



Modernization of DHS technology systems

Issue:

- The department's major computer systems that support DHS programs are old, expensive to maintain and difficult to modify.
- Because of the outdated programming language these systems use, it is difficult to find specialized personnel who can work on them.
- These cumbersome systems make it harder for people who need services to get the help they need as well as for the county workers who are trying to assist them.

Proposal:

- This proposal funds implementation of critical elements of the modernization plan, such as infrastructure, software and hardware required for integrating the systems.
- The proposal also funds an integrated public assistance eligibility system as well as a modernized child support system.
- Part of the funding is earmarked for system updates that are associated with the Health Insurance Exchange.

Impact:

- Clients and service delivery partners will benefit from a 21st century user experience while DHS will be better poised to respond to program changes.
- An integrated system will result in greater efficiency in the delivery of human services at the county level by eliminating the administrative complexity of using and supporting multiple systems with aging technology and incompatible data systems.
- This proposal will improve outcomes across programs, reduce fraud and abuse and generate data that will enhance program evaluation.

Fiscal impact:

- FY 2014: \$11.23 million (\$1.88 million is for work associated with the Health Insurance Exchange or HIX)
- FY 2015: \$17.90 million (\$2.35 million is for work associated with the HIX)
- FY 2016: \$9.14 million (\$3.22 million is for work associated with the HIX)
- FY 2017: \$4.85 million (\$3.06 million is for work associated with the HIX)
- A portion of the FY14-15 biennial appropriation is contingent on federal approval of the Reform 2020 package of initiatives.

Related information:

- **Laws 2011, Chapter 9, Article 9, Section 17 (f)** requires DHS, *subject to a legislative appropriation*, to issue a request for proposal for the *appropriate phase* of an integrated service delivery system for health care programs, food support, cash assistance and child care.
 - This proposal *secures funding* needed to modernize existing systems that support the administration and delivery of DHS services.
 - This proposal does not include the Medicaid Management Information System (MMIS); it will be modernized in a separate project.
- **Laws 2011, Chapter 9, Article 9, Section 17 (a)** directed the commissioner of the Department of Human Services (DHS) to issue a Request for Information (RFI) for an integrated service delivery system. The RFI process demonstrated that a competitive bidding process would identify a product vendor to modernize DHS systems.
- A planning vendor has been selected to develop a roadmap to modernize DHS systems. The roadmap will be unveiled in March 2013.

Related information:

- Minnesota Management & Budget website: <http://www.mmb.state.mn.us/>
- MAXIS fact sheet: <https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-4997-ENG>
- Medicaid Management Information System (MMIS) fact sheet: <https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-4996-ENG>
- Minnesota Electronic Child Care Information System (MEC2) fact sheet: <https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-4998-ENG>
- PRISM fact sheet: <https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-4993-ENG>
- Shared Master Index (SMI) fact sheet: <https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-4995-ENG>
- Social Services Information System (SSIS) fact sheet: <https://edocs.dhs.state.mn.us/lfservlet/Public/DHS-4994-ENG>

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