



Goodhue County
Health and Human Services

426 West Avenue
(651) 385-3200 • Fax (651) 267-4882

DATE: August 18, 2026

TO: Goodhue County Personnel Committee

FROM: Nina Arneson, GCHHS Director

RE: **Reclassify Office Support Services Supervisor to a Financial Assistance Supervisor I**
Reclassify 2 Office Support Specialists to Case Aide Navigator

REQUEST:

Review and approval to reclassify the Office Support Services Supervisor position to a Financial Assistance Supervisor I, and to reclassify two Office Support Specialist positions to Case Aide. These changes support workload distribution within Income Maintenance Unit (IMU) and Front Desk staff, improve supervisory oversight and training for different Economic Assistance programs, and prepare for upcoming H.R.1 administrative impacts.

BACKGROUND:

Goodhue County Health and Human Services current IMU structure consists of one supervisor, three leads, fifteen eligibility workers, and five temporary part-time eligibility workers. Staff support three distinct units divided by eligibility system and programs: the Elderly & Disabled Unit (EDU) and Family Unit (FAM) using MAXIS, and the METS Unit using the Minnesota Eligibility Technology System (METS). These systems are separate and require system and program-specific expertise.

The Office Support Services team includes one supervisor, one lead, one IT specialist, one case aide, and four office support specialists (OSS). Over the past year, the OSS team has absorbed increasing duties that directly support IMU processing workflows. In September 2022, the Board approved reclassifying one OSS to Case Aide which allows for increased access in eligibility systems that are not allowable with the OSS job title. Since then, additional responsibilities have been shifted from eligibility workers to office support staff in alignment with that job description, but they are limited on what they can do within the OSS job description. Based on internal workflow evaluation and comparison with other counties, a minimum of two additional reclassifications to Case Aide has been identified.

The METS unit currently receives supervision from the IMU supervisor along with the MAXIS teams, although METS and MAXIS have separate rules, processes, and workflows. With the upcoming H.R.1 implementation, administrative requirements will increase between the two systems. Assigning METS under a dedicated Financial Assistance Supervisor is necessary to allow us more system-focused oversight, maintain processing timelines, more dedicated training, and provide more collaborative work between our IMU and Office Support teams.

CURRENT CONDITIONS:

MAXIS healthcare, specifically in our EDU team, continues to experience processing backlogs. As described in our earlier request for temporary staff, our delays exceeded 185 days due to staff capacity, turnover, retirement, and extended leaves. We were able to hire four additional part-time, experienced, trained, eligibility workers, and within **under one month of processing, our queues have nearly cut in half**. This highlights the need for trained workers in our health care systems that has been otherwise difficult to attain due to capacity and turnover.

Additional Case Aide positions will allow additional transfer of allowable IMU duties, relieving processing within our IMU teams. In addition to processing requirements, this will also allow more dedicated training time and put us in a position to maintain required processing deadlines.

NEED FOR RECLASSIFICATION:

1. Office Support Services Supervisor to Financial Assistance Supervisor I
Reclassifying this position will provide more dedicated supervision for the METS team. METS staff require system-specific support, particularly with upcoming H.R.1 changes that impacts this team starting **October 2026**. This supervisor already performs duties aligned with Financial Assistance Supervisor job description and actively participates in collaborating duties between the two teams, which includes Modernization/Technology improvement efforts.
By separating these units this will not only provide a more balanced number of staff to supervise our current IMU supervisor, but this will also allow them to have more time to assist with processing demands as needed and act as a working supervisor.
2. Two Office Support Specialists to Case Aide
Reclassifying two OSS positions to Case Aide will reduce our administrative burden for both MAXIS and METS units. Case Aides reduce administrative workload on various positions within our building, improve client service, and support timely processing. These changes reflect internal review of workflows, and county-to-county comparisons.

BUDGET CONSIDERATIONS:

Reclassifying these three positions results in a **positive net impact of approximately \$15,000**. This gain is primarily due to the supervisor reclassification, which would then become fully eligible for the reimbursement for administrative functions. Previously, only a portion of the salary and benefits qualified for reimbursement.

In addition, we had already budgeted \$30,000 in our Human Resources 2027 DRAFT budget for anticipated pay increases resulting from the ongoing DDA job description maintenance review. Due to the transition of IMU and social services division duties to all office support staff over the last year, these positions have gone through substantial changes that will be included in the maintenance review. This positive budget impact created ensures that we can absorb these changes if necessary, without additional financial strain to our levy. This has also allowed us to work within our current staffing structure and not hire additional staff.

RECOMMENDATION:

GCHHS Department recommends approval as requested.