



# 2024 DHS Service Delivery Transformation Legislative Report

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# Vision for SDT in the Human Services Landscape

Service Delivery Transformation reinvents human services delivery by responding to the needs of people, Tribes and counties to create a better, easier experience for everyone.

# Why We Are Transforming



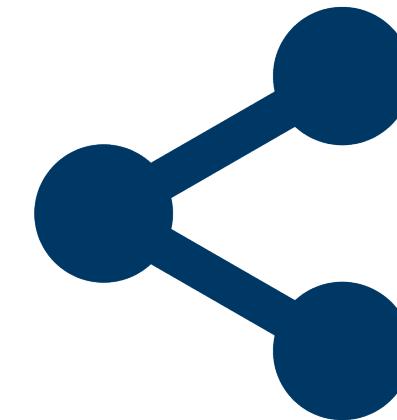
## For the people

Improved experiences for the people of Minnesota, our partners and employees



## Statewide alignment

OneMN plan & TAC recommendations



## Agencywide alignment

DHS & MNIT strategic plans



## Minnesotans experience:

- Equitable access to services
- Efficient delivery of services
- Shorter processing time to access services
- Decreased “redundancies” to access services

## Our partners & providers:

- Can perform their jobs efficiently
- Experience decreased duplication of efforts
- Experience increased access to relevant and timely client information

## Employees and teams:

- Can perform their jobs efficiently
- Experience decreased duplication of efforts
- Have increased job satisfaction

# Role of IT in Service Delivery



## IT plays a critical part in service delivery by:

- Developing technology to enable modern service delivery
- Ensuring consistent and accessible client experience
- Facilitating client enrollment and case management
- Making ongoing updates required for policy compliance

# Current State Technology Issues and Impact

**Current human Services IT systems don't meet the needs of Minnesotans, workers, or providers**

**DHS and DCYF have developed IT solutions slowly, without consistent input from people most impacted by IT system changes – clients, Tribal Nations, counties, and providers**

- People experience unresolved or exacerbated “pain points”
- Improvements take too long to implement , due to prioritization, funding, and contracting challenges

**Human services programs have operated separately**

- Minnesotans must complete separate applications with the same information
- Tribal Nations, counties, and other providers must navigate multiple state IT systems, processes, and points of contact for one client

# 2023 SDT Legislation

Legislative approval in 2023 for multi-year strategic funding to move human services toward this new vision by:

- Enhancing infrastructure
- Bringing in expertise
- Adjusting the approach to managing services

- DHS worked with legislators to craft 21 specific outcomes that hold DHS accountable
- Annual reports to the Legislature document progress updates, budget expenditures, and performance
- Improve service delivery through product and agile ways of working

# Overview of SDT legislative allocations

<u>Initiative</u>	<u>FY 2024-25</u>	<u>FY 2026-27</u>
<b>Transforming Service Delivery</b> SDT Product Portfolio, ISD Product Line – MNbenefits	<i>\$41 million</i>	<i>\$6.9 million</i>
<b>Integrated Services for Children and Families</b> SSIS, PRISM, MN Child Support Online, MAXIS notices	<i>\$36.9 million</i>	--
<b>Medicaid Management Information System (MMIS) Modernization</b> Pharmacy Module, Medicaid Interoperability, data capabilities	<i>\$10.6 million</i>	--
<b>Provider Licensing and Reporting Hub</b> Provider Licensing and Reporting Hub Product Team	<i>\$30.8 million</i>	<i>\$1.4 million</i>
<b>Improving Minnesota Eligibility Technology System (METS) Functionality</b> CMS Compliance, METS improvements	<i>\$24.3 million</i>	--

# Transforming Service Delivery: Overview

## Description

- Aims to **simplify and streamline information technology (IT) delivery systems**.
- Includes the Integrated Service Delivery (ISD) product line, which is working **to make the path to benefits simple, welcoming, and quick for Minnesotans**, while reducing administrative burdens for the Tribal Nations and county case workers.

## 2024 Spending Updates

- Amount Budgeted: \$12,609,333
- Amount Spent: \$7,398,862

## 2024 Accomplishments

- The ISD team:
  - Launched a **text messaging pilot** to MNbenefits applicants
  - Improved **document routing**
  - **Expanded fields** for more complete applications
  - Began development of an **application status tracker**
- Shared services teams:
  - Conducted **community engagement** work
  - Set up processes and tools that support **person-centered solutions**

# Transforming Service Delivery: Outcomes

Outcome	Progress
A1. Improve the <b>experience of Minnesotans</b> interacting with the human services system.	
A2. Improve <b>delivery times</b> for digital services and solutions.	
A3. Increase <b>business agility</b> to respond to new or shifting needs.	
A4. Improve the <b>experience of Tribal human services and county workers</b> .	
A5. Develop and host <b>dashboards, visualizations, or analytics</b> that can be shared with external partners and the public.	
A6. Fund foundational work by providing business and technology resources to persistent <b>cross-functional product teams</b> to support ongoing, iterative development.	

# Provider Licensing & Reporting Hub: Overview

## Description

- A new **provider licensing and reporting hub** will create a unified licensing experience for all human services licensed programs.

## 2024 Spending Updates

- Amount Budgeted: \$26,283,000
- Amount Spent: \$2,293,972

## 2024 Accomplishments

- **Expansion into a full “product line,”** which allows the effort to encompass and align to a wider range of related processes and license types.
- **Two license types fully available as electronic licensing applications** (certified child care providers and licensed child care centers), with **three additional license types and tools in progress** toward electronic availability.
- The development and maintenance of current and future electronic license types is supported by a **significantly expanded team** of state staff that build and maintain the new online tools.

# Provider Licensing & Reporting Hub: Outcomes

Outcome	Progress
D1. Create and maintain <b>user personas</b> for all Provider Licensing and Reporting Hub users that document the unique requirements for each user.	
D2. Create an <b>electronic licensing application</b> within the Provider Licensing and Reporting Hub to ensure efficient data collection and analysis.	
D3. Create a <b>persistent, cross-functional product team</b> of business and technology resources to support the ongoing iterative development of the Provider Licensing and Reporting Hub.	

# Integrated Services for Children & Families: Overview

## Description

- DHS and DCYF will **stabilize legacy systems** and **deliver innovative solutions** for systems responsible for delivering more than \$1.9 billion in benefits to Minnesotans.

## 2024 Spending Updates

- Amount Budgeted: \$885,257
- Amount Spent: \$1,014,177

## 2024 Accomplishments

- **A comprehensive review of the requirements for the Social Service Information System (SSIS)** is underway; this is a critical first step in modernizing the system.
- **A proof of concept to improve recipient notices generated by MAXIS**, a state eligibility determination system, intended to improve client experience by providing clear information and action steps in an easy-to-read format.

# Integrated Services for Children & Families: Outcomes

Outcome	Progress
B1. Reduce unscheduled downtime on SSIS by at least 20 percent.	
B2. Complete the transition of automated child support systems ( <b>PRISM</b> ) from <b>mainframe technology to a web-based environment</b> .	
B3. Enhance the <b>child support participant portal (MCSO)</b> to provide additional options and features.	
B4. Make information received regarding an <b>individual's eligibility for benefits easier to understand</b> .	
B5. <b>Contract with an independent consultant to evaluate SSIS</b> , focused on the current system's usability, system performance, and federal compliance.	
B6. Conduct a study to <b>develop recommendations to streamline and reduce SSIS data entry requirements</b> for child protection cases.	

# Medicaid Management Information (MMIS) Modernization: Overview

## Description

- The state will **enhance, modernize, and stabilize the functionality of MMIS**, a system that ensures that more than 1.4 million people on the Medical Assistance and MinnesotaCare programs get necessary services and benefits.

## 2024 Spending Updates

- Amount Budgeted: \$4,708,860
- Amount Spent: \$4,086,194

## 2024 Accomplishments

- The state **contracted with Magellan Rx Management to stand up a modernized pharmacy system**, which will ensure that:
  - Medical Assistance and MinnesotaCare enrollees will have consistent access to filled prescriptions and both members and providers will have access to expanded call center support.
  - The state remains in compliance with federal and industry-wide standards.
- Progress is being made towards **procurement of a vendor/platform that will improve the exchange of health information between providers and trusted partners** (planned to be in place by the end of 2025).

# Medicaid Management Information (MMIS) Modernization: Outcomes

Outcome	Progress
C1. Reduce disruptions and delays in filling prescriptions for Medical Assistance and MinnesotaCare enrollees and improving call center support for pharmacies and enrollees to ensure prompt resolution of issues.	
C2. Improve the timeliness and accuracy of claims processing and approval of prior authorization requests.	
C3. Advance the exchange of health information between providers and trusted partners so that enrollee care is timely, coordinated, proactive, and reflects the preferences and culture of the enrollee and their family.	

# MN Eligibility Technology Systems (METS) Functionality Improvement: Overview

## Description

- **Improvements to the METS system** will include short-term emergency fixes, ongoing sustainability efforts, and recommendations for improvement.

## 2024 Spending Updates

- Amount Budgeted: \$1,176,000
- Amount Spent: \$1,176,000

## 2024 Accomplishments

- A wide range of compliance needs have been addressed, with continued plans to respond to evolving requirements and guidance.
- Compliance updates have resulted in positive outcomes for Minnesotans through improved **Medicaid auto-renewals rates**, which also has a positive impact on Tribal and county workers by saving time that would otherwise be spent on manual renewals.
- This work has included exploration into solutions to build a system to allow **Medical Assistance and MinnesotaCare applicants and enrollees to manage their health care profile and plan online**.

# METS Functionality Improvement: Outcomes

Outcome	Progress
E1. Complete necessary changes to <b>comply with federal requirements</b> .	
E2. Implement the <b>capability for Medical Assistance and MinnesotaCare enrollees to apply, renew, and make changes</b> to their eligibility and select health plans online.	
E3. Reduce <b>manual data entry and other steps taken by Tribal and county eligibility workers</b> to improve the accuracy and timeliness of eligibility determinations.	

# 2024 Budgets and Expenditures

- Initiatives significantly underspent compared to annual budgets due to many factors, including the creation of two new agencies and IT development requirements for new efforts
  - Personnel required to complete the agency transition and legislative implementation of IT development efforts far exceeded capacity
  - Process for hiring state staff or bringing contractors delayed start dates

# Closing Comments and Questions

- Staff are working hard to improve the experiences of the people served through these initiatives.
- Most initiatives have spent less than expected in 2024 due to multiple factors; spending will increase in 2025.
- Staff continue to refine SDT efforts and provide annual updates to the legislature on expenditures, accomplishments, and outcomes progress.



# Thank You!

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