Main current messages for our staff:

- MACSSA wanted improvement; technology improvement is one of top priorities.   Potential now to realize that goal. <u>Great outcomes are possible</u>.
  - There is high risk of system failure if DHS does not replace old systems
  - Better systems needed because most counties won't be able to add staff
  - County staff are being involved in system development, increasing likelihood of success
- Getting to this goal <u>will be difficult for county staff</u>, especially for financial workers in the next couple years.
- We <u>need to work with DHS</u> during this important time.

Big picture – Systems Modernization Planning – new planning initiative across all programs

- KPMG is the vendor, contract is for close to $1 million
- Kickoff was August 16
- Timetable – through February, 2013
- Scope – DHS "enterprise" wide
  - MAXIS
  - PRISM
  - SSIS
  - other internal DHS systems such as those supporting SOS and MSOP
  - MMIS not included in planning due to funding issues
- Expected outcomes will include
  - High level roadmap for systems development
  - Requirements analysis
  - Cost/benefit analysis
  - Feasibility study
  - Outline for RFP that could be issued thereafter
- DHS and KPMG are likely to ask for County input soon
- Why counties should be pleased:
  - We asked for replacement of old systems
  - County reps were on Business Architecture Design Team – the oversight body
  - County reps reviewed responses to RFP, liked KPMG best
  - County rep was invited to speak at kickoff event, emphasizing critical county role as end users
  - DHS is planning enterprise wide – just like counties see clients, across all programs
  - DHS leadership in this area is strong
- Issues to be concerned about:
  - Compressed timetable
  - Receptivity of legislature to appropriating funds to implement plans
  - Keeping momentum, avoiding plan sitting on a shelf
  - Translating big, conceptual ideas such as integrated service delivery into action will be a big challenge
  - Impact on county level systems

Ideally, big picture planning takes place first, then implementation.
But the Affordable Care Act changed that – see next page

Implementing Health Care Insurance Exchange (HIX)

- MAXIMUS is the overall Exchange vendor, Commerce Department overall responsibility
- CURAM is the MA eligibility module vendor, eligibility is one of 7 major modules, DHS has the lead
- $41 million overall, about $27(?) million on MA alone
- Kickoff was late July
- Goals/timetable
    o MA eligibility function for MAGI (modified adjusted gross income) to be ready 10/1/13 (mostly families and children with eligibility based on income)
    o MA eligibility for elderly and disabled to be ready 1/1/14
    o All MA cases off MAXIS 1/1/14
- Vendor/DHS likely to ask for County input soon
- Why we should be pleased
    o We really need to replace MAXIS – this is the start
    o Money is in place – 90% Federal Financial Participation through end of 2015
    o DHS project leadership is strong
    o CURAM is well regarded, is also working with Maryland
    o Better technology available compared to the past
    o High stakes for MN to be ready, increasing pressure for DHS/Commerce to succeed
- Issues to be concerned about
    o Very tight timetable, Commerce hasn't brought up major system, DHS success has been mixed
    o DHS leadership and staff are stretched thin
    o Likely result is minimum necessary automation by scheduled dates – staff may be disappointed
    o Program eligibility rules are still complex
    o Staff will have to operate new system in addition to MAXIS, MMIS
    o Timeline uncertain for further automation of MA, and adding food support and cash
- Unanswered questions about HIX
    o Role of counties, navigators
    o Degree of automation compared to needed personal touch with MA applicants/recipients
    o Who owns cases – more clients for counties? Less clients for counties?
    o Workload impact of new system
    o Cases & individuals moving back and forth between new system and MAXIS

Where Systems Modernization and HIX come together:
- What are the DHS priorities in 2014-15? Options:
    o Further enhancement of MA
    o Adding food support
    o Adding cash
    o Starting SSIS, PRISM, MMIS replacement
    o First 3 have FFP, other systems do not
    o Can/will projects be run simultaneously?