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To: [Carvalho, Joseph](#)
Subject: DDS Five Year Plan
Date: Thursday, January 13, 2022 9:44:00 AM

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Good morning. I am Sheila Mulvey from Plantsville and I have a family member who receives services from the Department of Development Services.

First, I want to thank you for holding these hearings on the DDS 5 Year Plan and I respectfully issue the following comments and suggestions.

It is evident that a great deal of work by many public and private contributors helped to create this document. Balancing human needs with the environment of which they exist is an extremely difficult yet delicate task. To assure tangible, quality outcomes the focus needs to remain on the consumer and generate out from there. The plan before us has many good ideas but we must go deeper into the whys and the hows with data and analysis. We have to know what is not working and why. We have to know how we will assess the progress toward our goals on a monthly and yearly basis.

The last 2 years showed us the fragility of our systems and diminished our resources. How we operate in crisis needs more planning to prepare us for what we will have to face in the next crisis.

I am glad to see the emphasis on community living. As a family committed to the residential self-hire program I was surprised to see no mention of it in the proposed plan. Many years ago this was introduced as the panacea for the ills in the service delivery system that impacted the consumer. As introduced to consumers and families it conflated all elements of self-determination, choice and self-direction.

Sent via the Samsung Galaxy, an AT&T 4G LTE smartphone