

Counties Modernization Presentation

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- Dan Jensen, Minnesota Association County Social Services Administrators (MACSSA)

Agenda

- “Lenses of Impact”
- MAXIS demonstration/Day in the Life (Kathleen Walls)
- METS overview/Day in the Life (Kathleen Walls)
- SSIS update and county perspectives (Dan Jensen)
- Road map for future (Dan Jensen)
- Zooming out

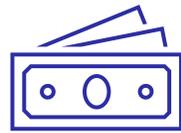


A sampling of the state-run technology systems counties depend on and their dates of inception.

Pressures through the lens of....



Staff/Workforce Impact



Property Pressure



**Fraud Prevention, Identification,
and Program Integrity**



Client Outcomes/Efficiencies

MAXIS demonstration



Minnesota Eligibility Technology System



The screenshot displays the Minnesota Eligibility Technology System interface. The main heading is "Insurance Affordability 29647104 - Star Winter". Below this, there are two circular icons representing clients: "Star Winter Primary - 29 years" and "Moon Winter Member - 55 years". A navigation menu includes options like Home, Eligibility, Evidence, Participants, Assessments, Services, Referrals, Contact, Tools, Issues and Proceedings, Administration, Elections, and Renewals. A "Smart Panel" on the right shows "Advice" and a list of open items: "22 Items to Verify", "33 Evidence to Edit", "33 Verifications to Edit", and "Cleared Service Agency".

Cases

Reference	Name	Primary Client	Start Date	Case Status
29647104	Medical Assistance	Star Winter	12/1/2024	Active

Recent Transactions

Transaction	Description	Date Updated	Updated By
Tasks Inherited	Task 14528512 created on the case	1/18/2025 09:11	SYSTEM
Tasks Modified	Task 14528512 modified	1/18/2025 09:11	SYSTEM
Notes Added	User note created by SYSTEM on 1/15/2025	1/15/2025 09:11	SYSTEM
Evidence Added	Insurance Affordability - 29647104 Evidence added for Star Winter	1/15/2025 09:11	SYSTEM

Minnesota Eligibility Technology System



The screenshot displays the MNSure Case Management application. The browser address bar shows the URL <https://people.trng.mnsure.org/Curam/>. The application header includes navigation tabs for Home, HCR Cases and Outcomes, Inbox, and Calendar. A user profile for "Arelly Johnson" is visible in the top right corner.

The main content area features a sidebar with "Evidence" and "Addresses - Insurance" sections. The "Addresses - Insurance" section is active, displaying an "Address Change" form. The form includes the following fields:

- Type:** Residential and Mailing (dropdown menu)
- From:** 1/15/2025 (calendar icon)
- Instructions:** Please enter either Apt/Suite or Street 1.
- Apt/Suite:** (text input field)
- Street 1:** 258 Sun Lane Se (text input field)
- Street 2:** (text input field)
- City:** Rochester (text input field)
- State:** (dropdown menu)
- County:** (dropdown menu with a list of options: Aitkin, Anoka, Becker, Beltrami)

At the bottom of the form, there are "Cancel" and "Next" buttons. The Windows taskbar at the bottom of the screen shows the time as 9:29 AM on 1/15/2025.

Minnesota Eligibility Technology System



The screenshot displays the Minnesota Eligibility Technology System (MnCare Case Management) interface. The browser address bar shows the URL <https://people.tnng.mnstate.org/Curam/>. The page title is "Evidence Dashboard - Merative".

The main header area includes navigation tabs: Home, HCR Cases and Outcomes, Inbox, and Calendar. Below this, the case title "Insurance Affordability 29647104 - Star Winter" is displayed. Two profile icons are shown: "Star Winter Primary - 39 years" and "Moon Winter Member - 15 years".

The "Evidence Dashboard" is the central focus, showing a grid of evidence categories and their status:

- Household:** Includes links for "Addresses", "Application Details", "Application Filer", and "Application Filer Consent".
- Income:** Includes "Projected Annual Income".
- Participant Data:** Includes "Birth and Death Details", "Citizenship and Immigration Status Info", and "Contact Preferences".
- External System:** A category with a "Recorded" status.

On the right side of the dashboard, there are status indicators: "Issue" (red circle), "Items to Verify" (green triangle), and "Evidence In Edit" (purple square). Below these are dropdown menus for "All" and "Recorded".

The bottom of the screen shows the Windows taskbar with the search bar, task icons, and system tray showing the time as 9:29 AM on 1/15/2025.

SSIS—Update/Progress

First—THANK YOU!

- Appropriations for 2025 very appreciated!

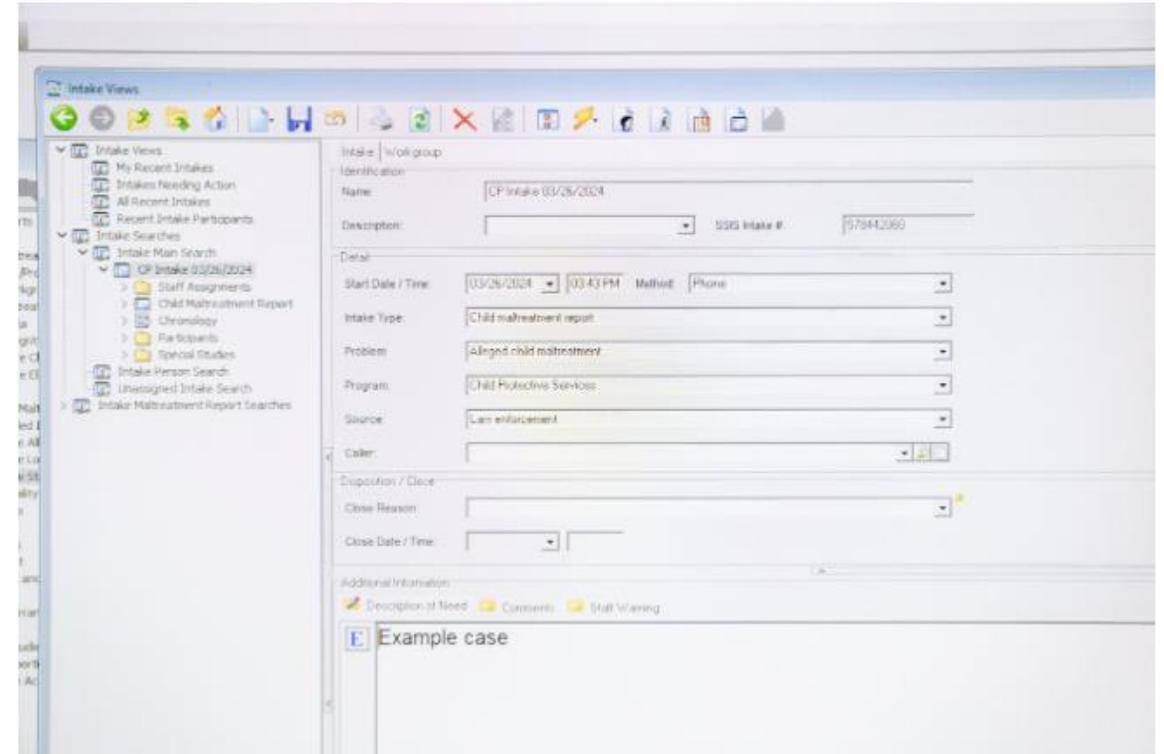
County input included

- Over 100 various county staff provided input

RFP process going along

Next steps

- Critical that county input doesn't just end after RFP issued. Counties should be part of vendor selection metrics and product creation

The image shows a screenshot of the Minnesota's Social Services Information System (SSIS) intake form. The interface is divided into two main sections: a left-hand navigation pane and a right-hand data entry form. The navigation pane, titled 'Intake Views', contains a tree view with categories such as 'My Recent Intakes', 'Intakes Needing Action', 'All Recent Intakes', 'Recent Intake Participants', 'Intake Searches', 'Intake Main Search', 'CP Intake 03/26/2024', 'Staff Assignments', 'Child Maltreatment Report', 'Chronology', 'Re-Signals', 'Special Studies', 'Intake Person Search', 'Unsigned Intake Search', and 'Intake Maltreatment Report Searches'. The right-hand form, titled 'Intake / Work group', contains several fields: 'Identification' with a 'Name' field containing 'CP Intake 03/26/2024' and a 'Description' field; 'Detail' with 'Start Date / Time' (03/26/2024 03:43 PM), 'Method' (Phone), 'Intake Type' (Child maltreatment report), 'Problem' (Alleged child maltreatment), 'Program' (Child Protective Services), and 'Source' (Law enforcement); 'Disposition / Close' with 'Close Reason' and 'Close Date / Time' fields; and 'Additional Information' with checkboxes for 'Deception of Trust', 'Consents', and 'Staff Warning'. A text area at the bottom contains the text 'Example case'.

An example intake form from Minnesota's Social Services Information System (Alex Kormann/The Minnesota Star Tribune)

Bridging Relief—What's Needed NOW!

BlueZone Scripting Collaborative

- 21 Counties with Scripting for PRISM & MAXIS
- Expand MnCCC Human Services User Group Scripting Collaborative to be Statewide
- Sharing Blue Zone Scripts
- SNAP PTIG Grant - MNBen apps to MAXIS & MAXIS interviews

Graphical Overlay to Green Screens

- Partner with counties to develop moder interfaces leveraging existing county business processes.

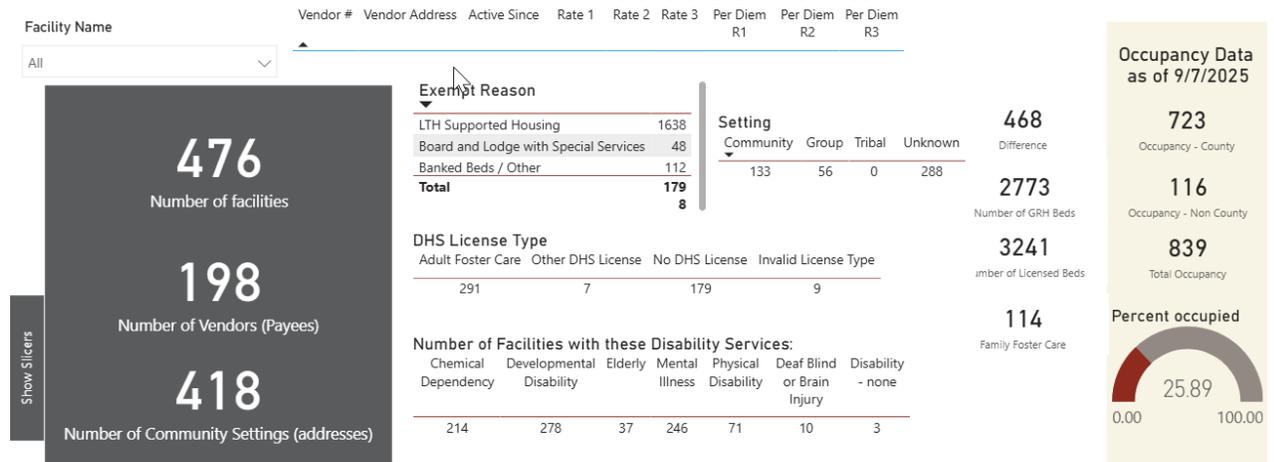
Artificial Intelligence

- Tipco EVA being piloted by Stearns & Olmsted
- Expand AI statewide

Data Depot Collaborative (12 charter counties)

- Shared Dashboards & Tools to support systems gaps
- State policies in Data Warehouse
- Tools to support county program integrity work

Facility Name	Residence Address	County	# Payments	Amount Paid	Licensed Beds	GRH Beds	Occ. OC	Occ. Non OC	Occ Total	Entry Date
A AND A HOME - LAKE HOUSE	3203 LAKE ST NW, ROCHESTER, MN, 55901-8480	55	100	28,197.78	4	4	1		1	7/24/2018
ABDULLE AMINA ALI	3450 KENOSHA DR NW, APT 104, ROCHESTER, MN, 55901-4330	55	7	1,459.00	2	2		1	1	12/13/2024
ADAPTA-55TH ST	2509 55TH ST NW, ROCHESTER, MN, 55901-2270	55	268	60,344.96	13	13	3	2	5	5/25/2021
ADAPTA-FOLWELL FLATS	2020 5TH ST SW, ROCHESTER, MN, 55902-0842	55	759	288,249.30	22	22	7	5	12	3/24/1998
ADAPTA-JUDD HOUSE	3741 MANORWOODS DR NW, ROCHESTER, MN, 55901-7573	55	156	61,201.54	4	4	2	1	3	1/14/2019
ADAPTA-WING HOUSE MANOR	4628 MANOR PARK DR NW, ROCHESTER, MN, 55901-8465	55	66	43,902.37	4	4				2/17/2017
ADVANCED ONE CARE INC	4552 MANOR BROOK DR NW, ROCHESTER, MN, 55901-3183	55	9	2,164.26	5	5				9/25/2020
AHMED NUR AYBAKAR	2108 45TH ST NW, ROCHESTER, MN, 55901-0407	55	49	62,229.94	4	4				4/18/2022



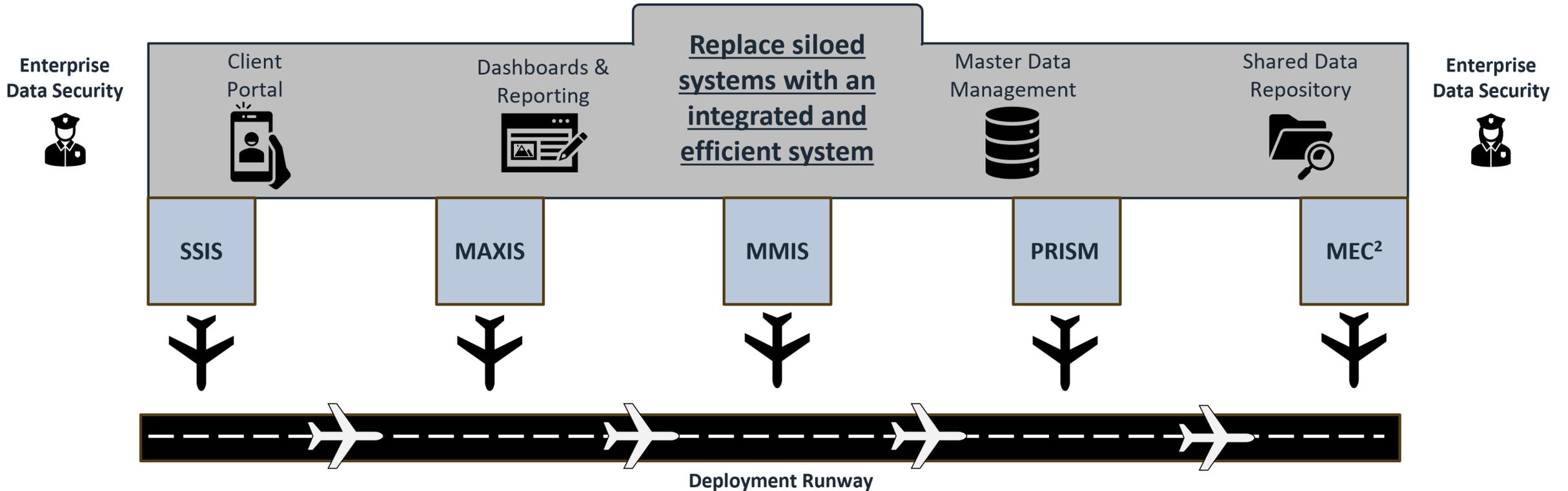
Immediate Policy Fixes—

Expediting Waitlist, Prioritizing Updates with most consequential outcomes in short term.

- Eliminate duplicate data entry for electronically received data
- METS Baby Fix
- Automate MAXIS Ex Parte for Health Care
- Update MAXIS Panels for SNAP
- Update MAXIS to allow Minnesota to move to a Simplified Reporting Method
- Eliminate need to FIAT General Assistance
- Automatic Case Noting similar to PRISM
- Update MAXIS with correct coding for Time Limited Recipients (TLR)

Longterm Vision

Integrated Platform with Centralized Core Functions



File Edit Session Options Transfer View Script Help

REPT and caseload navigation scripts
 ACTV ACTV - bottom INAC MONT MFCM PND1 PND2 REVW USER DAIL/DAIL DAIL/WRIT

Case-based navigation scripts
 ELIG: DWP EMER FS GA GRH HC MFIP MSA SPEC: MEMO WCOM XFER
 STAT: ACCT ADDR AREP JOBS MEMB MONT PNLP PROG REVW UNEA CASE: CURR NOTE

Other nav scripts
 Other NAV scripts
 PERS: POLI/TEMP
 SELF

MAXIS scripts
 ACTIONS BULK
 DAIL scrubber
 NOTICES NOTES

Common links (websites)
 PartnerLink CM eDocs
 EPM IAPM MMIS
 ONEsource SIR SMI

Scripts info
 Utilities scripts
 Scripts on SIR

Agency custom STOP SCRIPT State of MN Scripts Pad Version 11.2 - last updated 12/11/25



```

SYSTEM: A03DT2      WELCOME TO CICS AT THE STATE OF MINNESOTA
                    TO EXIT, CLEAR SCREEN AND ENTER "LOGOFF"

TERMINAL: YO18
NODE: A50TYO18

DAY: TUESDAY
  
```

```

SYSTEM DATE: MARCH 03, 2026
SYSTEM TIME: 04:52 PM
  
```

```

LOGONID: ====>
PASSWORD: ====>
  
```

```

NEW PASSWORD: ====>
(enter twice) ====>
  
```

Burcum: Tears, workarounds and 1990s screens push county staff to the limit

Policymakers know that the operating systems used for Minnesota public assistance programs are antiquated. But I was still startled to see them up close.

 **By Jill Burcum**
 The Minnesota Star Tribune

SEPTEMBER 28, 2025 AT 6:00AM

CICS - XDT2 (SYSTEM SIGNON/SIGNOFF FACILITY)