

# Counties Modernization Presentation

- Matt Hilgart, on behalf of Association of Minnesota Counties, Minnesota Inter-County Association, Minnesota Rural Counties
- Dan Jensen, Minnesota Association County Social Services Administrators (MACSSA)
- Zach Wagner, Dakota County
- Commissioner Barb Weckman Bekke, Scott County

# Agenda

- “Lenses of Impact”
- MAXIS demonstration/Day in the Life (Kathleen Walls)
- Overview of project lists and road map for future: Dan Jensen
- Zooming Out--Commissioner perspective: Barb Weckman Brekke, Scott County

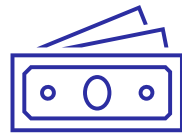


A sampling of the state-run technology systems counties depend on and their dates of inception.

# Pressures through the lens of....



**Staff/Workforce Impact**



**Property Pressure**



**Fraud Prevention, Identification,  
and Program Integrity**



**Client Outcomes/Efficiencies**

# MAXIS demonstration



# Minnesota Eligibility Technology System



The screenshot displays the Minnesota Eligibility Technology System interface. The browser address bar shows the URL <http://people.bmg.mnstate.org/Carenet/>. The page title is "Minnesota Case Management". The main content area is titled "Insurance Affordability 29647104 - Star Winter". It features two circular icons representing clients: "Star Winter Primary - 29 years" and "Moon Winter Member - 55 years". A "Smart Panel" on the right lists "Open" items: "02 Items to Verify", "03 Evidence to Edit", "03 Verifications to Edit", and "01 Claimed Service Agency". Below the client information, a navigation menu includes "Home", "Eligibility", "Evidence", "Participants", "Assessments", "Services", "Referrals", "Contact", "Tasks", "Issues and Proceedings", "Administration", "Elections", and "Renewals". The "Home" section contains a "Cases" table and a "Recent Transactions" table.

Reference	Name	Primary Client	Start Date	Case Status
29647104	Medical Assistance	Star Winter	12/1/2024	Active

Transaction	Description	Date Updated	Updated By
Tasks Inherited	Task 14528512 created on the case	1/18/2025 09:11	SYSTEM
Tasks Modified	Task 14528512 modified	1/18/2025 09:11	SYSTEM
Notes Added	User note created by SYSTEM on 1/15/2025	1/15/2025 09:11	SYSTEM
Evidence Added	Insurance Affordability - 29647104 Evidence added for Star Winter	1/15/2025 09:11	SYSTEM

# Minnesota Eligibility Technology System



https://people.trng.mnsure.org/Curam/

MNsure Case Management

Home HCR Cases and Outcomes Inbox Calendar

Addresses - Insurance

Evidence

### Address Change

Type \*  
Residential and Mailing

From \*  
1/15/2025

Please enter either Apt/Suite or Street 1.

Apt/Suite

Street 2

County

Street 1  
258 Sun Lane Se

City  
Rochester

State

Aitkin  
Anoka  
Becker  
Beltrami

Cancel Next

9:29 AM  
1/15/2025

# Minnesota Eligibility Technology System



The screenshot displays the Minnesota Eligibility Technology System (MnCare Case Management) interface. The browser address bar shows the URL <https://people.tnng.mnsure.org/Curam/>. The user is logged in as "Welcome Anely Johnson".

The main header area includes navigation tabs: Home, HCR Cases and Outcomes, Inbox, and Calendar. The current case is "Insurance Affordability 29647104 - Star Winter". Two participant icons are shown: "Star Winter Primary : 39 years" and "Moon Winter Member : 15 years".

The "Evidence Dashboard" is the central focus, showing a table of evidence items. The table has columns for "Issue", "Items to Verify", and "Evidence In Edit". The "Evidence In Edit" column shows "Recorded" for all items.

Issue	Items to Verify	Evidence In Edit
Household		Recorded
Addresses	Financially Responsible Agency	Recorded
Application Details	Member Relationship	Recorded
Application Filer	Service Agency	Recorded
- Application Filer Consent		Recorded
Tax Filing Status	Tax Relationship	Recorded
Income		Recorded
Projected Annual Income		Recorded
Participant Data		Recorded
Birth and Death Details	Gender	Recorded
Citizenship and Immigration Status Info	Marital Status	Recorded
Contact Preferences	Medicaid Enrollment	Recorded
SSN Details	State Residency	Recorded
External System		Recorded

The interface also includes a "Smart Panel" on the right with an "Advice" section. The bottom of the screen shows the Windows taskbar with the search bar and system tray.

# SSIS—Update/Progress

## First—THANK YOU!

- Appropriations for 2025 very appreciated!

## County input included

- Over 100 various county staff provided input

## RFP process going along

## Next steps

- Critical that county input doesn't just end after RFP issued. Counties should be part of vendor selection metrics and product creation

The screenshot displays the 'Intake Views' interface in the SSIS. The left-hand pane shows a hierarchical tree view with categories such as 'Intake Views', 'Intake Searches', and 'Intake Person Search'. The main area shows the details for a specific intake record. The 'Identification' section contains the name 'CP Intake 03/26/2024' and the SSS Intake # '57844266'. The 'Detail' section includes the start date and time '03/26/2024 03:43 PM', the method 'Phone', the intake type 'Child maltreatment report', the problem 'Alleged child maltreatment', the program 'Child Protective Services', and the source 'Law enforcement'. The 'Disposition / Close' section includes a 'Close Reason' dropdown and a 'Close Date / Time' field. The 'Additional Information' section includes checkboxes for 'Deception of Trust', 'Consents', and 'Staff Warning'. The form also shows a text area for 'Example case'.

An example intake form from Minnesota's Social Services Information System (Alex Kormann/The Minnesota Star Tribune)

# Bridging Relief—What's Needed NOW!

## BlueZone Scripting Collaborative

- 21 Counties with Scripting for PRISM & MAXIS
- Expand MnCCC Human Services User Group Scripting Collaborative to be Statewide
- Sharing Blue Zone Scripts
- SNAP PTIG Grant - MNBen apps to MAXIS & MAXIS interviews

## Graphical Overlay to Green Screens

- Partner with counties to develop moder interfaces leveraging existing county business processes.

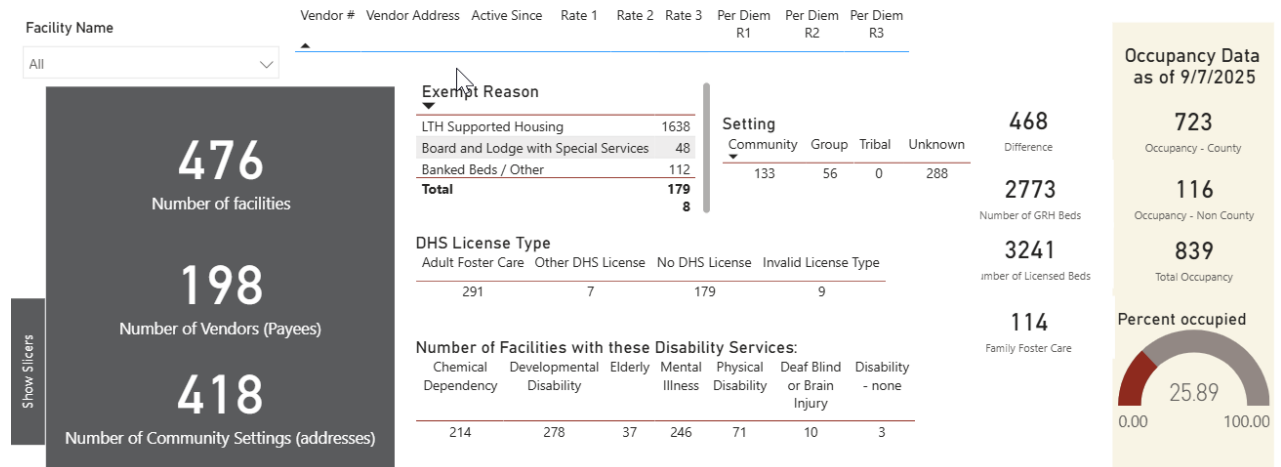
## Artificial Intelligence

- Tipco EVA being piloted by Stearns & Olmsted
- Expand AI statewide

## Data Depot Collaborative (12 charter counties)

- Shared Dashboards & Tools to support systems gaps
- State policies in Data Warehouse
- Tools to support county program integrity work

Facility Name	Residence Address	County	# Payments	Amount Paid	Licensed Beds	GRH Beds	Occ. OC	Occ. Non OC	Occ Total	Entry Date
A AND A HOME - LAKE HOUSE	3203 LAKE ST NW, ROCHESTER, MN, 55901-8480	55	100	28,197.78	4	4	1		1	7/24/2018
ABDULLE AMINA ALI	3450 KENOSHA DR NW, APT 104, ROCHESTER, MN, 55901-4330	55	7	1,459.00	2	2		1	1	12/13/2024
ADAPTA-55TH ST	2509 55TH ST NW, ROCHESTER, MN, 55901-2270	55	268	60,344.96	13	13	3	2	5	5/25/2021
ADAPTA-FOLWELL FLATS	2020 5TH ST SW, ROCHESTER, MN, 55902-0842	55	759	288,249.30	22	22	7	5	12	3/24/1998
ADAPTA-JUDD HOUSE	3741 MANORWOODS DR NW, ROCHESTER, MN, 55901-7573	55	156	61,201.54	4	4	2	1	3	1/14/2019
ADAPTA-WING HOUSE MANOR	4628 MANOR PARK DR NW, ROCHESTER, MN, 55901-8465	55	66	43,902.37	4	4				2/17/2017
ADVANCED ONE CARE INC	4552 MANOR BROOK DR NW, ROCHESTER, MN, 55901-3183	55	9	2,164.26	5	5				9/25/2020
AHMED NUR AYBAKAR	2108 45TH ST NW, ROCHESTER, MN, 55901-0407	55	49	62,229.94	4	4				4/18/2022



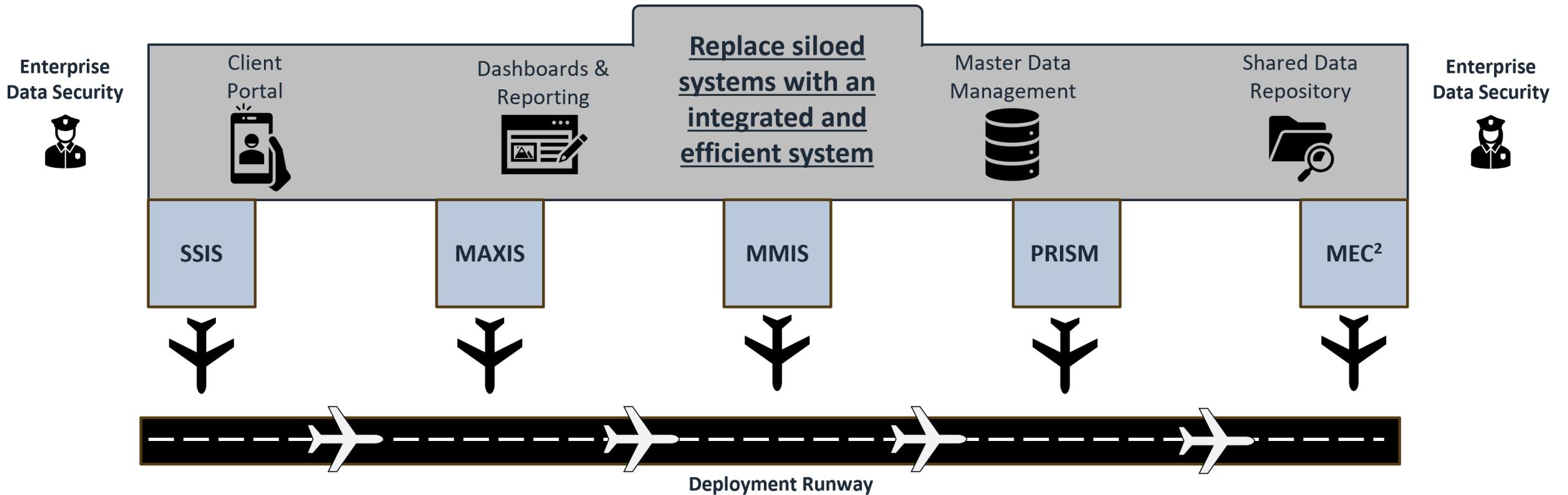
# Immediate Policy Fixes—

Expediting Waitlist, Prioritizing Updates with most consequential outcomes in short term.

- Eliminate duplicate data entry for electronically received data
- METS Baby Fix
- Automate MAXIS Ex Parte for Health Care
- Update MAXIS Panels for SNAP
- Update MAXIS to allow Minnesota to move to a Simplified Reporting Method
- Eliminate need to FIAT General Assistance
- Automatic Case Noting similar to PRISM
- Update MAXIS with correct coding for Time Limited Recipients (TLR)

# Longterm Vision

## Integrated Platform with Centralized Core Functions



File Edit Session Options Transfer View Script Help

REPT and caseload navigation scripts  
 ACTV ACTV - bottom INAC MONT MFCM PND1 PND2 REVW USER DAIL/DAIL DAIL/WRIT

Case-based navigation scripts  
 ELIG: DWP EMER FS GA GRH HC MFIP MSA SPEC: MEMO WCOM XFER  
 STAT: ACCT ADDR AREP JOBS MEMB MONT PNLP PROG REVW UNEA CASE: CURR NOTE


Other nav scripts  
 Other NAV scripts  
 PERS: POLI/TEMP  
 SELF

MAXIS scripts  
 ACTIONS BULK  
 DAIL scrubber  
 NOTICES NOTES

Common links (websites)  
 PartnerLink CM eDocs  
 EPM IAPM MMIS  
 ONEsource SIR SMI

Scripts info  
 Utilities scripts  
 Scripts on SIR

Agency custom STOP SCRIPT State of MN Scripts Pad Version 11.2 - last updated 12/11/25



SYSTEM: A03DT2

WELCOME TO CICS AT THE STATE OF MINNESOTA  
 TO EXIT, CLEAR SCREEN AND ENTER "LOGOFF"

TERMINAL: YO18  
 NODE: A50TYO18

DAY: TUESDAY

SYSTEM DATE: MARCH 03, 2026  
 SYSTEM TIME: 04:52 PM

LOGONID: ====>  
 PASSWORD: ====>

NEW PASSWORD: ====>  
 (enter twice) ====>

## *Burcum: Tears, workarounds and 1990s screens push county staff to the limit*

Policymakers know that the operating systems used for Minnesota public assistance programs are antiquated. But I was still startled to see them up close.



**By Jill Burcum**  
 The Minnesota Star Tribune

SEPTEMBER 28, 2025 AT 6:00AM

CICS - XDT2 (SYSTEM SIGNON/SIGNOFF FACILITY)