



Shared Master Index - SMI

Purpose

The SMI is a cross-reference of the person identifying numbers in the major DHS systems, MNsure and many county systems. The SMI provides a reusable person search function to remove duplicate client records across program areas and DHS/county systems. The SMI also unifies information from multiple systems onto a single client/case profile view. The application streamlines the interchange of information among state and county systems.

Significance

Millions of Minnesotans are, or have been, involved in cases receiving economic, health and/or social services from DHS' service delivery systems. The SMI helps caseworkers, administrators, managers and policymakers to better understand the mix of services that have been, or are currently, provided to clients and families, as well as service results across programs and periods of time.

Who benefits

- Minnesotans who need economic assistance, health care and social services because the SMI supports more effective and coordinated service delivery
- Taxpayers, because the SMI provides efficient access to data from DHS systems from other state or county systems resulting in greater administrative efficiencies
- Program managers, because the SMI provides an integrated view of services received by clients. This information promotes improvements in service delivery processes, reduces duplicative or inappropriate mixes of services to multi-need families, facilitates better assessment of outcomes from various service systems, and allows counties to improve their fiscal and resource planning
- Caseworkers, because pre-filling and auto-filling forms reduces data entry and provides the ability to easily view information across DHS major systems. SMI allows caseworkers to provide better service to multi-need clients and to assess outcomes and manage service delivery more effectively. SMI's unique "across-programs" focus helps enable integration of information about clients' various services.
- Users can directly access the SMI application to search for clients and see a broad view of services received. The SMI functions also can be embedded into other applications using Web services technology. This option allows users to simultaneously use their systems while using SMI functionality. Several counties have used Web services to integrate the SMI functionality into local systems.

Programs supported

The SMI integrates client data and accesses program information from Minnesota Health Care Programs, cash assistance programs, food support programs, the child support enforcement program and, to a limited degree, social service programs. The SMI also helps counties and tribes integrate information and services with locally based services, such as mental health, public health and corrections programs.

Number of users

12,127

Who uses it

Counties, DHS staff and the Minnesota Bureau of Criminal Apprehension

Design features

- J2EE Application
- Name search engine

Planning

DHS is moving forward with implementing its vision for an Integrated Human Services Delivery System and Enterprise Systems Modernization. The underlying technology selected as part of modernization projects will have an impact on this system.

Major issues, challenges, opportunities

Legal questions about data access are a challenge. Although Minnesota law authorizes sharing data across human services programs, federal laws also apply to the data. DHS worked with county leaders to develop a framework for sharing data across counties based on business need to know, legal authorities and restrictions on information sharing.

Contacts

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