Minnesota Association of County Social Service Administrators
Position Statement
2020

Modernization

Proposal

Issue: Modernization of human services programs is imperative to the sustainability of publicly-funded human services. Simplification, uniformity and alignment of human service programs while maintaining program integrity are essential to building a more effective service delivery system and avoiding exorbitant administrative costs to state and local government. The human service system must be resourced to harmonize with consumer expectation and society norms. The MACSSA 2011 policy platform identifies and emphasizes technology, in addition to simplification and outcomes, as critical to redesigning a more sustainable human services system and this continues to be a position for MACSSA.

Implementation Strategy: MACSSA will use the position in case any legislation is proposed but will not actively seek legislation during the 2020 session.
MACSSA supports:
- Continued administrative simplification efforts
- Equity and ease of access for ALL Minnesotans
- Program Integrity
- Integrative system development and enhancement
- Utilization of existing resources to facilitate not just regulatory requirements but truly moving efforts forward
- Reducing or avoiding extensive administrative costs

Systemic Priority Alignment
(check all that apply and explain why)

☑ Equity   ☑ Service Integration   ☑ Fiscal Framework

Comments: As of late, simplification has been focused on self-sufficiency programs including Child Care Assistance Programs (CCAP), Minnesota Family Investment Program (MFIP), Supplemental nutrition Assistance program (SNAP) and Health Care. There are current Federal and State regulations that must be implemented beyond public programs, such as Families First Act, Case Management redesign and Comprehensive Child Welfare Information System (CCWIS) that have the potential to allow for integration and create a balance between automation and people resources. MACSSA's desire is that the state will see counties as partners in an extended enterprise architecture framework and allow service (business) needs to drive systems, processes and solutions. Being mindful of the balance between automation and people resources along with program integrity in creating an effective delivery system to the needs of Minnesotans. It is time to move away from only implementing regulatory requirements and start operationalizing solutions that improve county experiences and leverage resources, to provide a better experience to those who utilize Minnesota's services.

MACSSA recognizes and believes that administrative simplification is important, and DHS should continue these effort, in tandem with operationalizing effective solutions. There is real value in providing equity and ease of access to services to

all Minnesotans. County agencies are innovating and allocating funding along with staff resources to create operational solutions however there is a real concern of interoperability between agencies and potential state government systems.

Operational Priority Alignment
(check all that apply and explain why)

☐ Behavioral Health   ☐ Case Management   ☑ Child Well Being   ☐ Community Based Settings & Services

☑ Health Care   ☑ Housing & Transportation   ☑ Modernization   ☑ Self Sufficiency

Comments:

Rationale/Background:

Counties have been promoting these principles for many years. (These talking points came from Tim Walsh in a Technology vision document he put together in 2012).

- Policy & Administrative Simplification and Streamlining should precede systems and solutions design. There continues to be a need for policy alignment, program streamlining, and business redesign based on administrative simplification for technology solutions to succeed.
- Form should follow function; design is people-centered. The consolidation and redesign of State information technology organizations should work to maintain and improve the service-orientation of people-serving systems. This "customer-service focus" is balanced with the necessity of ensuring equity of services, maintaining data security, privacy, client safety, reporting accountability and reducing fraud.
- The health and human services system should be architected as a State-County enterprise. Within an enterprise, outcomes are a whole interplay of "policies, processes, and systems throughout the organization"
- Counties are partners in an extended enterprise architecture framework; we are the primary "business owner" of the health and human services delivery system; we are the business customer of the State-County I.T. systems and counties, and our clients and providers are the end-users of state-county enterprise solutions. Counties have representation at many levels within the current governance structure.
- The State and Counties should strategically align; service (business) needs should drive systems, processes and solutions. Business needs and requirements for the state-county enterprise are legislative and policy mandates; strategic missions, visions, strategies and desired outcomes within a performance management architecture, as well as preferred administrative (business) processes, which drive technology infrastructure and solutions.
- Digital era government and governance can be facilitated by direct service. The future state of the system is realized when the public has remote access to self-service by "anyone, anyplace, anytime"; the service provider is enabled at the point of service; the taxpayer sees and understands apparent results; intergovernmental transactions are sleek and unmediated; and people-serving agencies and groups connect to one another to collaborate on their programs and services.
- IT service (business) solutions need to be affordable, effective and sustainable. The current business model for information technology does not meet these criteria. The enterprise architecture should be integrated and inter-operable with reusable solutions. The architecture must also be flexible and scalable.

Additional Information:

MACSSA
Minnesota Association of County
Social Service Administrators

Submitted by: [insert the name of the person who wrote the position]
Approved on: [insert date position was approved]