



Minnesota Department of **Human Services**

Framework for the Future: 2014

- *Healthy People*
- *Stable Families*
- *Strong Communities*

Mission

The Minnesota Department of Human Services, working with many others, helps people meet their basic needs so they can live in dignity and achieve their highest potential

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,** first to the people we serve, and ultimately to all Minnesotans.

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

People:

Provide smart care that keeps people healthy and in their homes and communities

- Improve access to affordable health care
- Better protect children and vulnerable adults in families and facilities, especially those directly in our care
- Keep more people fed and healthy by increasing nutrition assistance participation, especially for seniors
- Serve more people in their own homes, communities and integrated workplaces
- Reduce the rate of prenatal exposure to alcohol or drugs
- Enhance long-term care planning
- Integrate primary care, behavioral health and long-term care
- Implement a new autism benefit for children
- Increase access to prevention, outreach, shelter, and housing for at-risk and homeless youth
- Expand employee engagement efforts across the agency

Innovation:

Redesign our care delivery systems

- Expand the number of providers and enrollees participating in Integrated Health Partnerships (Medicaid Accountable Care Organizations)
- Evaluate quality of life and care for people receiving services by using online report cards for home and community-based services and nursing facilities
- Decrease the amount of time it takes to determine disability status and eligibility for assistance
- Launch new Community First Services and Supports to support people in their communities
- Streamline the adult protection system

- Build new working partnerships and governance arrangements with counties and tribes to improve client services
- Modernize eligibility and enrollment systems

Equity:

Increase equity and improve outcomes.

- Lower the disproportionate number of children of color in out-of-home placements
- Decrease the number of children in foster care waiting for adoption
- Reduce the gap in access and outcomes for health care in cultural and ethnic communities
- Increase the number of children in underserved communities enrolled in quality child care settings
- Hold managed care plans accountable for health equity outcomes related to depression, diabetes and well child visits

Integrity:

Reduce fraud, waste and abuse

- Reduce Supplemental Nutrition Assistance Program error rate
- Develop more accurate and efficient background study process
- Increase fraud investigations of Child Care Assistance providers
- Implement new regulatory oversight to support people living safely in homes and communities
- Implement onsite enrollment screening requirements for medium- and high-risk providers
- Expand provider investigations through Recovery Act contracts