



Legislative Commission on Human Services Systems

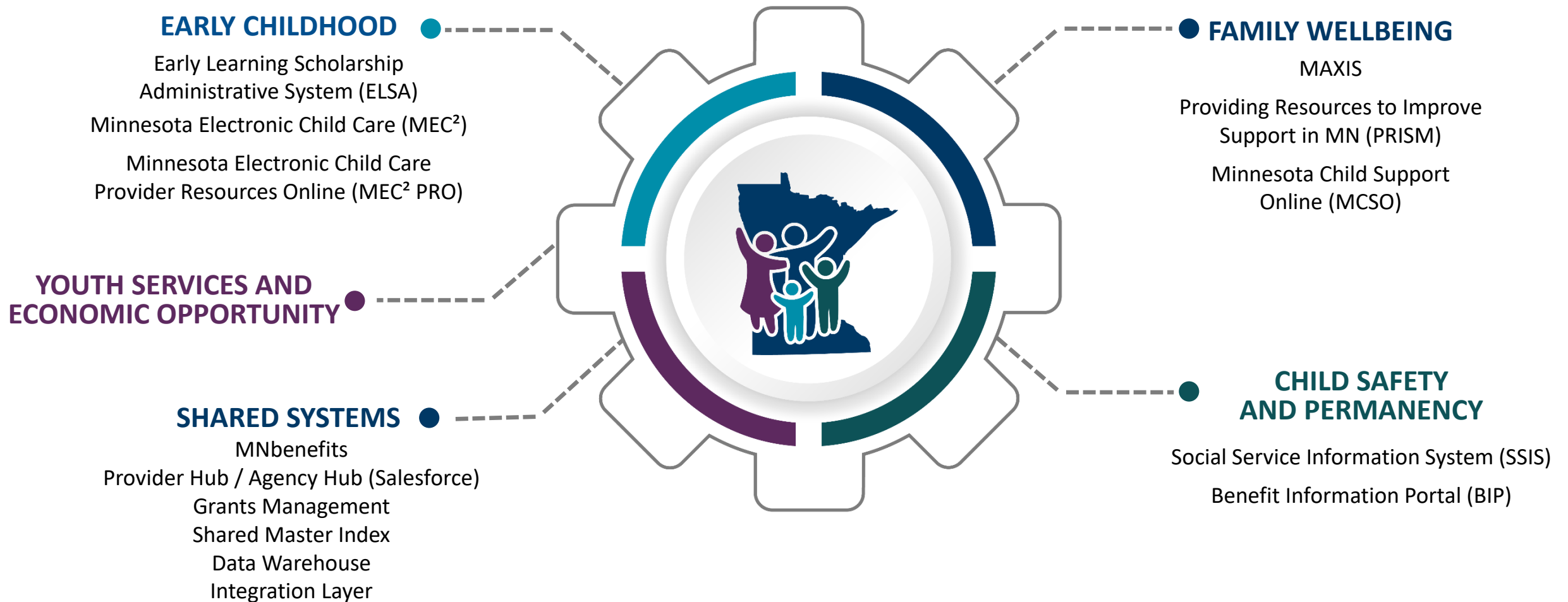
September 30, 2026

Tyrone Spratt, Chief Business Technology Officer for DCYF

Nicholas Petersen, Chief Strategy Officer, DHS

- DCYF Major Systems
- MNIT Overview
- DHS Major Systems
- Service Delivery Transformation
- Opportunities of note
- Questions and discussion

DCYF “Lead Agency” systems by administration



MAXIS system - Est. 1991

- **Purpose:** Determines eligibility, calculates benefits, and issues payments for public assistance and health care statewide.
- **Reach:** Serves about 800,000 Minnesotans; processes 230,000 notices monthly and millions of transactions daily.
- **Users:** County and tribal financial workers, DCYF staff.
- **Current state:** Reliable legacy system; user experience and accessibility need improvement. Policy implementation difficult with current infrastructure.
- **Modernization note:** Multiple projects funded in 2026 to address participant and worker user experience and increase efficiencies.

- **Purpose:** Electronic billing to speed provider submissions and payments, reducing reliance on paper mail
- **Reach:** About 15,000 children and 1,500 providers, growing daily.
- **Users:** CCAP providers; information flows directly into MEC².
- **Current state:** Exploring options to improve user experience, simplify the entry point for families and increase participation in CCAP and ELS programs.
- **Modernization note:** Discovery RFO planned in 2026 to evaluate comprehensive financial management system to support implementation of the State's Early Learning Scholarships Program and a simplified and integrated application for families that aligns with Early Learning Scholarships.

PRISM system – Est. 1997

- **Purpose:** Core child support enforcement system; automates withholding and manages statewide payment receipt and disbursement. Minnesota Child Support Online is the employer/participant portal and integrates with PRISM.
- **Reach:** About 269,000 parents and 189,000 children with open child support cases, dispersing over \$500 million annually.
- **Users:** County and Tribal Child support workers, county attorneys and state staff. Parents and employers use MCSO.
- **Current state:** Technically sound, secure, and scalable; long-standing user experience concerns similar to MAXIS. Program cost effectiveness concerns which impacts incentive funding. Long term concerns about sustainability around Natural programming resources.
- **Modernization note:** \$13.391 million dollars appropriated in 2023; MNIT and DCYF have developed an incremental modernization plan. CSD has submitted a FFY27 Annual Advance Planning Document which contains a request to begin the incremental modernization. Submission under review.

SSIS/CCWIS system – Est. 1999

- **Purpose:** Backbone for child welfare and adult services operations, fiscal processing for related Title IV-E and Medicaid claiming, and compliance reporting; interfaces with MMIS (to ensure funding flows) along with other state and local systems. Also includes State Licensed Facility Investigation module supporting DHS, DCYF and MDH, and child-care functionality (in some counties).
- **Reach:** About 10,000 users statewide, serves 21 program areas. About 400,000 cases (workgroups).
- **Users:** Counties, American Indian Child Welfare Initiative tribes, DCYF, DHS, and MDH staff.
- **Current state:** Outdated and overtaxed; performance issues reported despite recent fixes and infrastructure upgrades.
- **Modernization note:** New Child Welfare Information System planned to meet federal requirements, improve data quality, and reduce duplicate work; planning in 2025–2026, implementation starting in CY 2027.

Integrated Services Delivery – Product line – Est. 2021

- **Purpose:** Improve Minnesotan's access to benefits.
- **Reach:** Over 20,000 online applications submitted per month. 29 counties participating in the Case Status Tracker pilot with 3,989 successful logins to the Tracker in August 2026. 17 counties and Tribal Nations participate in the Digital Communications pilot and in August 2026, 11,475 applicants in those counties and Tribal Nations opted-in to text message communications, which was a 93% opt-in rate. Expand statewide visibility of three programs that help Minnesotans access phone and communication services and devices: Lifeline, Telephone Assistance Program (TAP), and Minnesota Access to Communication Technology (MN ACT).
- **Users:** Program applicants and participants, county and tribal financial workers, DCYF staff.
- **Current state:** Modern, mobile-responsive, web-based applications securely hosted in the cloud. Flexible agile development cycles allow for rapid response to policy changes and user needs. High-quality user experience through human-centered design practices.
- **Modernization note:** Enhanced integration and expanded online portal/self-service capabilities funded and prioritized for 2026-27.



Minnesota IT Services (MNIT)

MNIT service delivery

- **Statewide leadership**
 - Manages core technology, cybersecurity, digital accessibility and GIS for the state.
- **Service delivery**
 - Supports the Executive Branch and local partners through IT strategy, policies and standards.
- **Key services**
 - Manage software, hardware, networks, security, and storage for more than 3,000 applications and 32,000 state staff.
- **Hybrid model**
 - Combines state-level enterprise services with locally dedicated teams to maximize efficiency and buying power.



Human Services Systems Modernization

DHS Principles, Priorities, Partnership and the Path Ahead

September 2026



Legislative Commission on Human Services Systems

DHS Technological Landscape

DHS is the
Lead Agency for **120**
IT systems

2 Tier 1
Applications

9 Tier 2
Applications

109 Tier 3
Applications

Record ID	AIS name if exists, ELSE source doc't name	ACZ CODE(s)	Lead	How Supported
003815185	ADA Tracking	47003/47303 (.NET Operations)	DHS	3D-MNIT Developed App (AgileApps)
775740040	Adobe Experience Manager (AEM)	47000/47300 (Technical)	DHS	3D-MNIT Dev Platform
#N/A	Affirmative Action workflow (3866)	47003/47303 (.NET Operations)	DHS	3D-MNIT Developed App
154531649	APD Resource Management Tool (Oracle APEX)	47017 (APD Tool)	DHS	3D-MNIT Developed App
911271968	Appeals Management	47003/47303 (.NET Operations)	DHS	3D-MNIT Developed App (AgileApps)
1902550161	Application Inventory System (AIS)	47003/47303 (.NET Operations)	DHS	3D-MNIT Developed App (AgileApps)
1498359351	Application Recertification System (ARS)	47003/47303 (.NET Operations)	DHS	3D-MNIT Developed App (AgileApps)
#N/A	Articulate Storyline			
1259441787	Audit Track			
#N/A	BI Tools (Net)			
1923408732	Bosch Video			
748915118	Business Card			
#N/A	Captivate			
1309730905	Central Office			
2115370869	Civil Rights			
388003033	Contracts In			
1272857165	Data Warehouse			
#N/A	DHS Data Incident Tracking - SharePoint	[Question outstanding: Is this 100%	DHS	3D-MNIT Medium Family (Web)
631554323	DHS Everbridge	47003/47303 (.NET Operations)	DHS	3D-MNIT Support of Vendor Products (Minim
#N/A	DHS Facilities Work Order Request Form		DHS	3D-MNIT Developed App
886955874	DHS Manuals & PartnerLink website	47000/47300 (Technical)	DHS	3D-MNIT Medium Family (Web)
#N/A	DHS Video Streaming Server		DHS	3D-MNIT Server Support Only?
1239708657	DHS Visitor Registration System	47003/47303 (.NET Operations)	.NET	3D-MNIT Developed App
1745807138	DHS Workplace	47000/47300 (Technical)	DHS	3D-MNIT Medium Family (Web)
620897590	Discipline, Investigation, Grievance, Information	47003/47303 (.NET Operations)	.NET	3D-MNIT Developed App
#N/A	Discrimination Complaint webform (AgileApps)	47003/47303 (.NET Operations)	DHS	3D-MNIT Developed App (AgileApps)

m1 DEPARTMENT OF
HUMAN SERVICES



Medicaid Management Information System (MMIS) – Est. 1994

- **Purpose:** The Medicaid Management Information System (MMIS) is a mainframe system designed to process health services claims and reduce fraud and abuse. MMIS provides information for policy development, administrative decisions and reporting. MMIS is the largest public health care payment system in Minnesota. It stores three years of online billing and claims payment history. DHS implemented the current MMIS system software in June 1994.
- **Reach:** MMIS enables the submission of over *87 million claims per year*, and the payment of over \$14B in Medicaid dollars to over 45,000 enrolled provider agencies and managed care organizations
- **Users:** County and Tribal Nation partners, assessors, case managers and DHS staff.
- **Current state:** MMIS is built on old technology, which creates technical limitations that hinders current or planned functionalities.
- **Modernization Note:** New planning, development, and technical contracts to enhance, modernize, and stabilize the functionality. Continue building shared infrastructure that supports future Medicaid system modernization, such as upgrading MNIEAM for several MMIS sub-systems. Redesign, simplify and integrate data for services through MMIS to provide clear information about MA coverage, rates, and payments, for transparent and responsive communication with providers and managed care organizations.

Minnesota Eligibility Technology System (METS) – EST. 2014

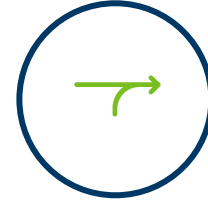
- **Purpose:** Minnesota Eligibility Technology System (METS) is the IT system that determines Minnesotans' eligibility for most Medical Assistance cases and MinnesotaCare.
- **Reach:** Serves over 400,000 Minnesotans
- **Users:** County and Tribal Nation partners, DHS and MNsure
- **Current state:** Legacy system with limited online capacity, dependent on workarounds and manual processes.
- **Modernization Note:** Improving functionality supports improvements for Medicaid eligibility and enrollment and case management for pregnant women and newborn infants, streamlining and updating the way METS gathers and calculates income for eligibility, and discovery toward improving the use of trusted electronic data sources to verify applicant and enrollee income. Funds will be used to comply with significant changes required by HR-1 to comply with federal requirements.

- **Purpose:** A computer application used by counties, Tribal Nations and managed care organizations (MCO) to assess Minnesotans who may need long-term services and supports (LTSS) for functional eligibility determination and plan for associated services and supports. MnCHOICES is a universal and comprehensive assessment and replaced three different assessments to ensure consistency and equal access statewide.
- **Reach:** Serves over 160,000 Minnesotans per year
- **Users:** Assessors, case managers and care coordinators from Counties, Tribal Nations, and MCO's use the application.
- **Current state:** MnCHOICES is a vendor hosted software as a service (SaaS) product owned by FEI systems.
- **Modernization Note:** DHS initially contracted with FEI Systems in August 2020, the solution was released to lead agencies in May 2023 with a rolling launch through October 2024. CMS approved a sole source contract with FEI Systems until 2030. Legacy MnCHOICES applications, built by MNIT, were sunset on October 1, 2024.

Service Delivery Transformation (SDT) and Modernization Overview

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

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



Simplify and streamline delivery systems



Reduce administrative burden on counties, tribes and providers



Modernize legacy systems that serve millions of Minnesotans

Modernization Nets Positive Results

For Counties and Tribal Partners



Fewer Systems



Less Manual Rework



Improved Oversight and Compliance



More Time for Clients

DHS Appropriations

Service Delivery Transformation

The 2023 legislature appropriated service delivery transformation funds to DHS in 5 specific buckets. Originally, the resources were for ongoing modernization; the 2023 legislature converted most of the funds one-time, with the intention of utilizing the one-time appropriation over multiple years. Below is what has been allocated to date.

SDT Investment	Original Appropriations	Unallocated
Transforming Service Delivery (DHS & DCYF)	\$48M	\$10.5M
Licensing Systems Transformation	\$21M	\$0 - Fully allocated
Improving Minnesota Eligibility Technology System (METS) Functionality <i>*Some unallocated funds will be spent on HR-1 implementation, not yet included.</i>	\$31M	\$22M*
Medicaid Management Information Systems (MMIS)	\$10.6M	\$4.6M
Total state appropriation	\$110.6M	
Total state funds unallocated		\$37.1M

DHS Appropriations

2026 Appropriation Modernization Bill

The 2026 Modernization appropriation for the Department of Human Services including:

- a) \$1,810,000 in fiscal year 2027 is appropriated from the human services systems modernization fund to the commissioner of human services for an interagency governance team to support information technology project implementation, cross-agency coordination, and engagement with counties and Tribal Nations. This is a onetime appropriation and is available until June 30, 2029.
- b) \$9,660,000 in fiscal year 2027 is appropriated from the human services systems modernization fund to the commissioner of human services for administration of MAXIS and METS system improvements under Minnesota Statutes, section 16E.50, subdivision 4. This is a onetime appropriation and is available until June 30, 2029.

Bill Title	Effort	Gov's Rec?	2026 Session Laws Reference	FY27 '000s	Total Appropriation
Interagency Governance Team	DHS Modernization Office in conjunction with DCYF	Yes	Ch. 120, Sec 11 (a)	\$1,810	\$1,81
MAXIS and METS System Improvement	County/Human Services Modernization Advisory Council projects priorities for DHS	No	Ch. 120, Sec 11 (b)	\$9,666	\$9,666

The Future of SDT Modernization

Planned use of Remaining 2023 Funds



Transforming Service Delivery: DHS, DCYF, MNIT

- Sustain progress: Extend current product teams and transformation efforts for an additional year to maintain momentum.
- Targeted improvements: Fund high-impact, one-time enhancements that reduce burden for clients and workers and improve coordination across programs.



Licensing Systems Transformation: DHS, DCYF, MNIT

- The platform will be expanded in phases to include additional provider types, including foster care and Medicaid providers.



Minnesota's Medicaid Enterprise Systems (MES): DHS, MNIT

- Modernize MES to increase agility and deliver near-term improvements that reduce manual work and improve user experience.
- Advance API integration to support pre-payment review, county access to State data, and connections to legacy systems.



Improving MN Eligibility Technology System (METS) Functionality: DHS, MNsure, MNIT

- Funds will be used to comply with significant changes required by HR-1 to comply with federal requirements.
- Additional upcoming work will pilot solutions that improve outcomes for populations currently served through legacy systems and upgrades to MNIEAM and METS.



Medicaid Management Information Systems (MMIS): DHS, MNIT

- Continue building shared infrastructure that supports future Medicaid system modernization, such as upgrading MNIEAM for several MMIS sub-systems.

The Future of SDT Modernization

Planned use of 2026 Funds: MA MAXIS Projects

- **MAXIS Ex Parte Renewals**
 - System would select cases with required information at renewal to allow for automated processing.
 - Achieves dual purpose of streamlining worker experience and federal compliance.
 - DHS to submit project to MAXIS System Governance Group (SGG) by the end of September.
 - Top county priority for Medicaid after multiple pregnancy fix in METS.
- **Adoption of case status tracker for MA cases leveraging functionality deployed across DCYF programs.**
- **Assess feasibility for online MA application for MAXIS cases through MNbenefits.**

The Future of SDT Modernization

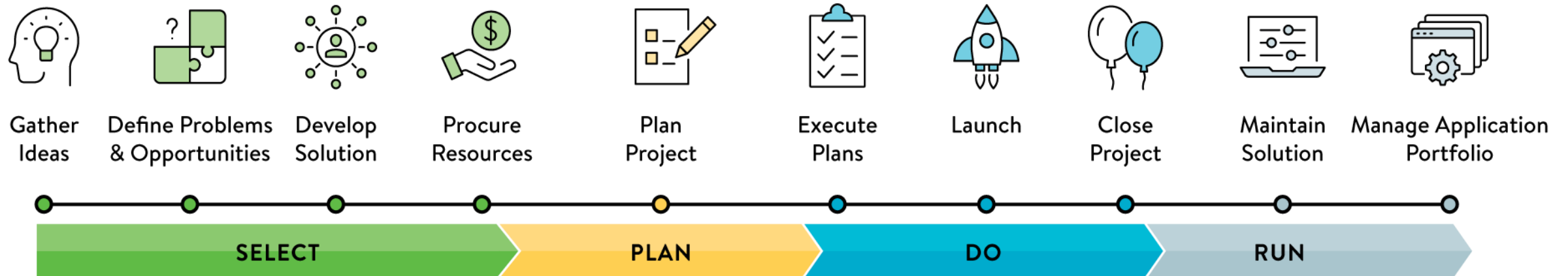
Planned use of 2026 Funds: METS Projects

- Enhancements identified by county workers, DHS and MNIT staff via CultureLab assessment and leverage Curam core product functionality
- DHS is working with Merative and MNIT to develop a list of potential METS improvements to be delivered over the next year
- Improvements include:
 - Enhancements to task management within the system to improve the experience for supervisors and workers.
 - Improvements to enrollee experience by increasing information available in the citizen portal and increasing self-service options.

Opportunities of Note

- Front-line worker user experience strategy
- Federal Compliance
- Executing many concurrent large-scale modernization efforts
- Balancing modernization and ongoing operations
- Leveraging new advisory teams
- Change management and user adoption
- DHS has an administrative budget of 2-3%, which includes all staffing and systems spending.
 - Set by legislature, does not keep pace with increases in program complexity and expenditures
 - IT budget is 1.3% of total operating expenses compared to the peer average of 4.1%
 - Both DHS staffing and IT resources are needed ongoing to both modernize and maintain systems
- **Demand for systems work exceeds available resources and prioritization of work is a challenge.**
 - Each legislative session, there are dozens of new initiatives passed into law requiring systems changes
 - Between 2023 – 2026, DHS had agency splits, MA unwinding, and over 100 legislative systems initiatives
 - There are also federal mandates, technical infrastructure fixes, and maintenance requirements
 - These items, many with mandated effective dates, compete for limited resources with modernization
- **Modernization funds are largely one-time investments.**
 - Modernization related projects represent only 5% of the portfolio of IT projects
 - While these investments were significant, sustained and transformational modernization requires ongoing investment in MNIT and DHS base funding

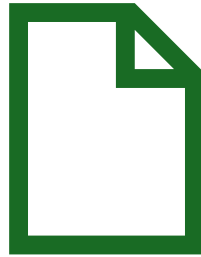
MNIT Modernization Playbook



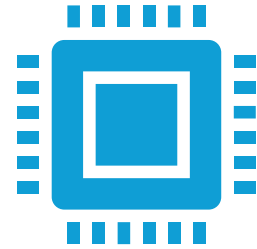
Appendix / Leave-Behinds



DCYF Fact Sheets,
<https://dcyf.mn.gov/partners-and-providers/dcyf-fact-sheets>



Major Systems Fact Sheets (hard copies)



DCYF Technology and Modernization site,
<https://dcyf.mn.gov/modernization>

