



# DDS

## State of Connecticut Department of Developmental Services

Dannel P. Malloy  
Governor

Jordan A. Scheff  
Commissioner

Peter Mason  
Deputy Commissioner

### DEPARTMENT OF DEVELOPMENTAL SERVICES TESTIMONY BEFORE THE GOVERNMENT ADMINISTRATION AND ELECTIONS COMMITTEE

February 26, 2018

Senators McLachlan and Flexer, Representatives Fox and Devlin and members of the Government Administration and Elections Committee. I am Jordan A. Scheff, Commissioner of the Department of Developmental Services (DDS). Thank you for the opportunity to provide you with written testimony in support of **H.B. No. 5172 AN ACT CONCERNING STATE AGENCY DATA MANAGEMENT AND PROCESSES, THE TRANSMITTAL OF TOWN PROPERTY ASSESSMENT INFORMATION AND THE SUSPENSION OF CERTAIN REGULATORY REQUIREMENTS.**

Among other provisions, this proposal would codify and improve upon Governor Malloy's Executive Order 39 regarding Open Data and codify LeanCT best practices.

The Department of Developmental Services (DDS) supports the codification of Executive Order 39. The need to access data across agencies has never been greater. This high value data is in demand by both internal and external stakeholder groups and is often the subject of Freedom of Information Act and other types of data requests. DDS believes that sharing this data will allow self-service access to agency data by interested parties and will further the department's capabilities to analyze information across agencies. By building upon the framework for governance and management of data already established, the state can finally fully experience the benefits of the Open Data initiative.

DDS is a strong proponent of the use of Lean and process improvement methodologies in state governance. As members of the Statewide Process Improvement Steering Committee, we have experienced the benefits of being part of a community of agencies working together to promote business process improvement. Formalizing the role of the Statewide Process Improvement Steering Committee ensures ongoing commitment to this valuable initiative that seeks to transform the way government works in Connecticut by creating multi-agency and public-private partnerships focused on removing red-tape and redundancy while providing value to the individuals who we support each day.

DDS believes that the move to electronic filings and submissions is one of the single most impactful actions we can take in government today. By reducing paper and adopting electronic filing processes, we can speed up response times, better track and manage submissions, and can utilize data analytics to understand work in progress and identify any backlogs or issues requiring action. As an example, DDS has implemented a fully-electronic filing process for new provider qualifications and contract execution.

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The staff tasked with managing these processes can now (1) access all information electronically, (2) see progress of activities, and (3) request modification or changes that can be re-submitted in minutes whereas before this would have taken weeks. More importantly, our community providers can securely submit necessary information in real-time from any internet connection, freeing them up to focus on the work of supporting individuals. Creating a formalized process for adopting electronic submissions would further remove barriers to modernization of agency business processes.

Thank you again for the opportunity to offer testimony in support of [H.B. No. 5172](#) **AN ACT CONCERNING STATE AGENCY DATA MANAGEMENT AND PROCESSES, THE TRANSMITTAL OF TOWN PROPERTY ASSESSMENT INFORMATION AND THE SUSPENSION OF CERTAIN REGULATORY REQUIREMENTS**. You may contact Christine Pollio Cooney, DDS Director of Legislative and Executive Affairs at (860) 418-6066 with any questions.