

AMC supports structural investments to modernize, sustainably fund, and collaboratively govern a statewide human services technology system that accounts for local implementation needs and prioritizes the replacement of SSIS and MAXIS.

Modernizing human services requires county information technology investment

Supporting the needs of Minnesotans requires modernized state and local systems. Yet counties' requirements to update technology systems are often overlooked and underfunded.

Minnesota's current system of human services information technology (IT) is complex, fragmented and burdensome, prevents the outcomes Minnesotans need from critical human services programming. Modernization efforts have not kept pace with the rapidly changing technology and service environment. While the Legislature prioritized investments in state IT systems, there is no current dedicated funding for counties which only exacerbates these issues and further prevents local and state systems interoperability.

A lack of state investment in county IT infrastructure has many consequences

- Persistent county workforce shortages are exacerbated by outdated and inefficient technology systems. Hiring and retaining staff requires better technology to ensure these systems are not a barrier.
- SSIS contributes to workers having less time with families, frustrates their ability to provide services, and has increased worker turnover due to excessive data entry requirements, persistent access issues, and outdated SSIS user interface.
- Pine County studied the work of 5 case managers for the month of July. During that month the median time spent with families compared to a worker's overall time documented in SSIS was only 17.6%.
- Digital disparities exist between human services IT platforms in counties. While counties share technology to overcome, state funding is needed to address unique scale and scope within each county.
- Without investments in county IT, the \$200 million invested in DHS systems will be used on innovations built on foundational holes. To maximize these resources and federal matching funds, investment in county technology is necessary.



AMC prioritizes Human Services infrastructure investments for Minnesota counties

- The 2025 Governor's Proposed Budget includes only the transfer of \$10 million (in previously allocated technology funds) to invest in replacement of SSIS. It is expected to cost an additional \$40 million to replace SSIS. The Legislature needs to allocate an additional \$40 million to SSIS, in order to leverage matching federal dollars, to cover the full \$100 million cost to replace SSIS.
- Invest \$5 million to cover county costs of aligning with new state systems and require the state to develop a framework that offsets county costs for the implementation of future IT or service delivery initiatives.
- One-time funds for counties to modernize technology platforms and encourage collaborative projects between larger and smaller counties.

AMC/MACSSA 2025 Human Services System Modernization Bills

AMC has secured authors for 2025 legislation and are awaiting bill numbers and language from the revisor's office.

- Senator Rob Kupec (SD 4 – Becker & Clay Counties) & Representative Bianca Virnig (HD 52B – Dakota County)

State vs County Human Services Technology Systems

Below is a graphic that illustrates the county-based technology solutions that co-exist alongside DHS provided systems in the state/county technology eco-system that is needed to deliver human services to residents.

Although DHS provides technologies, counties also invest heavily in technologies that support, extend, and fills gaps in and around state systems. These county funded solutions focus largely on resident engagement, provider management, fiscal management, workflow management and data management.

State-County Human Services Systems

Business Process →	Intake / Eligibility / Case Management		Fiscal Management		Data Management		Resident Engagement		Workflow Management		Provider Management			
Resident Need ↓														
Financial Support	MAXIS (including MNbenefits)		CEHI/ MEDB		DATA WHSE, DATA EXTRACTS, REPORTS, SHARED MASTER INDEX (SMI)		MNbenefits, MNSURE PORTAL	OUTLOOK						
Child Care Assistance	MEC ² (including MNbenefits)							DHS FILES	PAPER FORMS e-FORMS				EXCEL	
				APPOINTMENTS				PAPER DOCUMENTS AND FOLDERS						
Medical Assistance	MAXIS (NON MAGI)		MMIS (incl TCM, Waiver)					SSIS DOWNLOAD EXTRACTS	QUEUING SYSTEMS				PRINT TO MAIL	LICENSING
	METS (MAGI)							BI TOOLS	LOBBY KIOSKS				SHARED DRIVES	CONTRACTING
Child Protection, Family Support	SSIS		COUNTY ACCTG SYS (Accounts Payable, Accounts Receivable)					DATA MARTS	TEXTING AND CHAT				ELECTRONIC DOCUMENT MGMT SYSTEM	PROVIDER REGISTRATION
Aging or With Disabilities	SSIS, MnChoices, MNSPA							OPS REPORTS	PHONE CALL MANAGEMENT (IVR)				SCAN CENTERS	INVOICE PROCESSING
Mental Health Support (nonClinical)	SSIS, MAARC, MHIS				EVALUATION REPORTS	RESIDENT PORTALS	DUPLICATE AND AUTOFILL DHS FORMS	PAYMENTS						
						CLIENT RELATIONSHIP MANAGEMENT (CRM)	COUNTY FORMS							
							E-SIGN							
							ASSIGN CASE							
							TRANSFER CASE FILE							
							BLUEZONE SCRIPTS							

KEY	MN DHS TECHNOLOGIES	
	COUNTY TECHNOLOGIES (OR MANUAL)	

V. 2023 04 05

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Funding for modernization infrastructure investments for Minnesota counties?

While state systems are centralized, managed by DHS and significantly funded through the federal Advanced Planning Document (APD) processes, counties have largely developed or purchased technology solutions independently using program administrative reimbursements or property tax revenues to fund these investments.

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MACHP Supports HF 1911/SF 2252: Funding for county implementation of service delivery transformation requirements and IT modernization projects

The Minnesota Association of County Health Plans (MACHP), representing the state's three county-based purchasing (CBP) plans, owned and operated by 32 counties across Greater Minnesota, enthusiastically supports this important proposal providing funding to Minnesota's counties. We thank Rep. Virnig and Sen. Kupec for bringing forward this bill.

We often talk about the burden on counties of unfunded mandates. Instead, this bill provides needed funding to help counties cover costs associated with implementing the Department of Human Services' (DHS) service delivery transformation information technology initiatives. It also directs the commissioner of DHS to develop a framework for helping counties cover future such IT expenses.

We realize this funding is a relatively small amount toward helping meet counties' costs under these DHS IT initiatives, but it is an important step in the right direction. Our CBP plans have worked with DHS in recent years to look at systems and other improvements that can deliver better outcomes for Minnesota Health Care Programs (MHCP) enrollees, and IT improvements are essential.

Thank you for your visionary leadership in supporting counties as they partner with DHS in delivering improved services and stronger outcomes. We urge legislators to support this important investment for our counties and the people we serve.

Sincerely yours,

Steve Gottwalt
Executive Director

Cc: MACHP Board of Directors
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