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STATE OF CONNECTICUT

OFFICE OF EARLY CHILDHOOD



Connecticut Office of
Early Childhood

David Wilkinson
Commissioner

**Testimony of David Wilkinson, Commissioner
Office of Early Childhood
Before the Government Administration and Elections Committee
Re: H.B. 5172 - An Act Concerning State Agency Data Management and Processes, the
Transmittal of Town Property Assessment Information and the Suspension of Certain
Regulatory Requirements**

Good afternoon Senator McLachlan, Senator Flexer, Rep. Fox and distinguished members of the Government Administration and Elections Committee. I am David Wilkinson, Commissioner of the Office of Early Childhood (OEC). I am here today to testify before this committee concerning H.B. 5172.

The Connecticut Office of Early Childhood advances a family-centered and results-driven approach to support young children and their families. OEC integrates early childhood services by providing a unified vision and institutional structure to support increased coordination between programs. Through our core programs, we support access to high-quality early care and education, evidence-based home visiting services for at-risk young families, health and safety assurances, and early intervention and parenting supports to help families address developmental challenges.

OEC is building an enabling infrastructure for outcomes accountability and continuous improvement toward measurable results. The goals of the state-wide process improvement initiative committee are also a priority for OEC. By advancing better data systems, customer feedback mechanisms, and outcomes-driven contracting, we will get smarter and spend smarter, becoming more cost-effective as we achieve better results. Through participation in the state-wide process improvement initiative committee, OEC has had the opportunity to foster inter-agency collaboration to assist in coordinating policies that promote optimal service delivery, streamline processes, improve customer satisfaction, eliminate waste, and ultimately save money.

OEC has used the LEAN framework within two of its divisions to transform agency work streams. For example, OEC's contract payment process in its Family Support Division underwent the LEAN process to identify steps within the work stream that were time consuming and not valuable. As a result of the LEAN process, the division was able to reduce the amount of time and effort to complete the process, resulting in increased customer satisfaction.

I also support the bill's language about electronic filing. Electronic filing is necessary in order to help modernize and streamline state systems so that they are more efficient for consumers.

Receiving electronic filings will help make OEC data more readily accessible. It will also save the state money in that all the resources currently being used to manage paper documents will no longer be needed (e.g., storage cabinets, storage space, shredding services, etc.).

In closing, the OEC supports H.B. 5172 as an effort to make state processes more cost-effective, efficient, modern, and with an eye towards customer satisfaction.