



Application Timeliness and Potential Impacts of House Resolution 1

Community Services Committee

April 14, 2026

Dana DeMaster, Director E&EA

Tiffinie Miller-Sammons, Deputy Director E&EA

Meeting Goals

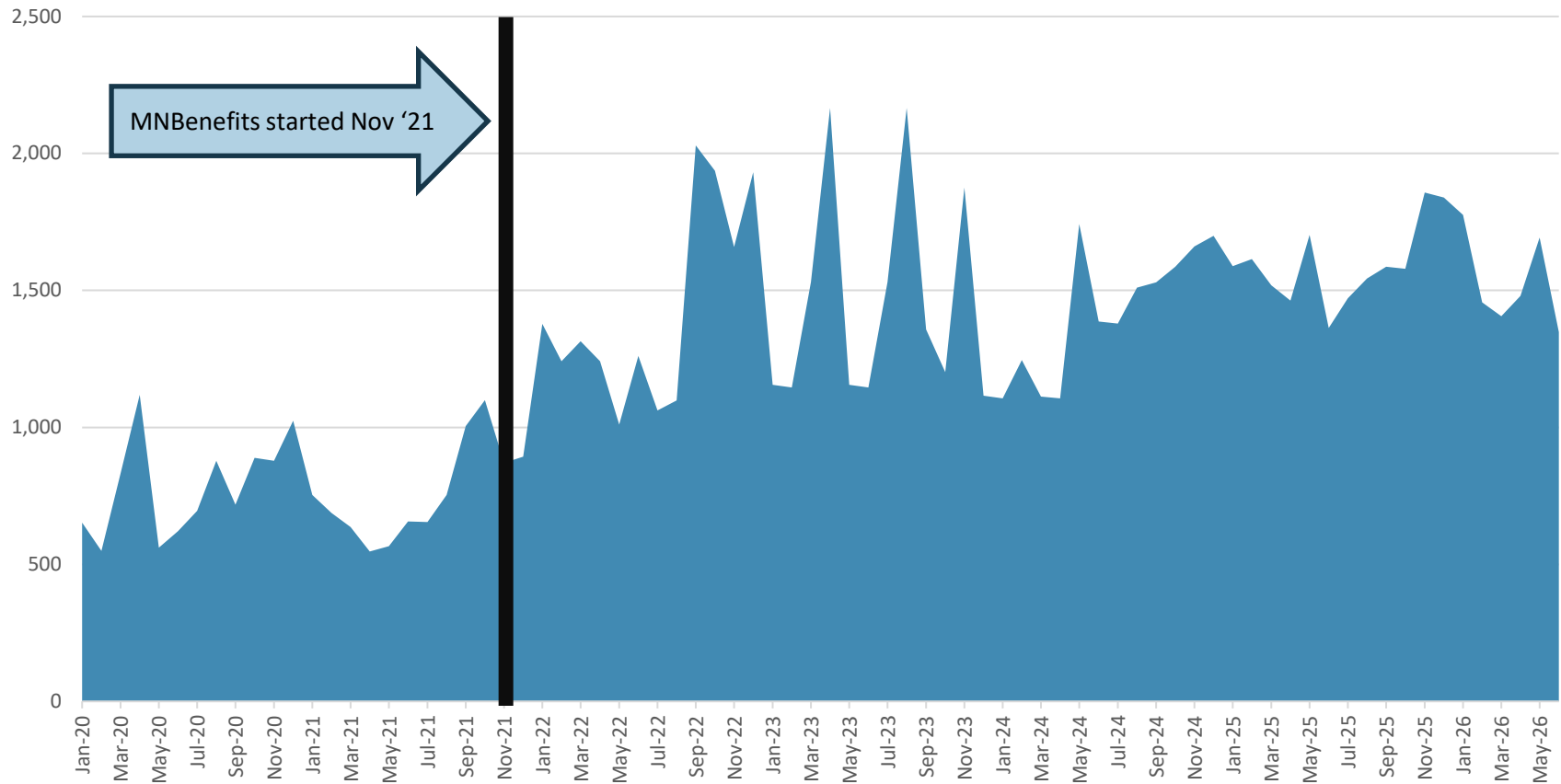


- Update on county board priorities to improve application processing timeliness.
- Overview of House Resolution 1 impacts for the Supplemental Nutrition Assistance Program and Medical Assistance.
- Share potential impacts on our residents, staff, and county budget.

Applications Continue to Increase



Cash and Food Applications January 2020 to Present



Supplemental Nutrition Assistance Program Timeliness

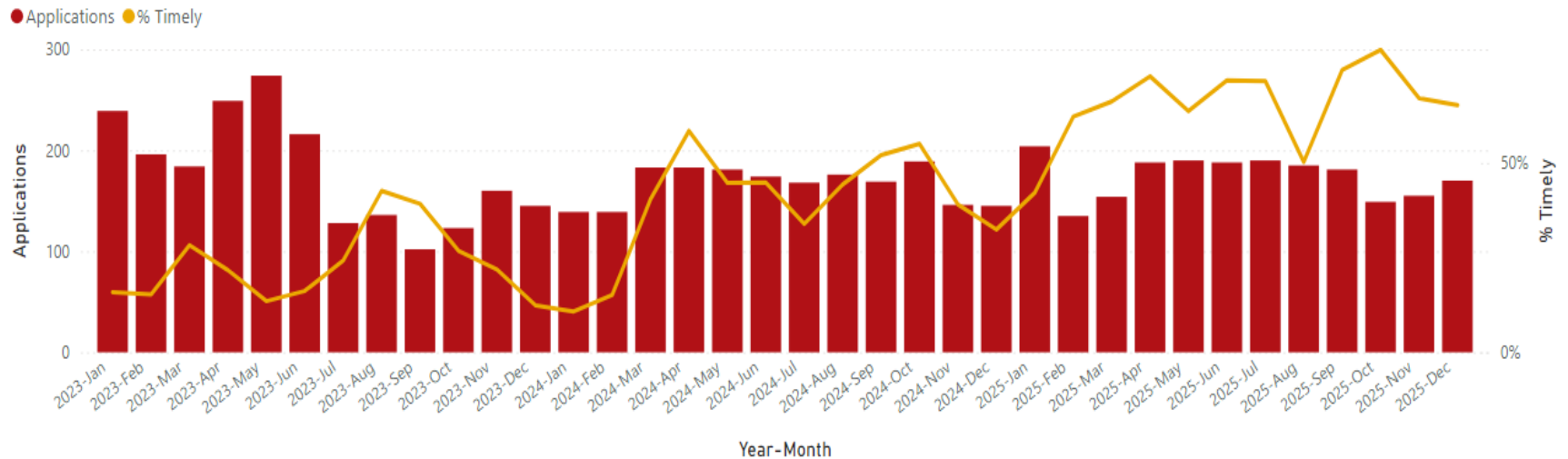


December 2025

65%

In December 2025, 65% of regular SNAP applications were processed within 30 days compared to 11% of applications in January 2024.

Total Applications and Percent Processed Timely by Year-Month



Cash Assistance Timeliness

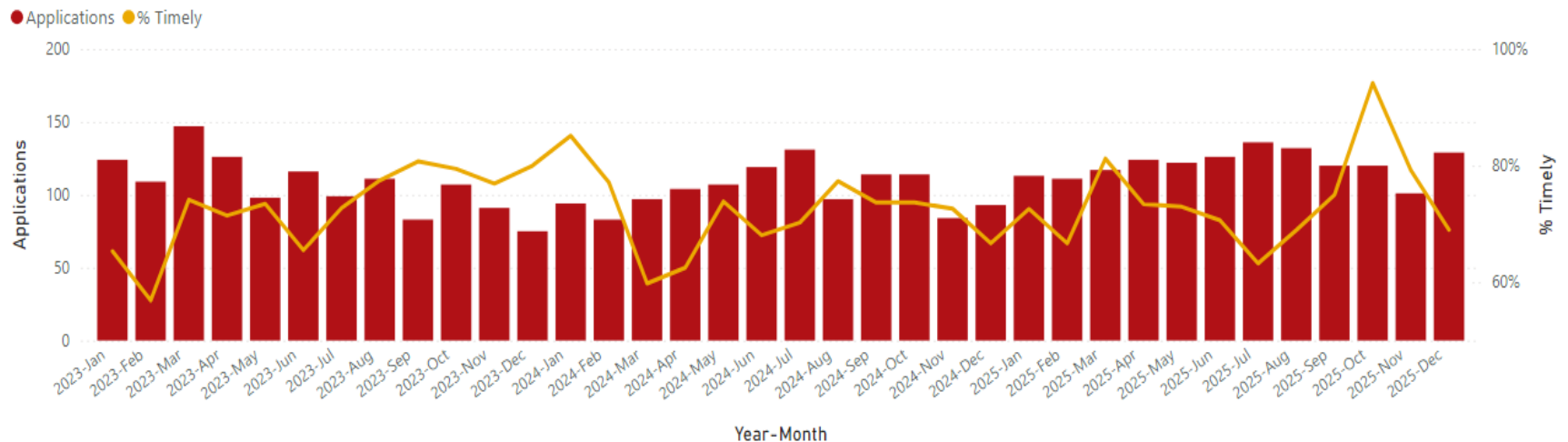


December 2025

69%

In December 2025, 69% of cash assistance applications were processed timely compared to 60% in March 2024.

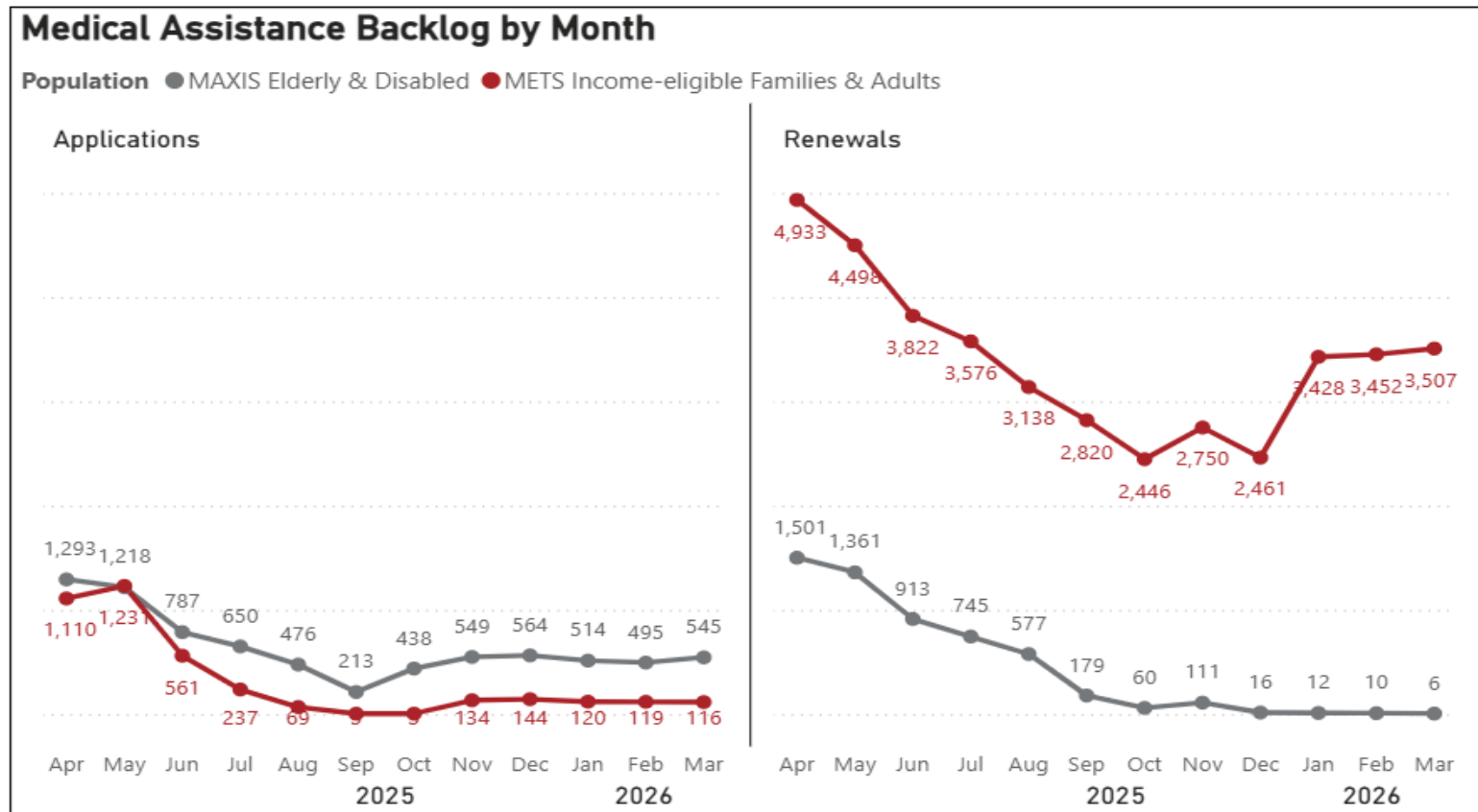
Total Applications and Percent Processed Timely by Year-Month



Medical Assistance Applications and Renewals



Current METS renewal backlog is about 3,500 renewals.



Actions Taken to Improve Timeliness



Implemented IVR phone system in July 2025 that answers common client questions using databases.



Created new processes that led to decreases in the time between verifications being submitted and application processing from 30 to 60 days to 10 days or less.



Created automated workflows, combined with PowerBi dashboards, to allow supervisors to see where an application is in the process and allow understanding of bottlenecks for further process improvement.

Supervisor Dashboards



OnBase - Disposition Details

Data Privacy:
Medium Sensitivity

Feb 12, 2026 to Mar 11, 2026

Unit: All

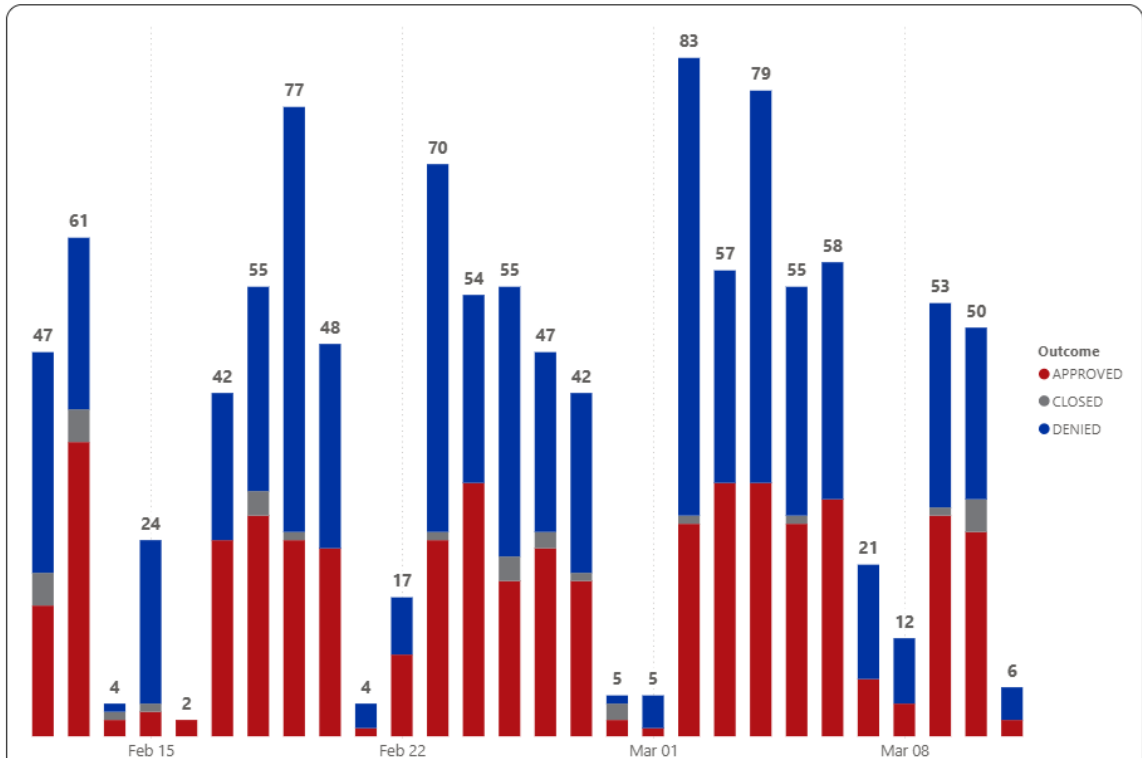
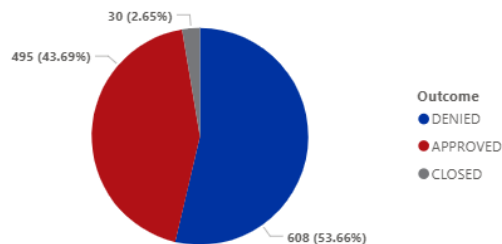
Program: CASH

Show Type

Show Details

Filters

Unit	APPROVED	CLOSED	DENIED	Total
ABD/LTC	1	1		2
ASP	4	2		6
CareerForce			18	18
CRS	5		266	271
Families	243	21	67	331
Intake	39		152	191
LTC Case bank	30		26	56
LTC Intake	1			1
MAC	146	1	21	168
PA Trainer	2		1	3
SNAP	24	5	57	86
Total	495	30	608	1133



Ongoing Work



Converted overtime and Greater Minnesota positions to 11 FTEs to increase capacity and decrease METS and MAXIS health care backlogs.



Finalize staff re-alignment and build procedures and processes to maintain what we have built.

- * Targeted training on workflows and use of dashboards
- * Process for maintaining documentation
- * Change management



Improvements to Print to Mail and potential new client portal that will automate some document ingestion and indexing.



Participate in Minnesota Association of County Social Services Administrators (MACSSA) Modernization workgroups.



We are above water because of the changes we made and continue to make.

House Resolution 1 will make it challenging to stay afloat.

What is House Resolution 1?



Enacted July 4, 2025, House Resolution 1 (HR1) makes significant changes to Supplemental Nutrition Assistance Program (SNAP) and Medical Assistance (MA).

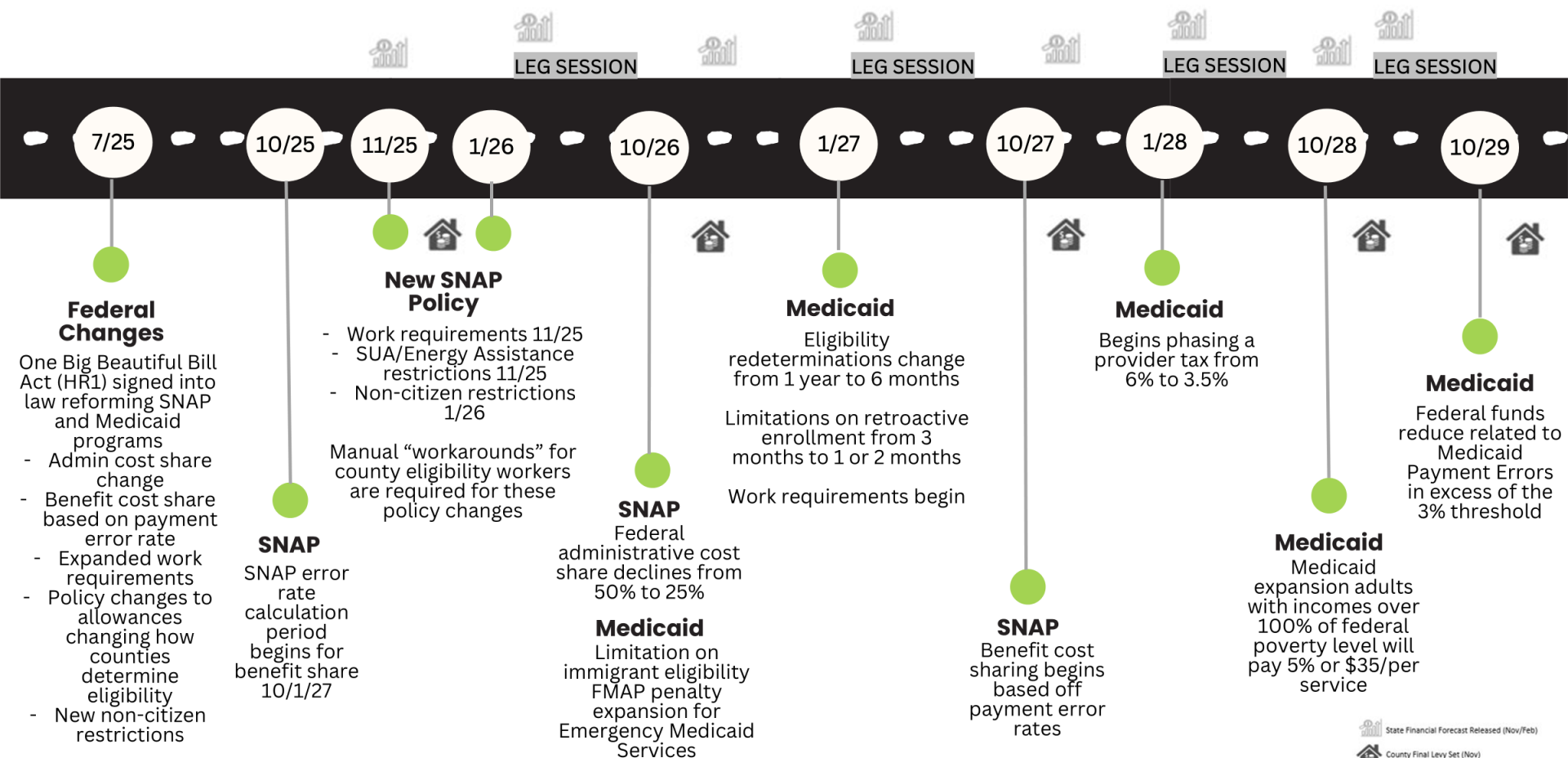
SNAP

- Federal administrative cost share decreases from 50% to 25%.
- Up to 15% cost share for benefits depending on error rate.
- Changes Able Bodied Adults without Dependents definition and increases work mandate.
- Narrows eligibility for immigrants to fewer populations.

MA

- Biannual eligibility determinations for expansion population.
- Work requirements for some adults with children ≥ 14 or without children.
- Shortens retroactive eligibility from 3 months to 1 months for adults without children and 2 months for others.
- Cost sharing (co-pays) for some adults without children.
- Reduced federal funding related to Medicaid payment errors about 3%.

Implementation Timeline



Potential Legislation



SF4719 / HF4675

Develop Human Services
Systems Steering
Committee

- Provides recommendations on human services information technology systems.
- Appropriation for systems updates to MAXIS, PRISM and METS IT systems with annual reporting.

SF3618/HF3616

Offset SNAP Cost Shifts

- State aid to counties modified to include costs of SNAP administrative costs and matching funds based on the state's error rate. Funding from a new fifth tier of income tax. Includes support for school meals.

SF4359 / HF4136

MACSSA SNAP Bill

- State pays administration and benefit costs from general funds.

Potential State Actions



Integration layer pilot

- First step in systems modernization. Creates an overlay system and interface across multiple systems. Auto-populates MNBenefits to MAXIS. Piloting this spring.

Medical Assistance work requirements

- The state is contracting with a vendor to track work and volunteer hours.

Governor's proposal

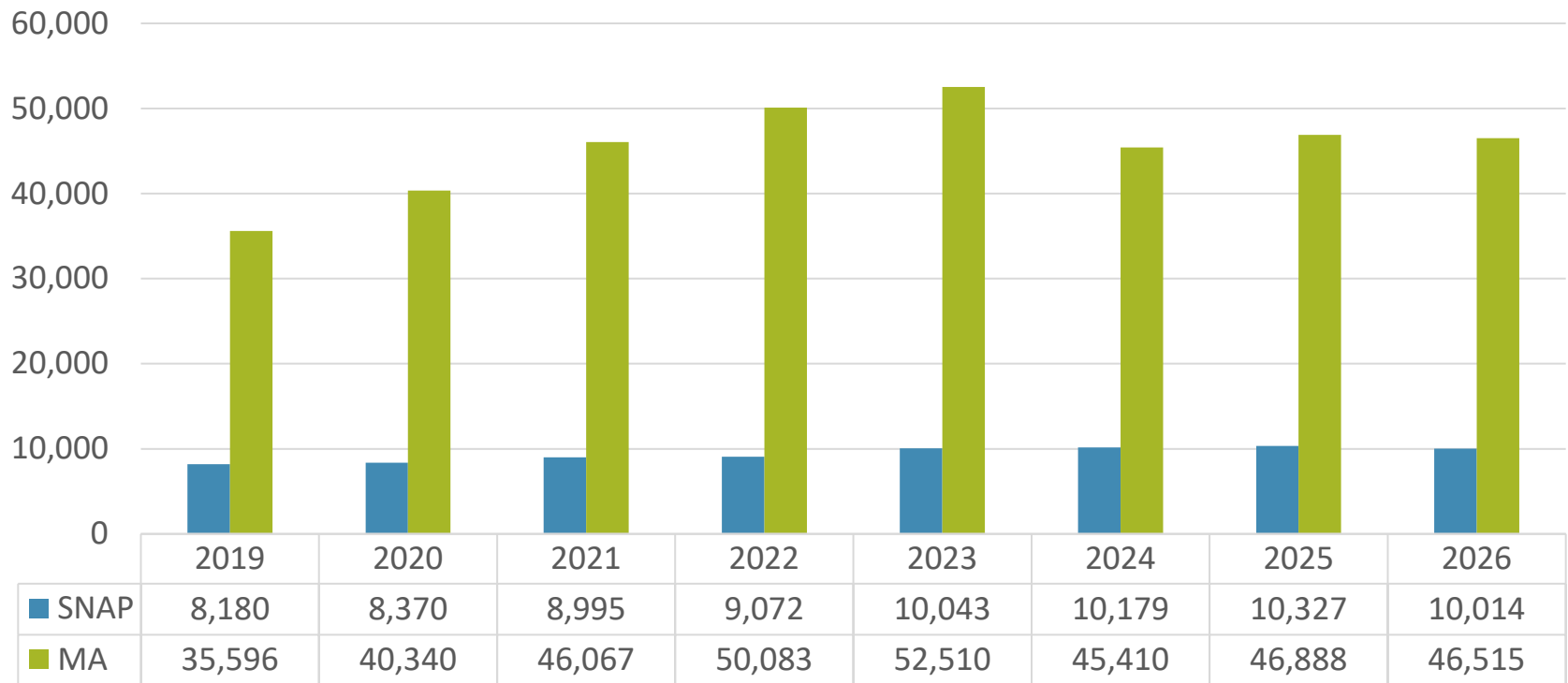
- Centralizes Medical Assistance eligibility determination by July 2028. Studies how human services responsibilities are shared between state and county.

Average Monthly Cases



Average SNAP cases have increased by 18% and Medical Assistance cases have increased by 24% since 2019.

Average Monthly SNAP and Medical Assistance Cases by Year



Resident and Community Impacts



SNAP

- Only immigration statuses eligible for SNAP are lawful permanent residents, certain immigrants from Cuba and Haiti, and people under a Compact of Free Association.
 - About 38,000 people statewide / 189 people in Dakota County.
- Work requirement expanded to include parents with children aged 14 and older and adults between ages 54 and 64.
 - Will impact about 29,000 people statewide / 880 people in Dakota County.
- Increased demand for other food resources, like food shelves.

Medical Assistance

- About 140,000 people statewide expected to lose coverage due to additional paperwork requirements and work requirement.
- Increased applications for Social Security Disability and MnCHOICES assessments.
- Change in retroactive coverage impacts individuals, hospitals, and long-term care facilities.
- New co-pay of \$35 per service, capped at 5% of family income, for expansion population.

Staff Impacts



Public Assistance Staff

- Customer service challenges
- Expect more application churn in both food and medical assistance
- Increase in denied applications
- Increase short-term workarounds in MAXIS and METS

Other Staff

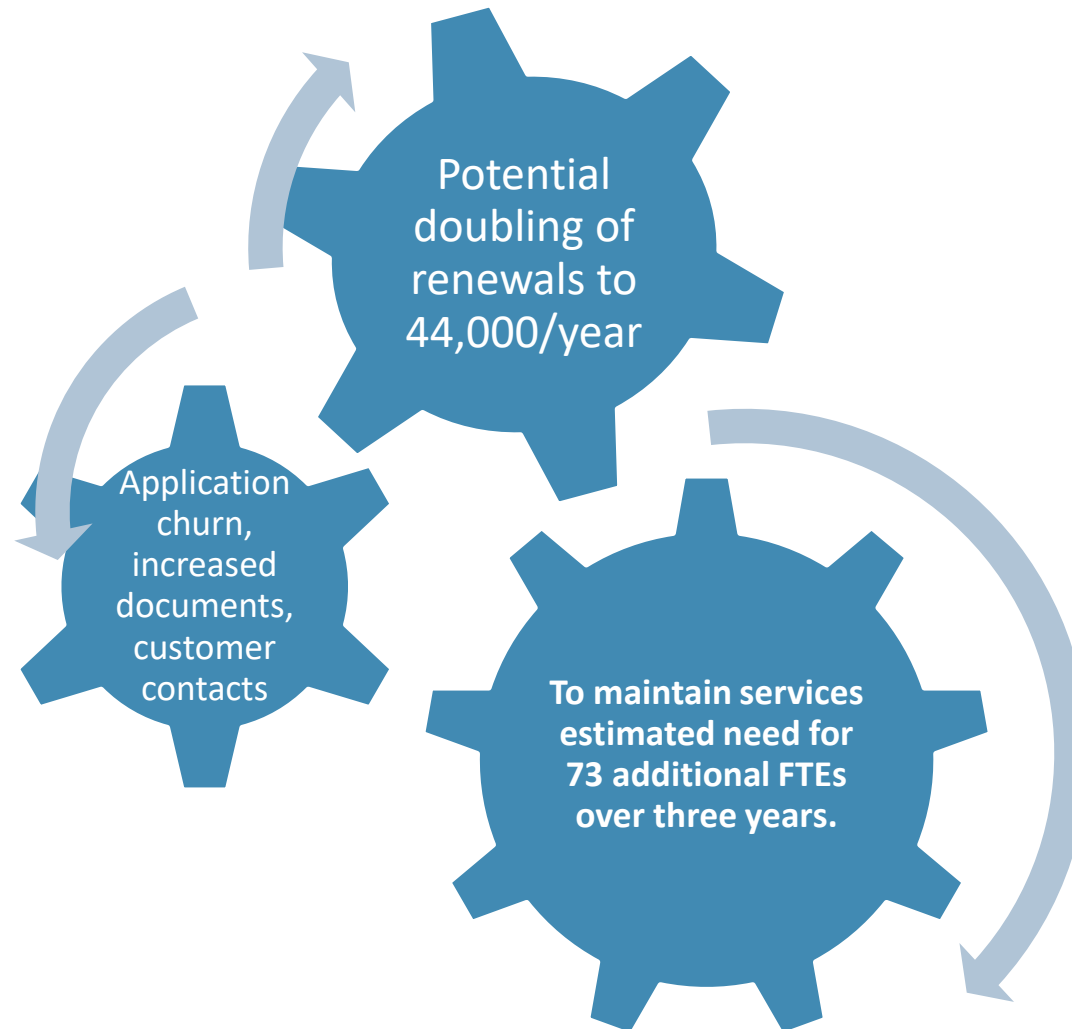
- Potential increase in delays between MA and MnCHOICES
- Greater demand on document scanning and lobby staff
- Child Support
- CareerForce

Dakota County estimated costs if SNAP administrative and benefit costs based on error rates are borne by counties.

The governor's proposed budget has the benefits cost share paid by the state and the administrative cost shift being paid by counties. SF3618/HF3616 and SF4359/HF4136 are currently proposed bills that would have the state pay both the administrative and benefits cost shifts.

What	2026	2027	2028
Administrative Cost Shift	\$420,000	\$1.3 million	\$78,000
Benefits Cost Share (10%)	\$0	\$1 million	\$3.3 million
Total County Cost	\$420,000	\$2.3 million	\$3.3 million

Budget Impacts – Medical Assistance



Total House Resolution 1 Cost Impacts



This slide shows the estimated annual additional levy impacts.

What	2026	2027	2028	2029	Cumulative Total
Administrative Cost Shift	\$420,000	\$1.3 million	\$78,000	\$78,000	\$1.9 million
Benefits Cost Share (10%)	\$0	\$1.0 million	\$3.3 million	-	\$4.6 million
Medical Assistance	\$0	\$2.5 million	\$2.0 million	\$1.5 million	\$6 million
Total County Cost	\$420,000	\$4.8 million	\$5.4 million	\$1.6 million	\$12.3 million



Questions/Discussion