

**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 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- Persistent county workforce shortages are exacerbated by outdated and inefficient technology systems.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.
- 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

- \$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.

AMC/MACSSA 2024 Human Services System Modernization Bills

AMC has secured authors for 2024 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 WAREHOUSE, DATA EXTRACTS, REPORTS, SHARED MASTER INDEX (SMI)	MNSURE PORTAL	OUTLOOK	LICENSING			
Child Care Assistance	MEC <sup>2</sup> (including MNbenefits)				DHS FILES		PAPER FORMS e-FORMS	PAPER DOCUMENTS AND FOLDERS	
Medical Assistance	MAXIS (NON MAGI)	MMIS (incl TCM, Waiver)			SSIS DOWNLOAD EXTRACTS		APPOINTMENTS	PRINT TO MAIL	
	METS (MAGI)				BI TOOLS		QUEUING SYSTEMS	SHARED DRIVES	
Child Protection, Family Support	SSIS	COUNTY ACCTG SYS (Accounts Payable, Accounts Receivable)			DATA MARTS		LOBBY KIOSKS	ELECTRONIC DOCUMENT MGMT SYSTEM	CONTRACTING
Aging or With Disabilities	SSIS, MnChoices, MNSPA				OPS REPORTS		TEXTING AND CHAT	SCAN CENTERS	PROVIDER REGISTRATION
Mental Health Support (nonClinical)	SSIS, MAARC, MHIS				EVALUATION REPORTS		PHONE CALL MANAGEMENT (IVR)	DUPLICATE AND AUTOFILL DHS FORMS	INVOICE PROCESSING
			CLIENT RELATIONSHIP MANAGEMENT (CRM)	RESIDENT PORTALS	COUNTY FORMS	PAYMENTS			
					E-SIGN				
					ASSIGN CASE				
					TRANSFER CASE FILE				
					BLUEZONE SCRIPTS				

  

KEY	MN DHS TECHNOLOGIES
	COUNTY TECHNOLOGIES (OR MANUAL)

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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.

**For more information, please contact:**

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February 2024