

**Goodhue
County**
MINNESOTA

HHS IMU Update

Department of Human
Service (DHS)

Department of Children Youth
and Families. (DCYF)

19 Eligibility Workers,
including 3 Lead Workers.

Three Teams

Elderly/Disabled Unit:

- 8 Eligibility Workers includes 1 Lead Eligibility Worker
- MAXIS (MN AXIS) & MMIS (Medicaid Management Information System)

Family Unit

- 6 Eligibility Workers includes 1 Lead Worker
- MAXIS (MN AXIS) & MMIS (Medicaid Management Information System)

MNSURE

- 4 Eligibility Workers including 1 Lead Worker
- METS (Minnesota Eligibility Technology System)

Cash Assistance

- **MFIP** Minnesota Family Investment Program (Cash Grant and SNAP combined) Cash/SNAP for low-income families
 - Family receives \$419 - \$1357 Cash; \$242 - \$1844 SNAP/month.
 - Each Add'l Person \$64 Cash; \$185 SNAP
 - Goodhue County Active cases: 91
- **DWP** Diversionary Work Program is limited to 4 consecutive months in a 12-month period. Income from employment is not counted for those 4 months. Considered as a boost/starting point for low-income families.
 - Family receives \$419 - \$1357/month
 - Goodhue Active Cases: 10
- **GA General Assistance** —for single or married adults need to meet basis.
 - Receive Up to \$350/month
 - Goodhue County cases: 72
- **MSA—Minnesota Supplemental Aid** – supplement to Social Security Income for aged, blind or disabled persons.
 - Ranges from \$81 - \$500 & up per/month
 - Goodhue County cases: 125
- **RCA – Refugee Cash Assistance** - provides cash benefits to people who have an eligible immigration status, but who are ineligible for Supplemental Security Income (SSI) or Minnesota Family Investment Program (MFIP).
 - Ranges from \$533 - \$756 / monthly 12-month limit
 - Goodhue county cases: 1

* All programs based on household composition, income/assets

Food Support

- **SNAP**—Supplemental Assistance to Needy Families
 - Federally funded program / Monthly Grant
 - Individual or Families at or below 200% Federal Poverty Guideline (FPG)
 - Example: household of 1 – 200% FPG is \$2510/month
 - Amount of grant: \$23 - \$1538
 - Each additional Person \$220
 - Goodhue County cases: 1292
- * Most households include deductions for shelter and utilities that can increase amount or grant.
- * No asset limit
- * Adults only between ages of 18 and 50 limited to eligible months.

Health Care

- **Medical Assistance (MA) Minnesota's Medicaid Program:** elderly, families, children, adults, and disabled persons. Children in foster care, adoption assistance, breast/cervical cancer patients, and cost-effective reimbursement.
 - Goodhue County cases: 4,372 as of October 2024
 - IMU staff determine eligibility for MA
 - Many programs at HHS are dependent on MA reimbursement including Adult and Children's Mental Health case management, Child Welfare Targeted Case Management, Family Home Visiting and Community & Home Based Waiver Services.
 - * Eligibility based on income and assets depending on type of healthcare.

Medicare Savings Programs:

Pays Medicare Premiums for people that are low income.

- Goodhue County cases: 727 as of 10/2024
- QMB - Qualified Medicare Beneficiary
- SLMB – Specified Low-Income Medicare Beneficiary
- QI-1 – Qualifying Individual

Child Care Assistance Program:

- Eligible families receive subsidy to reduce their cost of childcare.
- Based on household size, age of children, employed or looking for employment, income and assets.
- Allocated Funds 2024: \$688,364 as of September 2024 we have used 49% of this allocation.
- Goodhue County cases: 88

Emergency Assistance

- One time cash assistance for people experiencing certain types of emergencies:
 - Utility disconnections, eviction or other emergency connected to shelter or safe living.
 - Goodhue County cases: Varies
 - Allocated funds annually: \$33,249.00 Emergency Assistance (Families)
 - Allocated funds annually: \$1,000.00 Emergency General Assistance (Adults)

Challenges: Backlog of Long Term Care applications

Rules are incredibly complex. Large number of verifications required. Cases are increasing.

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graph TD; A[Rules are incredibly complex. Large number of verifications required. Cases are increasing.] --> B[It takes at least a year for staff to learn how to process these applications]; B --> C[Delays in processing can lead to delays in moving into long term care];
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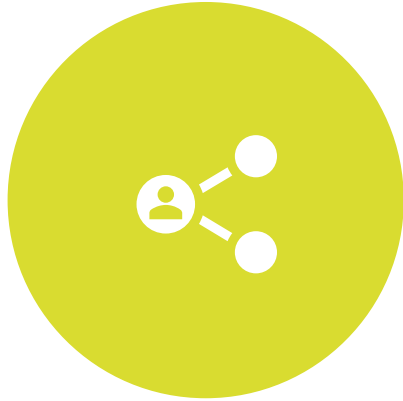
It takes at least a year for staff to learn how to process these applications

Delays in processing can lead to delays in moving into long term care

Skimming of EBT Cards (Electronic Benefit Transfer)

- Skimming happens when someone copies card and PIN information from credit, debit, EBT and other cards using a skimming device placed on a store's card swiping machine. Skimming devices are usually not visible to the average person.

Recent system improvements



MFIP/DWP IN-PERSON
INTERVIEWS NO LONGER
REQUIRED.




INTERVIEW CAN BE COMPLETED
OVER THE PHONE.



EXPARTE HEALTH CARE RENEWALS
(IF QUALIFIED) ARE AUTOMATED.



Teamwork makes the dream work!

- Our three teams work together to provide strong customer service as efficiently as possible. The average daily phone calls and walk-in meetings with customers is 85.
 - Many other programs at HHS rely on eligibility for Income Maintenance Programs, so the IMU team regularly collaborates across the agency.
 - The IMU staff are incredibly hard workers who are constantly learning new and changing programs. Big thanks to the team!
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Questions?

- Thank you!

