Eric Holcomb, Governor
State of Indiana

Division of Disability and Rehabilitative Services
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To: Bureau of Developmental Disabilities Services providers, case managers, individuals, families, and staff

From: Cathy Robinson, Director, Bureau of Developmental Disabilities Services

Re: BDDS Gateway and IT update

Date: Aug. 2, 2021

The Bureau of Developmental Disabilities Services mission is "To connect people with disabilities and their families to resources and supports to live their best life." One way BDDS is supporting this mission is by increasing transparency and efficiencies to support person-centered practices through the consolidation and enhancement of IT systems for providers and case managers.

The project team continues to make progress on the BDDS Portal 2.0 system! User acceptance testing with BDDS staff has begun. UAT is where users of the system try to enter data or complete tasks in the system to confirm the portal is working properly. In the near future, providers and case managers will also participate in UAT.

The BDDS Portal 2.0 User Guides are being drafted as a resource to help staff, providers and case managers effectively use the system. Information from UAT is utilized in the drafting of the user guides. In conjunction with the user guides, comprehensive training is in development for all users. The BDDS Portal 2.0 is on-track for deployment this fall. As BDDS continues with these efforts, stakeholders will be updated on progress.

The BDDS Gateway has been in use for over five months! Since going live on February 1, 2021, 2,618 or 80% of the applications are new individuals seeking BDDS supports and services! The BDDS Gateway can be accessed at BDDSgateway.fssa.in.gov.

We appreciate the continued partnership on the important work of supporting individuals and families in living their vision of a good life.

Questions or comments related to the BDDS Gateway may be submitted to BDDS.SCPHelp@fssa.in.gov.