

Work Comp Campus update

Michelle Doheny | Business Technology Office director

Jeffrey Hendrix | Product manager

Summary of October 2024 update

- Completed major user enhancements focused on:
 - Security and performance to technical platforms
 - Document availability and navigation
 - Entity record clean-up
 - Access management for partners and stakeholders working with the Workers' Compensation Court of Appeals
- Investment in user-focused staff members
- Receipt of \$1 million in special funding to improve user experience resulting in temporary increase in staffing

By the numbers

- Deployments every two weeks with minimal system downtime (average two minutes)
- Significant increase in deployments
 - 2024 – 18 deployments
 - 2025 – to date, 38 deployments
- Significant increase in the number of items being delivered at a faster pace
- Completed more than 100 usability study sessions

Progress since October 2024

- Completed major user enhancements focused on:

- Access management for qualified rehabilitation consultants
- Ability to locate information through search and navigation
- Benefit information
- Compliance-related improvements
- Data quality
- Automated testing

- Coming (2025 Q4) enhancements focused on:

- Special Compensation Fund assessments
- Demonstration environment for internal and external users
- User experience improvements to navigation
- Data documentation and reporting
- Department of Employment and Economic Development integration for Paid Leave

Statute, rule and reporting

Additional items that were not all identified in annual planning:

- Rehabilitation registration rules
- Name change from Office of Administrative Hearings to Court of Administrative Hearings
- Data extracts for annual and one-time reports

Beyond enhanced funding

- Offboarding of contracted staff members
- Shift in planning to account for reduction in the staff
- Ongoing monitoring of product team outcomes
- Temporary data resource to focus on data quality improvements

Staffing updates

- Business Technology Office
 - Project and analysis specialist
- MNIT
 - Enterprise architect
 - Data engineer (contractor)
 - In process – quality assurance

Thank you

Michelle Doheny

michelle.doheny@state.mn.us

651-284-5219

Jeffrey Hendrix

jeffrey.hendrix@state.mn.us

651-284-5224