



*Written Testimony before the Government Administration and Elections Committee
Department of Social Services
February 26, 2018*

The Connecticut Department of Social Services (DSS) is submitting written testimony in support of **Raised Bill 5172, An Act Concerning State Agency Data Management and Processes, the Transmittal of Town Property Assessment Information and the Suspension of Certain Regulatory Requirements**. Specifically Section 3, which relates to streamlining business processes and Section 5 regarding electronic filing of documents and data.

Since 2013, executive branch agencies have been working together on a statewide process improvement initiative, called LeanCT. Under the leadership and coordination of Governor Malloy, the Office of Policy and Management and the Office of Finance, LeanCT uses organizational, process and program improvement techniques to help create a customer-focused and more efficient future for Connecticut.

DSS has implemented numerous LeanCT process improvements, that seek to optimize value delivered to the public, while examining and transforming the way the Department does business. Initiatives include restructuring the Medicaid health care program, modernizing agency technology, rebalancing long-term services and supports and implementing major advances in benefit accuracy and timeliness in the Supplemental Nutrition Assistance Program. Section 3 of this bill establishes and codifies this state-wide process improvement initiative.

Section 5 of this bill allows executive branch agencies to accept electronically filed documents and data. A LeanCT initiative in itself, this provision allows agencies to adopt more modern and efficient business practices and eliminates the need and waste of paper.

DSS respectfully requests that the Committee take favorable action on Raised Bill 5172.