs and strengthening the existing IT infrastructure and new vendor supported systems. *FY 2023: \$77.5 million*
- **Adding critical resources for DHS Licensing:** More licensing staff will decrease waits for home and community based service licensing visits and increase the timeliness of foster care reviews. The additional staffing will also help DHS meet statutory timelines for maltreatment complaints, which have doubled over the last six years. *FY 2023: \$2.9 million. FY 2024-25: \$6.3 million.*
- **Increasing funding for compliance:** Additional funding for auditors and contract staff will ensure that DHS meets increasing demands for compliance, auditing and reporting across the agency. *FY 2023: \$1.5 million. FY 2024-25: \$3.3 million.*
- **Crediting providers for emergency background studies costs:** One-time funding will credit providers for their costs from emergency background studies during the COVID-19 peacetime emergency. They are required to resubmit the background studies for federal and state compliance. *FY 2023: \$3.3 million.*
- **Supporting an electronic health record system for Direct Care and Treatment:** This proposal provides funding to continue the development of an electronic health record system for the department's Direct Care and Treatment programs. The electronic system will improve access to patient and client medical records across the entire behavioral health care system operated by DHS, while improving patient care and outcomes. *FY 2023: \$8.9 million. FY 2024: \$7.7 million.*

## Related information

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Governor's 2022 Revised Supplemental Budget Recommendations:

- [Service Delivery Transformation Continuation](#)
- [Critical Resources for Licensing](#)
- [Continuous Improvement and Compliance Expansion](#)
- [Background Studies – Emergency Background Study Credit](#)
- [Direct Care and Treatment Electronic Health Record](#)