

Service delivery: Stabilizing and sustaining IT systems

New investments in information technology systems approved in 2023 will help Minnesota address the ever-changing needs of human services clients while reducing administrative burdens on business partners. The state will simplify and streamline delivery systems, while stabilizing and modernizing legacy systems critical for delivering human services to more than 1.5 million Minnesotans. The investments will improve the Department of Human Services' capacity to support existing technology, adopt best practices for more nimble system development and focus on sustainable IT solutions.

2023 legislation

Transforming the delivery of services. The state will simplify and streamline IT delivery systems for clients, counties, Tribes and providers. DHS and its partners will adopt evolving best practices and uphold program integrity during system modernization efforts. Operational funding will enable planning and implementation of an integrated, person-centered experience for individuals and families who access programs, allowing systems to adapt to ever-changing client needs. A sustained, long-term budget will establish foundational infrastructure improvements to stabilize and replace 20-year-old systems and ensure timely, data-driven decision-making. *FY 2024-25: \$29.6 million; FY 2026-27: \$21.5 million*

Integrating the delivery of human services for children and families. New resources will stabilize legacy systems responsible for delivering more than \$1.9 billion in benefits to hundreds of thousands of Minnesotans. The state will focus on improving the experience of clients who apply for safety-net programs. *FY 2024-25: \$26.1 million; FY 2026-27: \$14.9 million*

Modernizing the Medicaid Management Information System. The state will enhance, modernize and stabilize the functionality of the Medicaid Management Information System. MMIS ensures access to federal health care programs for more than 1.4 million people in the Medical Assistance and MinnesotaCare programs. It also supports payments to health care providers and managed care organizations. *FY 2024: \$14.1 million*

Improving the Minnesota Eligibility Technology System. Changes to the METS system will include short-term emergency fixes, ongoing sustainability efforts and future recommendations for improvement. Investments will sustain current software and hardware functionality, while addressing core functionality issues that result in incorrect determinations and administrative burden for the state, counties and Tribes. *FY 2024-25: \$18.1 million; FY 2026-27: \$966,000*

Transforming licensing systems. A new provider licensing and reporting hub will create a unified licensing experience for all human services licensed programs. New staff will provide technical support, training and communication with licensed programs. New resources will support an implementation vendor, software licensing costs, product maintenance and additional technology. *FY 2024-25: \$16.3 million; FY 2026-27: \$9 million*

Related information

- [DHS 2023 session fact sheets](#)