



The Bureau of Developmental Services (BDS) is the State Agency that manages statewide developmental disability (DD) services. The DD system requires complex IT systems that support billing, help track which individuals receive what services, and help BDS meet federal standards more efficiently.

**BDS is going to develop modernized IT Systems that can keep up with the new things that BDS is doing.**

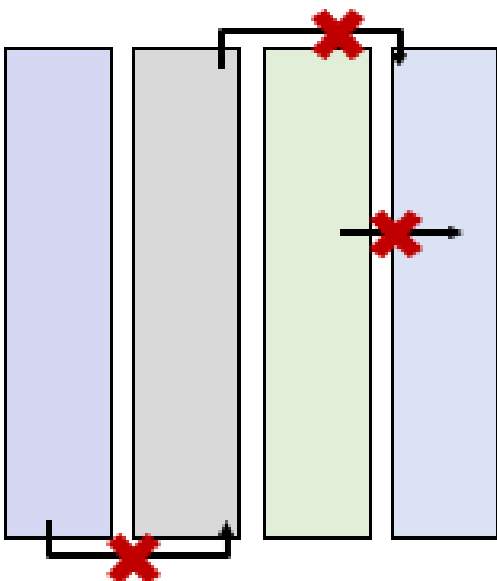
- The IT systems that BDS uses are old and insufficient.
- BDS has not had enough funding to update them for many years.
- Additionally, the outdated IT systems can't effectively communicate with one another, making it challenging to monitor the service system in real time.



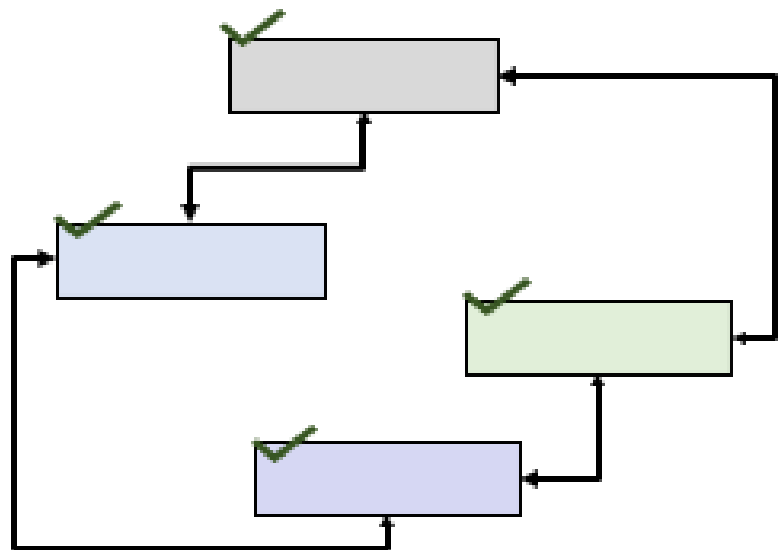
### ***What is the Difference?***

The modernized IT system will support the BDS Systems Waiver and Rate changes. Inefficiencies that reduce the system's ability to meet people's needs will be improved.

**Separate, Aged Systems**



**Connected, Modern Systems**





## What Led Us Here

- Systems in place since 1998 have not been modernized.
- Outdated technology presents a challenge for families working with BDS, area agencies, and other providers.

## Intended Individual and Family Impact



**Faster, smoother service approval for families is likely when these new systems reduce human error.**



**Better data coordination will make it easier for the everyone to understand the “big picture” of a person’s situation and improve quality of care.**



**Increased transparency will make it easier for families to work with BDS, Area Agencies, and other service providers.**

## **Where Can I Learn More and Provide Feedback?**

<https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/bds-systems-work>

