**AMC supports structural investments to modernize, sustainably fund, and collaboratively govern human services technology system improvements, with specific targeted funding to facilitate local system infrastructure and innovation.**

## 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 currently no dedicated funding for counties. This 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- Persistent county workforce shortages are exacerbated by outdated and inefficient technology systems.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.

- 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 is prioritizing capital infrastructure investments for Minnesota counties

*HF4578 (Virnig) and SF4390 (Kupec) would provide:*

- $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.
- $50 million in one-time funds for counties to modernize technology platforms and encourage collaborative projects between larger and smaller counties.

## 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 → / Resident Need ↓ | Intake / Eligibility / Case Management | Fiscal Management | Data Management | Resident Engagement | Workflow Management | Provider Management |
|---|---|---|---|---|---|---|
| Financial Support | MAXIS (including MNbenefits) | CEHI/ MEDB | DATA WHSE, DATA EXTRACTS, REPORTS, SHARED MASTER INDEX (SMI) — DHS FILES, SSIS DOWNLOAD EXTRACTS, BI TOOLS, DATA MARTS, OPS REPORTS, EVALUATION REPORTS | MNbenefits, MNSURE PORTAL — PAPER FORMS, e-FORMS, APPOINTMENTS, QUEUING SYSTEMS, LOBBY KIOSKS, TEXTING AND CHAT, PHONE CALL MANAGEMENT (IVR), RESIDENT PORTALS, CLIENT RELATIONSHIP MANAGEMENT (CRM) | OUTLOOK, EXCEL, PAPER DOCUMENTS AND FOLDERS, PRINT TO MAIL, SHARED DRIVES, ELECTRONIC DOCUMENT MGMT SYSTEM, SCAN CENTERS, DUPLICATE AND AUTOFILL DHS FORMS, COUNTY FORMS, E-SIGN, ASSIGN CASE, TRANSFER CASE FILE, BLUEZONE SCRIPTS | LICENSING, CONTRACTING, PROVIDER REGISTRATION, INVOICE PROCESSING, PAYMENTS |
| Child Care Assistance | MEC² (including MNbenefits) | | | | | |
| Medical Assistance | MAXIS (NON MAGI) / METS (MAGI) | MMIS (incl TCM, Waiver) | | | | |
| Child Protection, Family Support | SSIS | COUNTY ACCTG SYS (Accounts Payable, Accounts Receivable) | | | | |
| Aging or With Disabilities | SSIS, MnChoices, MNSPA | | | | | |
| Mental Health Support (nonClinical) | SSIS, MAARC, MHIS | | | | | |

KEY: MN DHS TECHNOLOGIES / COUNTY TECHNOLOGIES (OR MANUAL)

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## How are modernization infrastructure investments for Minnesota counties funded?

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.

**For more information, please contact:**
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