Integrated Service Delivery System – ISDS

Purpose

The Integrated Service Delivery System (ISDS) will replace aging technology and provide access to multiple DHS services through one integrated system. The multi-year ISDS vision involves streamlining major business processes including eligibility, assessment, enrollment, and case management with automated tools to create, track, manage and coordinate resources.

Significance

- State, county and tribal caseworkers currently use many systems to review and determine eligibility, provide services and manage cases across organizational boundaries.
- Navigating multiple systems can be time consuming for caseworkers, resulting in extended timeframes for delivering services.
- ISDS will replace and integrate these systems in a common platform, making the service delivery system easier, faster and better for everyone involved.

Who benefits

- Approximately 1 in 5 Minnesotans who receive human services, including children, families, people with disabilities and vulnerable adults
- State, county, tribal and community organizations that complete assessments and provide services
- Financial institutions and businesses whose costs are reduced by using Electronic Benefits Transfer (EBT), direct deposit and online services.

Programs supported

- Cash, food, health care and child care assistance
- Child support and child welfare
- Long-term services and supports
- Licensing and provider management

Partners

- **Business operations partner:** DHS, counties, tribes
- **Technical service partner:** Minnesota IT Services (MNIT)

mn.gov/dhs
• **Other key partners:** Community social service organizations, providers

**Governance**

An Executive Steering Committee (ESC) and Program Management Team (PMT) are moving work forward and ensuring compliance with standards. State, county, tribal and community partners all have a voice in the process and will leverage the infrastructure to suit their needs.

**Future planning**

DHS, counties and tribes will align priorities and resources with long-term vision, while ensuring day-to-day business needs are met. Service delivery systems, structures, and methods developed will follow principles that support the vision, while advancing person-centered business processes and technologies that decrease the amount of time between application and service delivery.

**Users**

Users will include individual Minnesotans, county, tribal and community organization staff, providers, and state agency users and administrators.

**Business contacts**

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