



Association *of*
Minnesota Counties



MACSSA
Minnesota Association of County
Social Service Administrators

MINN
MINNESOTA
INTER-COUNTY ASSOCIATION



The County Perspective

Legislative Commission on Human Services Systems

Laurie Halverson – Dakota County

Dan Jensen – Olmsted County

A Balance of Urgent Needs and Long-Term Vision



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Counties face many challenges:

- Strained workforce
- High need for services
- Property tax/budget pressures
- HRI implementation underway
- Aging systems compounding all the above.

County General Principles



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1. Improving service delivery for residents while reducing administrative burden on our county workforce and enhancing program integrity.
2. Address urgent needs surrounding improving SNAP Error Rate/PER with a county/state vision (inclusive of county thoughts on prioritization of resources).
3. Not lose track of long-term vision/plan. We must have a partnered approach with state on a forward-looking system: modern IT architecture co-designed with counties and state agencies that also prevents policy complications that could slow down faster IT development.

Counties Ready to Move Forward—Next Steps in Council:



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- Continued updates on projects in the works with clear timelines on delivery and identified source of funding.
- Conversations on what's missing (state v. county list) and achievability of remaining items?
- Discussion on what counties are working on and how they may work with state projects to scale for maximal success, statewide benefit, and quick delivery.
- Identifying space to “zoom out” for how it relates to long term modernization.

High-priority Near-term Urgent Needs



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- MAXIS Modern graphical interface or scripting layer
- Centralized AI-enabled policy and procedures manual repository run by state with ability to query
- Income, asset, & work verification software for both SNAP/Medicaid programs
- Automated MAXIS Ex parte processing
- State-funded/run data warehouse/"data depot" or universal county access to current data depot which is irregularly shared throughout the state.
- Automatic case note functionality in MAXIS
- SNAP Quality assessment/case review tool
- Simplify the MAXIS SNAP Panel
- Modernize time-limited recipient coding within SNAP
- Chat bot powered client self-service tools
- OTHERS: Update MAXIS/ METS outdated notices – Replace SSIS Adult & Fiscal
- State hosted EDMS – State/County Coordinated
- PRISM Technology Road Map

Maxis Modern Graphical Interface Or Scripting Layer



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Description:

Replace MAXIS User Interface/ User Experience with a modern interface that is an adaptive experience using human centered design and interfacing to internal and external systems in ways that support workers through which families are better supported.

Significant Impact:

- Improving Error Rates
- Improving Worker
- Experience Reducing
- Worker Training Reduce
- Impact to County Levy
- Shorter Time to Benefit
- Decision Improved
- Outcomes for Families

Maxis Modern Graphical Interface Or Scripting Layer (SNAP Forward)



SNAP Forward — C:\Users\ShengThor\Downloads\Abrev_Dagmar_online_application_4459841722_expedited.xml

MNbenefits Launcher

STEPS

- 1 Application Launcher
- 2 Person Search
- 3 Existing Case Review
- 4 Expedited Screening
- 5 Case Note and Transfer
- 6 Confirmation

APPLICANT NAME
Dagmar A. Abrev
CASE #
105115
WORKER
K155349

Application Information

Application ID: 4459841722 **Potentially Expedited** 6 day(s) remaining

Applicant: Dagmar A. Abrev

Submitted: 9/24/2026 12:00 PM

Application Date: 09/24/2026

Programs Requested on Application

Confirm later at PHOD step. Shown here for review only.

REQUESTED

Household Member Information

3 members on application

First Name	Middle Initial	Last Name	Gender	Date of Birth	SSN	Relationship
Dagmar	A	Abrev	Female	08/06/1993	053-53-0771	Applicant
Sharyl	H	Abrev	Female	09/19/2019		Child
Trevor	J	Aldana	Male	03/09/1994	001-99-1234	Other

+ Add another household member

Address

Type	Address	Apt/Unit	City	State	Zip
Residence	1523 Aldrich Ave N		Minneapolis	MN	55411

+ Add separate mailing address

☐ Applicant is homeless (Use General Delivery address)

Phone Numbers

Number	Type	SMS Consent
(612) 555-1098	Cell-Text	☒ Contacted

+ Add phone number

Email Addresses

Address	Email
dagmar.abrev@example.com	☒ Contacted

Buttons: Exit Launcher, Reset Page, Run Person

SNAP Forward — C:\Users\ShengThor\Downloads\Vang_Dagmar_online_application_4352660734_expedited.xml

MNbenefits Launcher

STEPS

- 1 Application Launcher
- 2 Person Search
- 3 Existing Case Review
- 4 Expedited Screening
- 5 Case Note and Transfer
- 6 Confirmation

APPLICANT NAME
Dagmar A. Vang
CASE #
385115
WORKER
K155349

Person Search Results (MAXIS Results)

Application: 4352660734 - Vang household - Person Search ran for 3 household members

Household Members

Dagmar A. Vang Applicant

1 potential match found. Select the PMI + case to continue, or choose an alternate resolution.

PMI	Name	DOB	Gender	SSN	Case #
☒	DAQMARA VANG	08-06-1993	F	053-53-0771	*385115

Sharyl H. Abrev Child

4 potential matches found. Select the correct PMI + case to continue, or choose an alternate resolution.

PMI	Name	DOB	Gender	SSN	Case #
☐	SHARYL H. ABREV	09-19-2019	F	053-53-0781	385115
☐	JULIENNE U. ABREV	01-31-2018	F	-	386242
☐	DAQMARA A. ABREV	10-25-1980	F	-	*385165
☐	COLLEN D. ABREV	01-13-1998	F	-	*386444

☐ Create new PMI — Launcher will assign a new MAXIS person ID for Sharyl H. Abrev.

Trevor J. Aldana Other

☐ Create new PMI — Launcher will assign a new MAXIS person ID for Trevor J. Aldana.

Buttons: Exit Launcher, Back, Evaluate Existing Case

1 of 3 members resolved

Maxis Modern Graphical Interface Or Scripting Layer (SNAP Forward)



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SNAP Forward — C:\Users\ShengThor\Downloads\online_application_4860833906.xml

MNbenefits Launcher

STEPS

- 1 Application Launcher
- 2 Person Search
- 3 Existing Case Review
- 4 Expedited Screening**
- 5 Case Note and Transfer
- 6 Confirmation

Expedited Screening

SNAP was pended on the case. Expedited screening required.

DISQ

☒ No DISQ panels found for this case
MAXIS returned no active disqualification (XISQ) panels for case #0384600.

Expedited Screening Data

Review, edit, and confirm before executing the MAXIS screening script.

Household income received this month* \$ 1900

Liquid resources (cash, checking, and savings)* \$ 480

Rent / mortgage* \$ 800

Utilities

Check the utility expenses the household is responsible for

☒ Heat / AC ☐ Electric ☐ Phone

Worker Signature:

APPLICANT NAME
Trevor Halbrook

CASE #
384600

WORKER
X155109

MNbenefits Launcher

STEPS

- 1 Application Launcher
- 2 Person Search
- 3 Existing Case Review
- 4 Expedited Screening
- 5 Case Note and Transfer**
- 6 Confirmation

APPLICANT NAME
Trevor Halbrook

CASE #
384600

WORKER
X155109

Case Note and Transfer

Case Note Preview — To Be Written in MAXIS Case Note

Editable — adjust before it is written to MAXIS.

APP PENDED - Mnbenefits Application Submitted 8/28/2026 12:00 PM
Confirmation ID: 4860833906
Programs requested: SNAP (FS)
Programs pended: SNAP (FS)
Application date: 8/28/2026
Pended date: 8/31/2026
Day 30 deadline: 9/27/2026
EXP Screening: client does not appear expedited
Pended by: [enter worker signature below]
Application assigned to: Not transferred - kept with pending worker
Actions taken: [Enter actions taken below]

[enter worker signature below]

Actions Taken:

Worker Signature:

Case Transfer

☒ No

☐ Yes — SPEC/XFER

[Back](#) Step 5 of 6 - Case Note & Transfer

[Run App Received Script](#)

Centralized AI-enabled Policy & Procedure Manual Repository Run By State With Ability To Query



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Description:

Provide counties ability to access all relevant state policies and procedures. Include county ability to access with local AI tools to improve local reporting and to combine with local procedures through interfaces consistent with other county usage.

Include an option for counties to access through the state with state provided AI tools.

Major Impact:

- Improving Error Rates
- Improving Worker Experience
- Reducing Worker Training
- Improving County Worker Training, Coaching, and Onboarding

Income, Asset, & Work Verification Software For Snap/Medicaid



Description:

HR1 significantly increases SNAP and Medicaid verification requirements. A unified statewide verification platform will automate income, asset, and work/community engagement checks, reduce county workload, and support consistent federal compliance.

Major Impact:

- Improve Worker Experience
- Reduce County Worker Impacts
- Reduce SNAP Error Rate

Automated MAXIS Ex Parte Processing



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Description:

MAXIS ex parte renewals remain highly manual and time-consuming. Full automation would meet federal renewal requirements, reduce administrative burden, and generate an estimated \$10 million in state and county savings.

Significant impact:

- Improving Worker Experience
- Reduce Impact to County Levy
- Shorter Time to Benefit Decision
- Improved Outcomes for Families

State-funded/Run Data Warehouse/"Data Depot"



Description:

Counties lack consistent access to data across state human services systems. A state-funded, centrally supported data depot would provide universal access, enable shared reporting tools, and strengthen data driven decision-making statewide

Major impact:

- Improving County Managerial Decisions
- Improving Worker Experience
- Focusing Worker Training

Automatic Case Note Functionality In MAXIS



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Description:

MAXIS case notes require repetitive manual documentation that creates inconsistency and increases the risk of errors. Automated, standardized case notes would improve accuracy, save worker time, and reduce administrative burden.

Moderate impact:

- Improving Documentation
- Reduce Administrative Burden
- Improving Worker Experience
- Reducing Documentation Errors

SNAP QUALITY ASSESSMENT/CASE REVIEW TOOL



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Description:

Minnesota's high SNAP payment error rate requires a more consistent approach to case review. A shared statewide tool would standardize and automate reviews, help target error prone areas, increase review capacity, and strengthen program integrity

Major impact:

- Improving Error Rates
- Reducing Worker Training
- Assist Worker Onboarding

SIMPLIFY THE MAXIS SNAP PANEL



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Description:

Shelter deductions are a major source of SNAP payment errors because MAXIS does not integrate address, shelter, and utility updates. Connecting and simplifying these workflows would eliminate duplicate data entry, reduce errors, and improve consistency.

Major impact:

- Improving Error Rates
- Reduce Impact to County Levy
- Improve Worker Experience

MODERNIZE TIME-LIMITED RECIPIENT CODING WITHIN SNAP



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Description:

Manual TLR coding is complex and often missed as a result of data entry errors. Automation will be used to identify affected recipients, update coding, prompt required actions, and flag approaching time limits.

COMPLETED

Major impact:

- Improving Error Rates
- Improving Worker Experience
- Improving Federal Requirements
- Reduce Impact to County Levy

Chat BOT POWERED CLIENT SELF-SERVICE TOOLS



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Description:

Expand AI-powered self-service and caseworker tools statewide to provide 24/7 client support, automate routine changes and document processing, improve language access, and give workers real-time policy and eligibility assistance—reducing workload and accelerating service delivery.

Major impact:

- Improving Client Experiences
- Improving Worker Experience
- Reducing Worker Burden
- Shorter Time to Benefit Decision

Others

Description:

- Update outdated automated notices in MAXIS and METS
- State to host Caseworks (EDMS)
- SSIS adult section that includes fiscal
- State/County Coordinated PRISM technology road map

Major impacts:

- Improving Federal Requirements
- Improving Worker Experience
- Reduce Impact to County Levy
- Improved Outcomes for Families



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THANK YOU!