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Department of Developmental Services Leads State in Video Conferencing

(Hartford)- Department of Developmental Services (DDS) Commissioner Terrence W. Macy, Ph.D. announces the impact video conferencing technology is having on reducing costs and improving employee productivity at the department.

"I am pleased to announce that DDS is one of the leaders in conducting business using video conferencing technology in the state," said Commissioner Macy. "Over the past year, we have held 400 meetings for a total of 645 hours. This technology equates to a savings in travel time and increases productivity for our employees."

In November of 2012, DDS started with four offices connected through video conferencing. Today, 21 locations including all of the DDS satellite offices are now able to conduct business using this technology. More employees are able to attend meetings and trainings without leaving their offices.

In partnership with the Bureau of Enterprise Systems Technology (BEST) the state-wide technology agency, DDS has developed an extensive system to hold administrative meetings and trainings that reach far more employees than in the past. Recently, an operations training was held and over 75 employees attended through video conferencing from 11 different locations.

"Video conferencing has allowed more DDS employees to be engaged in the day to day business of the department," said Commissioner Macy. "In the past, those same employees would not be included, but now we are able to bring more employees to the table and also allow them more time to support the individuals and families we serve."

In the future, the department plans to expand video conferencing to include consumers, families and DDS providers.

DDS was highlighted recently in a new report entitled "Continuous Improvement in Connecticut State Government." [You can view the full report here.](#)

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