



MINNESOTA

WORKERS' COMPENSATION
MODERNIZATION PROGRAM

Modernizing Workers' Compensation for Minnesota

Campus Answer Hour – Legal Community
May 19, 2020

Campus is being built through a partnership between DLI, MNIT, & CapTech

DLI is partnering with MNIT and CapTech to build Campus, a state-of-the-art workers' compensation system that will provide a user-friendly, data-driven, online system that improves support to injured workers and provides greater insight into claims and disputes for the stakeholders.



Brad Morse
Program Director



Julie Soderlund
IT Program Director

How We Got Here

June 2013



Replacement application approved by WCAC



January 2017



Multi-application solution approved by WCAC



March 2018



C-Track live



August 2020



Campus live

Campus will put the workers' compensation claim information you need at your fingertips



**Self-service
online access**
to claims, related
documents, events
and outcomes.



**Securely send e-
documents**
to the parties to the
claim.



**Securely send
and receive data**
between DLI, OAH
and WCCA.



**Minimize claim
errors**
through data accuracy
verification.

Campus is being built with user experience (UX) at the forefront



Plan Users' Experience

UX research used to create user personas & system map of core experience.



Test & Validate Designs

UX research used to create wireframes & click-through prototype of pages/functionality, which was tested with users to validate usability and accessibility.



Visual Design & Development

UX testing of wireframes & prototype defined the global user interface patterns, creating design continuity for users.



Ongoing Testing of Development

Ongoing user acceptance testing (UAT) & business validation testing (BVT) with DLI staff and external stakeholders validates development and requirements.

DLI is actively engaging with external stakeholders

Engagement



Newsletters & communications



Speaking engagements



Q & A sessions

Testing



In-person user acceptance testing

Training



Work Comp Campus System Manual

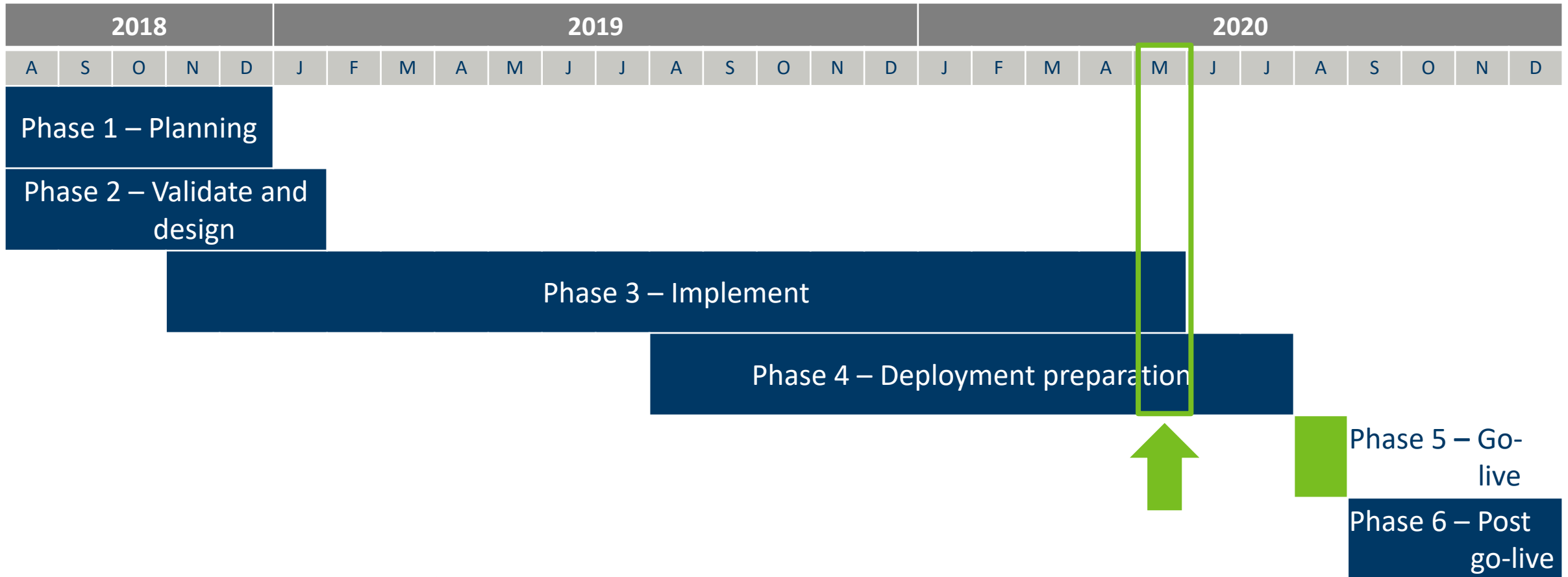


Instructor-led training (classroom or virtual)



Quick reference videos

The system will go live in August 2020



Feedback from stakeholders is critical to our success



Your feedback

- Redundant data entry to keep both systems current
- Separate systems have different looks and interactions
- Unknown source of truth if data/documents conflict
- Single calendar for event scheduling is desired

Frequently Asked Questions

Q: Who will need to have an account in CAMPUS?

A: All stakeholders that need to submit filings to the department will need to have a CAMPUS account. The only exception will be injured workers

Q: Will training be provided to law firms between now and launch?

A: DLI will work with law firms and staff to provide training opportunities starting later this summer.

Work Comp Campus – External Training



External user opportunities to learn how to use Work Comp Campus



External Work Comp Campus System Manual



Instructor-led training

OR



Webinar / virtual classroom



Quick reference videos

WHAT ARE WE DOING TO PREPARE?

- **Communicating Status Updates | Ongoing**
- **Identifying Trainers | March-April**
- **Planning/Scheduling Trainers | April-May**
- **Training-the-Trainer | June**
- **Training Begins | August**

A multi-channel, blended-approach ensures we're meeting users' needs and reaching them where they are

Frequently Asked Questions

Q: If my firm uses C-Track account, will I still need use CAMPUS?

A: C-Track (OAH) and CAMPUS (DLI) are different systems and require different accounts and user access.

Q: Are OAH and DLI going to eventually merge C-Track and CAMPUS?

A: Per MINN. STAT. 176.2612 subd. 2, in January 2021 the DLI Commissioner must recommend a plan for improvements to Campus and OAH's case management system.

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General Program Updates

- Calendar and scheduling re: ZZ accounts
- Incoming COVID-19 claims
- Functional changes on hold until 2021
- We have made adjustments to accommodate COVID-19 precautions and have still met every schedule and quality milestone!

Campus Demo

Next Steps

Upcoming meetings & activities

- Week of May 25 – Newsletter via GovDelivery
- June 1 – State of MN Outlook “ZZ accounts” decommissioned
- June 10 – MN Defense Lawyers Association - Workers Comp Division
- June 23 – LAW Group Campus Answer Hour

What's next?

- Now – June 2020* ● **Implementation phase:** Developing system and designing user interface.
- Now – Summer 2020* ● **Stakeholder partnerships:** Providing regular communications and updates about our implementation progress, planned system functionality, testing and training opportunities.
- Now – Summer 2020* ● **User acceptance testing:** Working with testing partners from representative stakeholder groups to confirm application functionality.
- April – June 2020* ● **Stakeholder preparation:** Engaging stakeholders through targeted communications and training.
- August 2020* ● **System go-live:** Ensuring stakeholders are supported, WCMP team will be available for questions and assistance.

Interested in getting involved? Email DLI.WCMP@state.mn.us.

Questions?

Thank you!

Questions? Contact:

DLI.WCMP@state.mn.us

