



Mike Braun, Governor  
State of Indiana

**Indiana Family and Social Services Administration**  
**Division of Disability and Rehabilitative Services**

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To: Bureau of Disabilities Services waiver providers, case managers, AAAs, ADRCs, individuals, and families  
From: Holly Wimsatt, Director, Bureau of Disabilities Services  
Re: BDS IT Update  
Date: January 31, 2025

The Bureau of Disabilities Services mission is *“To connect people with disabilities and their families to resources and supports to live their best life.”* In support of this mission, BDS has been engaged in a Systems Consolidation Project to modernize its Information Technology (IT) systems. Over the last few years, BDS has made significant progress in this endeavor.

In early 2021, BDS launched the BDS Gateway as an online avenue for individuals with disabilities and their families to apply for BDS IID (Individuals with Intellectual and Developmental Disabilities) supports and services. The BDS Gateway is available [here](#).

In the 4<sup>th</sup> quarter of 2022, BDS launched significant enhancements to the BDS Portal. These enhancements resulted in case managers and waiver service providers utilizing a web-based system that is more intuitive, informative, and practical. These enhancements also support greater communication among teams and enhanced direct services. The BDS Portal continues to be updated over time through ongoing, planned releases.

In January 2025, the BDS Gateway was enhanced and now allows individuals applying for BDS IID supports and services to have the ability to set up an Access Indiana account, save their application prior to submission and come back to it later, as well as manage documents after submission of the application. Information on what an Access Indiana account is and how it works is available [here](#). Information on how to set up and use an Access Indiana account is available [here](#).

BDS is pleased to announce plans for additional enhancements coming in July 2025. These enhancements will incorporate the Health and Wellness Waiver, and Traumatic Brain Injury Waiver into existing BDS technology systems. Planning for resources and materials to support training of providers, case management entities, and staff is underway.

We appreciate your continued partnership with the important work of connecting people with disabilities and their families to resources and supports to live their best life.

Questions or comments related to the SCP or BDS Gateway may be submitted to [BDS.SCPHelp@fssa.in.gov](mailto:BDS.SCPHelp@fssa.in.gov).

