DEPARTMENT OF HUMAN SERVICES

Overview of Information Technology Systems

Existing Human Services IT Systems

Overview of Major Systems

Human Services IT Systems

Several large and complex technical systems serve as the backbone for counties, tribes and DHS staff to:

- Determine program eligibility and enrollment
- Ensure program integrity and compliance
- Manage client data, cases and referrals
- Pay for services

Used by over 31,000 county, tribal and state workers as well as over 200,000 providers

Provide support for the direct care of over 10,000 clients in treatment annually, many being served within secure 24 hours/7days operations throughout Minnesota

Serving over 2.8 million clients across all programs and systems

Over $100 million of the DHS operating budget in FY17 supports the major systems

Human Services Major IT Systems

MAXIS: Public assistance eligibility for cash, Supplemental Nutrition Assistance Program (SNAP), foster care and non-modified adjusted gross income (MAGI) health care

MN Electronic Child Care System (MEC2): Child care assistance program eligibility, provider payments and program integrity

Minnesota Eligibility Technology System (METS): Determines health care eligibility for MAGI recipients, Medicaid and MinnesotaCare

Human Services Major IT Systems, cont.

Medicaid Management Information System (MMIS): Supports and manages Medicaid provider enrollment and payments to providers and contracted health plans

PRISM: Establishes paternity, support orders, and collections for child support

Social Services Information System (SSIS): Case management for child protection, foster care, adoption, children's mental health, other child welfare programs and maltreatment reporting, waiver claiming and other adult services

Direct Care and Treatment Major IT Systems

Avatar: Provides treatment, regulatory documentation, billing, and payment information for individuals supported by Direct Care and Treatment (DCT) and will be utilized for the implementation of an Electronic Health Record system.

Phoenix: Supports treatment, court and regulatory documentation, and administration of services for clients within the Minnesota Sex Offender Program (MSOP).

Security Systems: Provides safe and secure systems and facilities to support patient and worker safety and assist with managing scarce staff resources.

Human Services IT Systems

Transformation and Modernization

Human Services Systems Transformation and Modernization

Driving Factors:

- Person-centered transformation of human services delivery system
- Outdated and antiquated systems based on differing technologies making it difficult to share information across systems
- Technical challenges of making changes as a result of program/legislative changes
- Limited availability of expertise and loss of key staff
- Availability of enhanced federal funding (up to 90% for development of some systems)
- Compliance with state and federal requirements as well as court mandates
- Providing safe treatment services in secure settings

Integrated, Person-Centered Vision

Human Services Enterprise Systems Transformation vision is *"a person-centered human services delivery system in which policy, people, processes, and technologies are aligned to serve the DHS mission."*

- Systems that are integrated, aligned and adaptive to change.
- Increases in program and administrative efficiencies and effectiveness.
- Integrated technologies and databases to better support information sharing across human services agencies and systems and provide a holistic view of clients.
- Increased staff knowledge on the programs and services available to citizens.

Transformation Efforts Currently Underway

1. Integrated Service Delivery System (ISDS)

2. Minnesota Eligibility Technology System (METS)

3. Medicaid Management Information System (MMIS)

4. Direct Care and Treatment (DCT)

Integrated Service Delivery System (ISDS)

- Will be developed in partnership with counties and tribes
- Multi-year effort to support the transformation to person-centered delivery of human services by developing a streamlined eligibility, enrollment and case management system
- Creates a modernized and integrated technology system replacing several DHS systems including MAXIS, PRISM, SSIS and MEC2
- Several years of planning with initial development funded in 2013
- Federal funds support between 50 and 90 % of development costs

Minnesota Eligibility Technology System (METS)

- Medicaid and MinnesotaCare (MAGI) recipient eligibility
- Enhanced federal funding supports up to 90% of system development costs
- Ongoing efforts focused on system improvements including addressing system defects and providing additional functionality
- Serves as the first step in the development of an eligibility system for ISDS

MMIS Modernization

- Enhanced federal funding supports up to 90% of system development costs
- Efforts will improve the state's Medicaid Information Technology Architecture (MITA) maturity
- Federal alignment of development methodologies
- Working with stakeholders to:
  - Interface with ISDS efforts to reduce redundancy
  - Improve and simplify technology making it easier to respond to legislative and federal changes
  - Support business transformation efforts

Direct Care and Treatment Modernization Goals

- Support 24/7 operations and safely deliver services
- Initial and ongoing efforts are focused on system development to replace paper medical records with electronic medical records in compliance with state and federal regulations.
- Multi-year effort to upgrade out of date analog security systems to current digital technology and develop an ongoing replacement and upgrade cycle for these systems.
- Create an ongoing replacement cycle of staff computers to match standards established by MN.IT.

Current and Future Considerations

- Design technology solutions that support business transformation
- Partner with service providers (counties, tribes and community-based organizations)
- Understand the client perspective
- Continue to leverage enhanced federal funding
- Balance legacy system needs against long-term, multi-year IT system modernization efforts

Additional Information

- Links to fact sheets for existing systems and modernization efforts