



Human Services Systems Modernization Advisory Council

September 14, 2026

HSSMAC Agenda

- Call to Order
 - Introduction of Council members and opening remarks
 - Council business – Chair, Vice Chair Elections
 - Overview of Chapter 120, 2026 session laws / SF334
 - Modernization Fund Review (MMB)
- County presentation on priorities
 - DCYF Presentation on active modernization efforts
 - Crosswalk of DCYF Governor's budget recommendations to Chapter 120
 - DHS Presentation on active modernization efforts in-flight
 - Council discussion, next meeting, topic prioritization

Meeting structure and reminders

- **Member questions:** Please hold questions until after each presentation.
- **Member comments:** There will be time at the end for relevant member announcements and updates.
- **Meeting minutes:** We will post meeting minutes to ensure transparency.
- **Open meetings/public comments:** Chairs may call for public comment as time permits. Comments should pertain to the discussion topic at hand and may not be used to advertise one's business or organization. Comments should be limited to 2-3 minutes.
- **Meeting format:** Chairs may adjust the meeting format as needed to ensure discussions stay on task and to ensure both the openness and function of the Council.

Respect and inclusion guidelines

- Speak from personal experience/be authentic.
- Avoid generalizations or stereotypes.
- Share the space.
- Listen to learn and understand.
- Stay engaged/be present, and
- Maintain confidentiality, if appropriate.

Chair and vice-chair elections



Ch. 120, 2026 Session Laws | Summary

Brandon Hirsch | Deputy Commissioner

Human Services Systems Modernization

[Chapter 120, 2026 Regular Session Laws \(S.F. 334\)](#)

Establishes:

- Human Services Systems Modernization Fund
- Human Services Systems Modernization Advisory Council
- Legislative Commission on Human Services Systems

Provides funding for:

- Modernization of state human services systems, including integration layer, etc...
- Modernization of human services information technology systems used by counties

Human Services Systems Modernization Advisory Council

- Human Services Systems Modernization Advisory Council established in 16E.50
- Membership: DHS, DCYF, MNIT, counties, tribal representative
- Council meets at least quarterly starting Sept. 15, 2026

Council provides recommendations to the commissioners of DHS, DCYF, and MNIT on “planning, prioritization, governance, financing, development, implementation, integration, replacement, and modernization of current and future human services systems.”

Human Services Systems Modernization Advisory Council, cont.

Multiyear modernization Plan

MNIT, in consultation with DHS, DCYF, and HSSMAC, must develop and maintain multiyear modernization plan for human services systems.

Plan must include: major human services systems; modernization priorities; major project timelines; system dependencies and integration needs; financial overview and tracking; planning need, etc.

Legislative Commission on Human Services Systems

A new **bicameral Legislative Commission** is established to provide **oversight and monitoring** of modernization efforts across human services programs and their IT systems.

8 total Members, appointed equally by Senate and House majority and minority party leadership to two-year terms.

Commission must meet at least twice per year.

Members – Legislative Commission on Human Services Systems

Senate Members

- [Senator Michael Holmstrom](#)
- [Senator Mark Koran](#)
- [Senator Zaynab Mohamed](#)
- [Senator Melissa Wiklund](#)

House Members

- [Representative Steve Elkins](#)
- [Representative Danny Nadeau](#)
- [Representative Bianca Virnig](#)
- [Representative Natalie Zeleznikar](#)

Legislative Reports from Ch. 120

February 1, 2027 and annually thereafter

Advisory Council Report to Legislative Commission on: project status and risks; council findings and recommendations; procurement/implementation developments; federal financial participation opportunities and constraints; and legislative recommendations.

February 1, 2027 and annually thereafter

Commissioner of MNIT, with DCYF, DHS report including: fund balances, transfers, etc.; projects funded; project status timelines, risks; federal financial status; major procurements; progress towards modernization plan; legacy systems transitioned; measurable outcomes; and legislative recommendations.

February 15, 2028 and annually thereafter

Commission to relevant chairs results of Commission's evaluations and legislative recommendations.

March 1, 2027 and ongoing

MNIT with DHS and DCYF must maintain multiyear modernization plan.

Modernization Fund Overview, cont.

Chapter 120 sets eligible uses and priorities for the Human Services Systems Modernization Fund

Eligible Activities

- Replacing or modernizing legacy platforms (e.g., MAXIS, PRISM, MMIS, METS, SSIS).
- Improving data sharing, automation, program integrity, and fraud prevention capabilities across systems and with local partners.
- Funding priority county and agency IT projects that reduce errors and strengthen operations.

Priorities

- Support multiyear modernization plan.
- Advancing interoperability and transform legacy human services systems.
- Reduce duplication, improve CX, reduce burden on counties and tribal governments.
- Enhance program integrity.
- Support phased implementation of modern systems.



Human Services IT Modernization Fund

Fund Established

- MN Laws 2026, Chapter 120 established Human Services Modernization fund
 - Purpose is to provide a funding source for the modernization of human services systems

Sec. 3. [16E.50] HUMAN SERVICES SYSTEMS MODERNIZATION FUND.

Subdivision 1. Fund established. The human services systems modernization fund is established in the state treasury to provide a funding source for multiyear modernization of human services systems. Money appropriated from the fund must not be encumbered until after a consultation with the Human Services Systems Modernization Advisory Council occurs under section 16E.40, subdivision 6, and may only be used as authorized under subdivision 3.

Fund Summary

(\$ in 000s)	FY 2027	FY 2028	FY 2029
Sources			
GF Ongoing Transfer	\$49,999	\$8,536	\$6,464
GF Contingent Forecast Transfer		*	
Appropriations			
Minnesota IT (MNIT)	\$15,313	-	-
Human Services (DHS)	\$11,470	-	-
Children, Youth, and Families (DCYF)	\$27,941	\$10,388	\$7,792
Legislative Coordinating Commission (LCC)	\$559	-	-
Federal Financial Participation (FFP)	\$(5,284)	\$(1,852)	\$(1,328)
Human Services Modernization Fund, Net Balance	-	-	-

Fund Sources

(\$ in 000s)	FY 2027	FY 2028	FY 2029
Sources			
GF Ongoing Transfer	\$49,999	\$8,536	\$6,464
GF Contingent Forecast Transfer		*	

AFTER other transfers are made, IF the final GF balance is higher at the end of the biennium than EOS estimates THEN MMB must transfer funds to the Modernization Fund

- There might not be a transfer at the end of the biennium
- The maximum transfer amount would be \$50 million
- After a forecast transfer occurs, the legislature must appropriate funds before those funds can be spent

Fund Appropriations

(\$ in 000s)	FY 2026-27	FY 2028-29	Available Until
Minnesota IT (MNIT)			
IT Modernization Projects	\$11,413	-	June 30, 2031
Admin Support for Advisory Council	\$3,900	-	June 30, 2029
Human Services (DHS)			
Admin of MAXIS/METS Improvements	\$9,660	-	June 30, 2029
Admin of IT Projects	\$1,810	-	June 30, 2029
Legislative Coordinating Commission (LCC)			
Admin of Legislative Commission	\$559	-	June 30, 2029

Appropriations Continued

(\$ in 000s)	FY 2026-27	FY 2028-29	Available Until
Children, Youth, and Families (DCYF)			
MAXIS Integration Layer	\$2,163	\$8,630	
Consolidate Policy Manuals	\$1,074	-	June 30, 2029
Income Verification	\$1,583	\$3,310	
Applicant Portal	\$1,414	-	June 30, 2029
Eligibility Modernization Study	\$2,650	-	June 30, 2031
Replacement of Green Screens	\$3,878	\$2,736	
Engine for MAXIS Automation	\$11,914	\$3,504	
Administration of IT Projects	\$3,265	-	June 30, 2029

Other Appropriations

General Fund Appropriations

(Dollars in 000s)	FY 2026-27	FY 2028-29	Available Until
Minnesota IT (MNIT)			
IT Projects for Counties	\$10,000	-	June 30, 2031
Fraud Prevention and Detection	\$15,000	-	June 30, 2031

COUNTY PRIORITIES

Human Services System Modernization Advisory Council
September 14, 2026

Commissioner Laurie Halverson – Dakota County
Dan Jensen – Olmsted County
Dusty Letica – St. Louis County
Christine Partlow – Stearns County

IMPACT LEVELS

Significant

Major

Moderate

MODERN GRAPHICAL INTERFACE OR SCRIPTING LAYER FOR MAXIS

Description:

Replace MAXIS User Interface/ User Experience with a modern interface that is an adaptive experience using human centered design and interfacing to internal and external systems in ways that support workers through which families are better supported.

Impact:

Significant Impact

- Improving Error Rates
- Improving Worker Experience
- Reducing Worker Training
- Reduce Impact to County Levy
- Shorter Time to Benefit Decision
- Improved Outcomes for Families

CENTRALIZED AI-ENABLED POLICY AND PROCEDURES MANUAL REPOSITORY RUN BY STATE WITH ABILITY TO QUERY

Description:

Provide counties ability to access all relevant state policies and procedures.

Include county ability to access with local AI tools to improve local reporting and to combine with local procedures through interfaces consistent with other county usage.

Include an option for counties to access through the state with state provided AI tools.

Impact:

Major Impact

- Improving Error Rates
- Improving Worker Experience
- Reducing Worker Training
- Improving County Worker Training, Coaching, and Onboarding

INCOME, ASSET, AND WORK VERIFICATION SOFTWARE FOR BOTH SNAP/MEDICAID PROGRAMS.

Description:

HR1 significantly increases SNAP and Medicaid verification requirements. A unified statewide verification platform will automate income, asset, and work/community engagement checks, reduce county workload, and support consistent federal compliance.

Impact:

Major Impact

- Improve Worker Experience
- Reduce County Worker Impacts
- Reduce SNAP Error Rate

AUTOMATED MAXIS EX PARTE PROCESSING

Description:

MAXIS ex parte renewals remain highly manual and time-consuming. Full automation would meet federal renewal requirements, reduce administrative burden, and generate an estimated \$10 million in state and county savings.

Impact:

Significant impact

- Improving Worker Experience
- Reduce Impact to County Levy
- Shorter Time to Benefit Decision
- Improved Outcomes for Families

STATE-FUNDED/RUN DATA WAREHOUSE/"DATA DEPOT" OR UNIVERSAL COUNTY ACCESS TO CURRENT DATA DEPOT WHICH IS BEING SHARED IRREGULARLY THROUGHOUT THE STATE.

Description:

Counties lack consistent access to data across state human services systems. A state-funded, centrally supported data depot would provide universal access, enable shared reporting tools, and strengthen data-driven decision-making statewide.

Impact:

Major impact

- Improving County Managerial Decisions
- Improving Worker Experience
- Focusing Worker Training

AUTOMATIC CASE NOTE FUNCTIONALITY IN MAXIS

Description:

MAXIS case notes require repetitive manual documentation that creates inconsistency and increases the risk of errors. Automated, standardized case notes would improve accuracy, save worker time, and reduce administrative burden.

Impact:

Moderate impact

- Improving Documentation
- Reduce Administrative Burden
- Improving Worker Experience
- Reducing Documentation Errors

SNAP QUALITY ASSESSMENT/CASE REVIEW TOOL

Description:

Minnesota's high SNAP payment error rate requires a more consistent approach to case review. A shared statewide tool would standardize and automate reviews, help target error-prone areas, increase review capacity, and strengthen program integrity.

Impact:

Major impact

- Improving Error Rates
- Reducing Worker Training
- Assist Worker Onboarding

SIMPLIFY THE MAXIS SNAP PANEL

Description:

Shelter deductions are a major source of SNAP payment errors because MAXIS does not integrate address, shelter, and utility updates.

Connecting and simplifying these workflows would eliminate duplicate data entry, reduce errors, and improve consistency.

Impact:

Major impact

- Improving Error Rates
- Reduce Impact to County Levy
- Improve Worker Experience

MODERNIZE TIME-LIMITED RECIPIENT CODING WITHIN SNAP

Description:

Manual TLR coding in MAXIS is complex and vulnerable to missed actions and data-entry errors. Automation would identify affected recipients, update coding, prompt required actions, and flag approaching time limits

Impact:

Major impact

- Improving Error Rates
- Improving Worker Experience
- Improving Federal Requirements
- Reduce Impact to County Levy

AI-POWERED CLIENT SELF-SERVICE TOOLS

Description:

Expand AI-powered self-service and caseworker tools statewide to provide 24/7 client support, automate routine changes and document processing, improve language access, and give workers real-time policy and eligibility assistance—reducing workload and accelerating service delivery.

Impact:

Major impact

- Improving Client Experiences
- Improving Worker Experience
- Reducing Worker Burden
- Shorter Time to Benefit Decision

OTHERS

Description:

- Update outdated automated notices in MAXIS and METS
- State to host Caseworks (EDMS)
- SSIS adult section that includes fiscal
- State/County Coordinated PRISM technology road map

Impacts:

Major impacts

- Improving Federal Requirements
- Improving Worker Experience
- Reduce Impact to County Levy
- Improved Outcomes for Families



**DEPARTMENT OF CHILDREN,
YOUTH, AND FAMILIES**

DCYF Human Services Systems Modernization

Laura Haffield | DCYF Acting Strategy & Technology Officer

Ty Spratt | MNIT @ DCYF Chief Business Technology Officer

DCYF's vision & mission

Vision

An equitable Minnesota where all children, youth and families are valued and thriving.

Mission

To center children, youth, families, and communities by advancing positive and equitable outcomes and responsibly stewarding public resources.



DCYF's strategic plan

- ✓ Modernize technology, systems, and data practices
- ✓ Integrate cross-agency service coordination
- ✓ Cultivate dynamic and effective partnerships
- ✓ Grow a strong agency culture
- ✓ Adapt and implement a whole family approach





A Whole Family Approach

A framework for practice, program, and policy decision making that recognizes and addresses the needs of children and the adults in their lives simultaneously. These categories answer the question: “What do people need to thrive?”

Social Capital

Families, children and youth need to be a part of communities, with connections to others for information, and opportunities. Social capital is created through connections with family, friends, neighbors and cultural and spiritual communities.

Economic Assets

Economic stability is a foundational component to family and child wellbeing. This includes income, assets, and access to basic needs such as food security, stable housing, and transportation. Economic assets can provide opportunities to ensure children, youth, and families can reach their full potential now and into the future.

Health, including Mental Health

Children, youth, and families need access to quality and comprehensive health care that is proactive and preventive, including mental health care. Care must be culturally and linguistically relevant and focused not just on treating illness, but prevention and promoting wellness.

Postsecondary & Employment Pathways

People need support with career planning and advancement, including education and employment pathways for youth and adults that provide access to training, workforce partnerships, and a choice in postsecondary education that meets their needs.

K-12 Education and Youth Services

Family and youth need a full spectrum of care, education, and support from kindergarten to high school , including out of school time, special education, and parent and student engagement.

Early Care and Education

Families need accessible and affordable child care, early education, and parent support programs. ‘Care’ and ‘Education’ cannot be separated.

*Adapted from Ascend at the Aspen Institute.
The Two-Generation Approach.*

DCYF “Lead Agency” Systems by Administration



CH120 IT Modernization Bill

DCYF Specific Appropriations

Project Name <i>(\$ in 000s)</i>	Alternate Title/Effort	Gov's Rec?	2026 Session Laws Reference	FY 2026-27	FY2028-29
MAXIS Integration Layer	Integration Layer	Yes	Ch. 120, Sec 10 (a)	\$2,163	\$8,630
Consolidate Economic Assistance Program Policy Manual & AI Chatbot	Policy Manual	Yes	Ch. 120, Sec 10 (b)	\$1,074	--
Expand Income Verification Technology	Client Driven Income Verification	Yes	Ch. 120, Sec 10 (c)	\$1,583	\$3,310
Secure Applicant Portal	Participant Portal	Yes	Ch. 120, Sec 10 (d)	\$1,414	--
Eligibility System Modernization Study	<i>Whole Family Eligibility Systems Study</i>	Yes	Ch. 120, Sec 10 (e)	\$2,650	--
Replace MAXIS green screens	Web Overlay for MAXIS, Worker Interface	Yes	Ch. 120, Sec 10 (f)	\$3,878	\$2,736
Rules Engine to Improve MAXIS automation	Rules Engine	Yes	Ch. 120, Sec 10 (g)	\$11,914	\$3,504
Interagency Governance Team	DCYF Modernization Office	Yes	Ch. 120, Sec 10 (h)	\$3,265	--

Integration Layer

AKA: MAXIS Integration Layer, Boomi, iPaaS, Infrastructure Modernization, and MNbenefits to MAXIS (M2M) Pilot Project

Description: Implementation of modern integration capabilities compatible with the MAXIS mainframe.

- Federal Partner(s): Food and Nutrition Administration (FNA)
- H.R. 1 Compliance Effort: Related (SNAP payment error rate reduction)
- Governor's Recommendation: Yes
- 2026 Session Laws, Ch.120, Sec 10 (a)

DCYF Update

- Pilot project includes two technical workstreams to ensure proper vetting of integration layer infrastructure and end point connectivity for future scalability
- Recent Milestones: 12 APIs built to pull data from MAXIS
- Next Steps: Finalize infrastructure connectivity for pilot deliverables (end of September)
- Funding: Effort was kicked off with a \$1M grant from the Technology Modernization Fund. Appropriation kicks in SFY28.

County and Tribal Nation Prioritization

- Necessary for achieving the airport terminal modernization strategy out of AMC, related to #1 priority of AMC Steering Committee ("Modern graphical interface or scripting layer for MAXIS")
- Necessary for achieving specific integrations with Tribal Nations to ensure data sovereignty
- Also identified as a critical technical component to the PRISM Modernization plan

Next Step > Review Technical Assessment of integration capabilities for scale at a future meeting

Replace MAXIS Green Screens

AKA: Web Overlay for MAXIS, Web-based User Interface (UI), Green Screen Overlay, Worker Portal/Interface

Description: Build a web-based user interface (UI) to modernize the eligibility worker's user experience while working in MAXIS.

- Federal Partner(s): Food and Nutrition Administration (FNA)
- H.R. 1 Compliance Effort: Related (SNAP payment error rate reduction)
- Governor's Recommendation: Yes
- 2026 Session Laws, Ch.120, Sec 10 (f)

DCYF Update

- The M2M Pilot and the future launch of the Worker Interface is the start of this effort.
- Recent Milestones: Pilot kick off with counties on July 29, 2026, co-design workshops have begun.
- Next Steps: Launch of the Worker Interface as part of the pilot project and vetting of the technology to ensure scalability.
- Funding: M2M funded first through the TMF. The appropriation has tails, or ongoing funding to move the entire user experience off the green screens.

County and Tribal Nation Prioritization

- #1 Priority from AMC Steering Committee ("Modern graphical interface or scripting layer for MAXIS")

Next Step > Continue implementation of pilot deliverables and post-pilot screen replacement

AKA: Consolidate EA Policy Manual, AI Chatbot for workers, searchable policy manual

Description: Centralized, state-managed policy manual with AI supports and robust search capability.

- Federal Partner(s): Food and Nutrition Administration (FNA)
- H.R. 1 Compliance Effort: Related (SNAP payment error rate reduction)
- Governor's Recommendation: Yes
- **2026 Session Laws, Ch.120, Sec 10 (b)**

DCYF Update

- Internal teams have been vetting solutions and performing discovery over the last year
- Recent Milestones: Receiving the appropriation, reviewing Business Case with Enterprise Architecture
- Next Steps: Write and publish an RFP for solicitation of a vendor supported solution
- Funding: One time appropriation

County and Tribal Nation Prioritization

- #2 Priority from AMC Steering Committee ("Centralized AI-enabled policy and procedures manual repository run by State with ability to query")
- Would need future funding to accomplish the scope identified in the county priorities

Next Step > Kick off the procurement process

Expand Income Verification Technology

AKA: Client-driven verification tools, The Work Number (TWN), Truv and SteadyIQ Pilots

Description: Implementation of automation to assist in income verification for economic assistance benefits

- Federal Financial Participation (FFP) Partner(s): Food and Nutrition Administration (FNA)
- H.R. 1 Compliance Effort: Related (SNAP payment error rate reduction)
- Governor's Recommendation: Yes
- **2026 Session Laws, Ch.120, Sec 10 (c)**

DCYF Update

- Truv Pilot extended through January 2027 and now includes Hennepin County as a pilot partner
- Recent Milestones: Extending the pilot for ongoing supports
- Next Steps: Identify sequence and prioritization of implementing client-driven tools
- Funding: Most of this funding is earmarked to help pay for The Work Number.

County and Tribal Nation Prioritization

- #3 Priority from AMC Steering Committee ("Income, asset, and work verification software for both SNAP/Medicaid programs")
- Would need future funding to accomplish the scope identified in the county priorities, expanding the technology to assist with asset and work verification

Next Step > Validate identified sequence and prioritization of work

Participant Portal

AKA: Secure Applicant Portal, Client Portal, MNbenefits Portal

Description: Implement a secure, feature rich participant portal for Minnesotans participating in economic assistance programs.

- Federal Financial Participation (FFP) Partner(s): Food and Nutrition Administration (FNA)
- H.R. 1 Compliance Effort: Related (SNAP payment error rate reduction)
- Governor's Recommendation: Yes
- **2026 Session Laws, Ch.120, Sec 10 (d)**

DCYF Update

- Launch of Advanced Case Status Tracker in May and expansion of the pilot to additional counties
- Recent Milestones: Draft RFP going through internal reviews and edits led by the Integrated Services Delivery (ISD) product line
- Next Steps: Identify sequence and prioritization for procurement, integration and implementation
- Funding: One time appropriation, the State will need to identify funding strategy for on-going support of the Participant Portal

County and Tribal Nation Prioritization

- #10 Priority from AMC Steering Committee ("AI-powered client self-service tools")
- Appropriation does not explicitly identify telephonic AI support
- Several similar efforts across DCYF may need to be aligned, rather than standing up multiple external facing portals (example: Early Childhood, Child Support)

Next Step > Kick off the procurement process

Eligibility System Modernization Study

AKA: MAXIS Modernization Roadmap, “Whole Family Eligibility Study”

Description: Synthesize prior studies and build a roadmap for technology modernization specifically for the legendary eligibility system, MAXIS.

- Federal Partner(s): Food and Nutrition Administration (FNA)
- H.R. 1 Compliance Effort: Related (SNAP payment error rate reduction)
- Governor’s Recommendation: Yes
- **2026 Session Laws, Ch.120, Sec 10 (e)**

DCYF Update

- Identified gaps in current technical blueprints and resource needs. Contractor support to be brought on for technical blueprint documentation.
- Recent Milestones: Posted for vacant Enterprise Architecture position.
- Next Steps: Finalize solicitation draft, sequence with other immediate support being brought on via contractors.
- Funding: One time appropriation

County and Tribal Nation Prioritization

- Not identified explicitly, but for **priorities #5, #6, #8, #11 and #12** , the Whole Family Eligibility Systems Study will help identify how to meet those needs and priority requests.

Next Step > Kick off the procurement process

Rules Engine to improve MAXIS automation

AKA: Rules Engine, Policy Engine, new logic layer

Description: introduce a new rules engine to facilitate policy implementation and to minimize manual workarounds

- Federal Partner(s): Food and Nutrition Administration (FNA)
- H.R. 1 Compliance Effort: Related (SNAP payment error rate reduction)
- Governor's Recommendation: Yes
- 2026 Session Laws, Ch.120, Sec 10 (g)

DCYF Update

- Following and documenting the results of the DHS Rules Engine POC led by MNIT DHS
- Recent Milestones: None to report at this time.
- Next Steps: Identify, through the Whole Family Eligibility Systems Study, where this effort should be sequenced and prioritized for maximum benefit.
- Funding: Ongoing funding through the appropriation

County and Tribal Nation Prioritization

- Not explicitly identified as a priority for county and Tribal Nation partners.
- This is a solution, more than addressing a specific problem identified by partners.

Next Step > Kick off the procurement process

Economic Assistance Priorities aligned with H.R. 1 Implementation

Other work prioritized in DCYF that may need guidance and funding from the Human Services Systems Modernization Advisory Council and elevated due to the implementation of H.R. 1.

Eligibility Case Review Tools

AKA: Quality Assurance (QA) Case Review, SNAP Case Audit tools, State-hosted case review system

Description: Procure and implement a case review tool for SNAP and TANF cases

- Federal Partner(s): Food and Nutrition Administration (FNA)
- H.R. 1 Compliance Effort: Related (SNAP payment error rate reduction)
- Governor's Recommendation: No
- No specific state-level appropriation to date

DCYF Update

- Recent Milestones: Ad hoc initial market analysis. Requesting more formal discovery process through DCYF governance.
- Next Steps: Identify, through the Eligibility Systems Modernization Study, where this effort should be sequenced and prioritized for maximum benefit.
- Funding: Would need ongoing funding for statewide rollout.

County and Tribal Nation Prioritization

- #7 Priority from AMC Steering Committee ("SNAP quality assessment/case review tool")

Next Step > Additional funding needed

Statewide Electronic Document Management System (EDMS)

AKA: State EDMS, centralized EDMS, Eligibility case document management system

Description: Implement or integrate a statewide, state hosted electronic document management system to assist with case management

- Federal Partner(s): Food and Nutrition Administration (FNA)
- H.R. 1 Compliance Effort: Related (SNAP payment error rate reduction)
- Governor's Recommendation: No
- No specific state-level appropriation to date

DCYF Update

- A statewide, state-run document management system is an identified gap in business capabilities and current systems functionality. Recent Milestones: Initial discovery and integration conversations happening within MNIT and with various vendors.
- Next Steps: Identifying funding and prioritization, potentially post-Eligibility Systems Modernization Study effort
- Funding: no current funding identified for this project.

County and Tribal Nation Prioritization

- #12 Priority from AMC Steering Committee ("State to host caseworks")

Next Step > Additional funding needed following Systems Study effort

H.R. 1 Projects in flight through the MAXIS Systems Governance Group

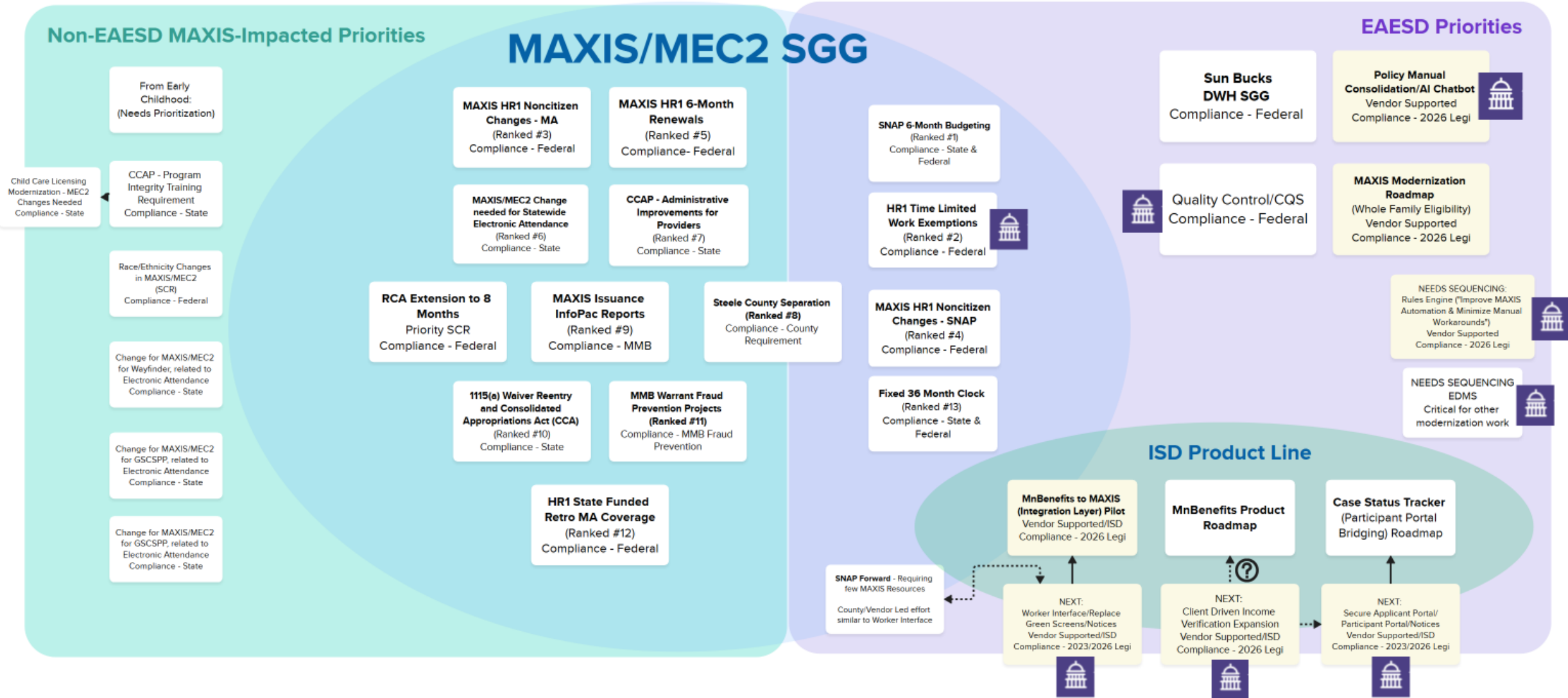
Priority with MAXIS SGG	Project Title	Lead Program Agency	Description	Previous Milestone	Go-Live
2	H.R.1 Time Limited Work Exemptions	DCYF	Changes to update SNAP time-limited work rules to comply with federal H.R. 1. #9 Priority from AMC Steering Committee	8/14 – training updated	9/18/26
3	MAXIS H.R.1 Noncitizen Changes – Medical Assistance	DHS	Changes to update noncitizen eligibility for Medical Assistance (MA) programs to comply with federal H.R. 1.	9/4/26 – Eligibility changes	9/4/26
4	MAXIS H.R.1 Noncitizen Changes - SNAP	DCYF	Changes to update noncitizen eligibility for SNAP programs to comply with federal H.R. 1.	6/29/26 – dev starts	3/31/27
5	MAXIS H.R.1 6 Month Renewals	DHS	Changes needed for people who need to renew Medical Assistance (MA) programs every 6 months to comply with federal H.R 1.	5/16 – charter approved	1/8/27
12	H.R.1 State Funded Retro MA Coverage	DHS	Changes needed for state to pay for additional months of retroactive MA for some populations using state funds to backfill the lost federal funds for a year.	7/1/26 – kickoff	TBD

Highest Priority "MAXIS Ecosystem" Work



= AMC Priority

2026 HS System
Modernization Fund



Current Legislatively-Directed DCYF Modernization Projects

PRISM Modernization
SSIS Child Welfare Modernization (CCWIS)

PRISM (Child Support) Modernization

AKA: Child Support Modernization, MNIT Incremental Plan for PRISM Modernization

Description: Modernize the Child Support system, PRISM, for usability, compliance and future sustainability.

- Federal Partner(s): Office of Child Support Enforcement (OCSE)
- H.R. 1 Compliance Effort: No
- Governor's Recommendation: Yes
- Funding: 2023 Session Laws, Ch. 70, Article 15, Sec 10, Subd 4

DCYF Update

- CSD is working with OCSE partners to gain approval for the Phase One efforts identified in the MNIT Incremental Plan for PRISM Modernization published in August 2025.
- Recent Milestones: Successful review with OCSE to bring new partners up to speed with MN efforts.
- Next Steps: OCSE APD Approval which includes Phase One modernization investment.
- Funding: State appropriation from 2023 is roughly \$13M

County and Tribal Nation Prioritization

- #14 Priority from AMC Steering Committee ("Being aware and reviewing a PRISM technology road map")

Next Step > Regularly review Phase One modernization efforts

Child Welfare Modernization

AKA: SSIS Modernization, CCWIS

Description:

- Federal Partner(s): Administration of Children and Families (ACF)
- H.R. 1 Compliance Effort: No
- Governor's Recommendation: Yes
- Funding: 2024 Session Laws Ch. 115, Section 31, 2025 Session Laws Ch. 3, Section 6

DCYF and DHS Update

- Legislative proposal in conjunction with DHS, MDH and MACSSA under development for Phase 2.
- Recent Milestones: Implementation APD and RFP development completed with local agencies, Phase 1 CCWIS RFP posted publicly, business process redesign and data infrastructure readiness work in progress.
- Next Steps: Evaluate and Select vendor for Phase 1, Negotiate Contracts (with ACF approval), Complete BPR and Data efforts, Legislative Proposal for Phase 2 SSIS Modernization
- Funding: State appropriation from 2024 is \$9.6M, 2025 is roughly \$35M (State Share)

County and Tribal Nation Prioritization

- #13 Priority from AMC Steering Committee
- Identified as a specific near-term request: "SSIS adult section with Fiscal"

Next Step > Continuing to plan for SSIS Phase 2



Questions

Appendix

Incremental Modernization Path

Projected Accomplishments with Current Appropriations

- Document generation tool for court documents
- Integration layer (iPaaS)
- Web User Interface for Point and Click Functionality
- Remaining documents
- Parent/employer portal

Phase One

Additional Business Capability Modernization Needs

- Case management
- Financial management
- Migrate existing business functions from mainframe
- Update external integrations to reference new data sources
- Eliminate duplicate data storage and establish single source of truth

Future Phases of Modernization



Human Services Systems Modernization

DHS Principles, Priorities, Partnership and the Path Ahead

September 2026

Our Purpose: Serving Minnesotans

Our mission, vision and values define what deliver for Minnesotans and what modernization must support

MISSION

In collaboration with community and partners, our mission is to support people to thrive in community and live their healthiest and fullest lives.

VISION

Our vision is for all people in Minnesota to have what they need to thrive in community with no disparities.

VALUES

We focus on people, not programs.

We provide ladders up and safety nets for the people we serve.

We work in partnership with others: we cannot do it alone.

We are accountable for results to the people we serve and all Minnesotans.

DHS practices these shared values in an ethical environment where integrity, trustworthiness, responsibility, respect, diversity, justice, fairness and caring are of paramount importance.

Guiding Principles: How we engage in our work

Our 2023-2027 Agencywide Strategic Plan sets clear expectations for how we engage in our work

Our aspirational commitments for how we approach our work:

- Center and invest in diversity, equity, inclusion, accessibility and anti-racism.
- Be trustworthy and accountable.
- Listen with humility to grow authentic partnerships.
- Communicate with simplicity and cultural competence.
- Collaborate and innovate with Tribal Nations, counties and providers.
- Amplify community-led approaches.
- Subtract work and processes.
- Protect our planet.

Our Priorities: Outcomes we are driving

Translating our mission, vision, values, and principles into outcomes for Minnesota

Outcome A People in Minnesota thrive	Outcome B People experience high-quality human services	Outcome C People at DHS thrive in an inclusive environment
Goal A.1 Advance policy and programs that support equity, justice and stability in food, housing, income, child care and health care.	Goal B.1 Transform and strengthen the service delivery experience to be equitable, accessible, caring, and responsive.	Goal C.1 Become an anti-racist/multicultural organization and build equity into everything we do.
Goal A.2 Promote adult and children's safety and wellbeing with easy access to behavioral health supports and optimal living situations.	Goal B.2 Administer programs effectively and efficiently through streamlined processes and reduction of errors, fraud and waste.	Goal C.2 Create an organizational culture where employees experience inclusion, psychological safety, respect, wellbeing, and joy.
Goal A.3 Champion a service continuum that centers justice, equity and choice supporting people with disabilities and older adults to lead meaningful lives in community.	Goal B.3 Build capacity to partner with Tribal Nations and counties to envision a human services system that works for the people in Minnesota	Goal C.3 Build career pathways and create ways for staff to grow in their job.
Goal A.4 Invest in home, community, and facility-based care workforce and strengthen Minnesota's network of caregiving.	Goal B.4 Build capacity to engage with community and amplify voices in decision making processes.	Goal C.4 Be a collaborative partner in the creation of separate state agencies while supporting employees and continuity of operations.
	Goal B.5 Equip partners and providers, with resources and technical assistance to maintain program integrity and deliver better services.	Goal C.5 Enhance DHS's environmental sustainability.

Priorities at Scale: Medicaid in Minnesota

A critical system connecting more than 1 million Minnesotans to care

Medicaid supports care for Minnesotans with low incomes across our state and across the lifespan from children and families, pregnant people, adults without children, seniors, and people who are blind or have a disability.

Total Medicaid spending

\$20.9 Billion

Paid to providers in 2024

Medicaid provider organizations

40 Thousand

Providers paid in 2024

Medicaid program recipients

1.2 Million

Average monthly enrollment in 2024

Program Integrity: Minnesota is raising the bar

A national imperative to fight fraud and protect public funds is driving stronger controls and broader oversight

Over the past 18 months, DHS has expanded and accelerated program integrity efforts:

- Identifying 14 high-risk services and establishing a public program integrity dashboard
- Establishing pre-payment review for claims
- Auditing autism service providers (including on-site visits)
- Discontinuing the Housing Stabilization Services benefit
- Provider revalidation across 13 high-risk services
- Establishing a moratorium on adding new service providers in the remaining 13 high-risk services
- Legislature passed funding to expand DHS's program integrity workforce by more than 400 new positions over the next 24 months.

DHS testimony before Congress in late June alongside Ohio, New York and California demonstrates that Minnesota remains at the leading edge of program integrity efforts across the country.

Converging Demands: Our Human Services System under Pressure

Three federal imperatives are driving urgent mobilization across DHS

The Corrective Action Plan, CMS Focused Review, and the implementation of the Big Beautiful Bill are driving simultaneous pressures across policy, operations, systems, data, and our workforce.

CMS CAP (Corrective Action Plan)	CMS Focused Review	H.R. 1 Implementation
- Most urgent and important to CMS has been Minnesota Revalidate which revalidated more than 5,000 providers in high-risk service types and was completed by May 31, 2026. - Other CAP actions strengthen Medicaid oversight through audits, enrollment and licensing moratoria, reviews, training, and enforcement. RISK OF NONCOMPLIANCE Withholds amounting to \$2 billion in cuts to Medicaid funding.	- CMS is engaging in intensive federal review of Minnesota Medicaid spending. - CMS has issued deferrals over three quarters, amounting to a Medicaid funding freeze of \$550 million. - DHS continues working with CMS civil servants to meet CMS focused review and deferral requirements. RISK OF NONCOMPLIANCE Deferrals from three quarters to date amounting to a freeze of \$550 million in Medicaid funding.	- H.R. 1 (Big Beautiful Bill) includes major shifts for Minnesota including changes in work requirements, renewals, retroactive coverage, and changes impacting some noncitizen adults. - Implementation for DHS requires significant policy, systems, operational, workforce and partner changes starting the fall of 2026, and accelerating in 2027. RISK OF NONCOMPLIANCE \$3 billion per year in reduced federal funding, intensified audits, and loss of waivers.

Chapter 120: The Path Ahead for Systems Modernization

New structures for coordination, alignment and mobilization across our human services system

Chapter 120 supports:

- **Coordination and Alignment:** Brings DHS, DCYF, MNIT, counties, and Tribal Nations together and into alignment around modernization priorities and planning.
- **Governance Structures:** Creates governance structures and recurring touchpoints for DHS, DCYF and MNIT, counties and Tribal Nations, along with the Legislature, and public focused on modernization.
- **Dedicated capacity:** Provides direct appropriations to support governance, coordination, alignment, implementation, and systems modernization.

Alignment with DHS Strategic Plan

These structures align with DHS strategic plan priorities including partnership, simpler processes, accountability, stronger service delivery, and better outcomes for Minnesotans.

Chapter 120 Modernization Bill

DHS Appropriations

Chapter 120, Section including appropriations for the Department of Human Services including:

- (a) \$1,810,000 in fiscal year 2027 is appropriated from the human services systems modernization fund to the commissioner of human services for an interagency governance team to support information technology project implementation, cross-agency coordination, and engagement with counties and Tribal Nations. This is a onetime appropriation and is available until June 30, 2029.
- (b) \$9,660,000 in fiscal year 2027 is appropriated from the human services systems modernization fund to the commissioner of human services for administration of MAXIS and METS system improvements under Minnesota Statutes, section 16E.50, subdivision 4. This is a onetime appropriation and is available until June 30, 2029.

Bill Title	Effort	Gov's Rec?	2026 Session Laws Reference	FY27 '000s	Total Appropriation
Interagency Governance Team	DHS Modernization Office in conjunction with DCYF	Yes	Ch. 120, Sec 11 (a)	\$1,810	\$1,810
MAXIS and METS System Improvement	County/Human Services Modernization Advisory Council projects priorities for DHS	No	Ch. 120, Sec 11 (b)	\$9,660	\$9,660

MA MAXIS Projects

- **MAXIS Ex Parte Renewals**
 - System would select cases with required information at renewal to allow for automated processing.
 - Achieves dual purpose of streamlining worker experience and federal compliance.
 - DHS to submit project to MAXIS System Governance Group (SGG) by the end of September.
 - Top county priority for Medicaid after multiple pregnancy fix in METS.
- **Adoption of case status tracker for MA cases leveraging functionality deployed across DCYF programs.**
- **Assess feasibility for online MA application for MAXIS cases through MNbenefits.**

METS Projects

- Enhancements identified by county workers, DHS and MNIT staff via CultureLab assessment and leverage Curam core product functionality
- DHS is working with Merative and MNIT to develop a list of potential METS improvements to be delivered over the next year
- Improvements include:
 - Enhancements to task management within the system to improve the experience for supervisors and workers.
 - Improvements to enrollee experience by increasing information available in the citizen portal and increasing self-service options.

Thank You

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