

Life Outcomes Improvement System (LOIS)

TOWNHALL KICK OFF

July 30, 2025



HOUSEKEEPING



Interpretación en español: haga clic en el globo blanco en la parte inferior de la pantalla con la etiqueta "Interpretation." Luego haga clic en "Spanish" y seleccione "Mute original audio."



ASL interpreters have been "Spotlighted" and live closed captioning is active



This meeting is being recorded



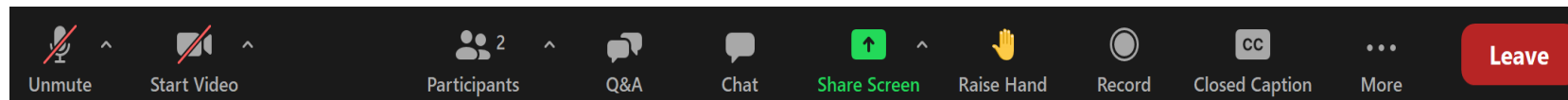
Materials & recording will be available at: <https://www.dds.ca.gov/lois>



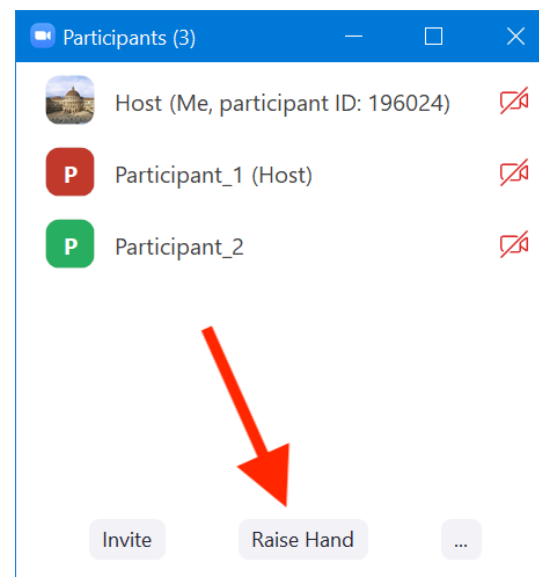
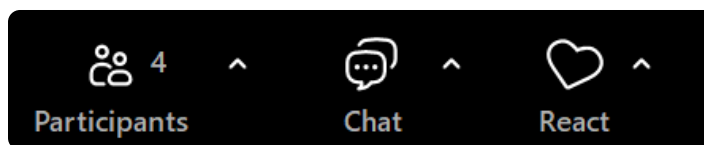
Submit written comments via email to: LOIS@dds.ca.gov

PROVIDING COMMENTS

Please use the Zoom “Q&A” or “Raise Hand” to ask a question or comment



You may need to click on “Participants” and a new window will open where you can “Raise Hand”





Pete Cervinka, DDS Director



Aaron Christian, DDS Chief Deputy Director

1. Introducing LOIS: *More than Just a Name*
2. How *Might* LOIS Help Me?
3. Expectations for Townhalls
4. Timeline
5. Q&A





Introducing LOIS: More than Just a Name



WHAT IS LOIS?

LOIS stands for:

Life

Outcome

Improvement

System

It will replace the really old computer systems DDS and regional centers use today to manage and pay for services.

We want it to work for you, too.

MEET MARTY AND ALEX



Marty Omoto, California Disability
Community Action Network
(CDCAN) Director

Alex Tauga Brown Omoto, Advocate and
Activist

WHO IS LOIS?

Introducing Lois Curtis

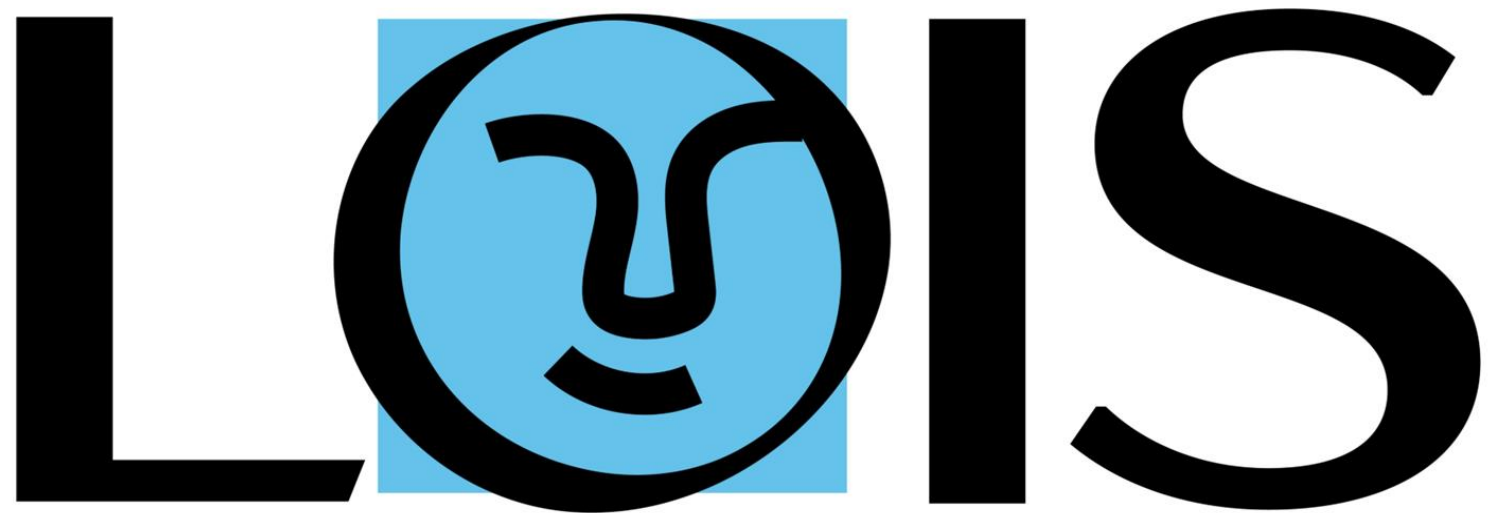
- At 27 years old, Lois was the lead plaintiff in a very important case for the disability community – the case is called *Olmstead v. L.C.*
- Her case, with Elaine Wilson, argued that unnecessarily forcing people with disabilities to live in institutions violated the Americans with Disabilities Act (ADA).
- On June 22, 1999, the court said Lois won—a major victory for disability rights.
- Lois Curtis started to use art to express herself and used her personal story to inspire others.
- Lois gifted one of her paintings to President Barack Obama in 2011.



WHO IS LOIS?



Photo of **Marty Omoto and Lois Curtis** at the State Capitol speaking to more than 1,500 people about person-centered advocacy on Disability Capitol Action Day in 2009



Life Outcomes Improvement System

LOIS Timeline - Overall





How Might LOIS Help Me?



HOW MIGHT LOIS HELP ME?



Access your information anywhere. Maybe update it, too?



Share changes with your service coordinator faster.



Share documents or pictures without mailing them or taking them to your regional center in-person.



View your financial information online, such as Self-Determination Program monthly budget reports.



Online access to helpful guides and information. Maybe see or schedule meetings?

WHAT WE HAVE HEARD PEOPLE WANT IN A NEW SYSTEM

- See the status of your applications, Individualized Program Plans (IPP)/Individualized Family Service Plans (IFSP), and reviews to know what's happening in “real time”
- See case information and documentation in my preferred language
- See all current and past case information, including your IPP/IFSP
- See the services in your IPP/IFSP and how much money has been spent

WHAT WE HAVE HEARD PEOPLE WANT IN A NEW SYSTEM (cont.)

- See all past communication between you and your regional center
- Schedule and have virtual meetings online
- Store and update important information, like your address, trust, medical, and employment information
- Follow Americans with Disabilities Act (ADA) rules, including having a text-to-speech feature
- Information in the system will be safe, and the system will be easy to use

Expectation for Townhall Meetings

Share what you would like to see in a new regional center computer system

- Think about the ways you interact with other online systems (on the computer or on your phone (like DMV online, your doctor's, messaging platforms, etc.)
- What features from those systems do you want to see as part of LOIS?

Dream big—all ideas welcome

- Focus on what you'd like to be able to do in the future, not just what's broken today
- Every voice that wants to be heard can be heard

Open and collaborative discussion

- Make sure everyone a chance to share their ideas
- Respect each other's opinions and keep an open mind
- No idea is wrong
- Not every idea will become part of the new LOIS system

Timeline For Public Input



Individuals and Families

6 In-Person Townhalls

- Sacramento
- San Diego
- Los Angeles
- Central Valley
- Berkeley
- Very Northern CA

Additional Virtual Meetings focused on specific needs such as:

- Intake, Application Process & Eligibility Assessments
- IPP/IFSP
- RC Transfers
- SDP



Service Providers

Virtual Meetings Providers (by Type of Service)

- Day
- Employment
- Residential
- ILS, SLS, & Personal Assistance
- Early Start & Infant Development
- Specialized Therapeutic
- Professional (Adaptive Skills & Behavioral)
- Respite, Employer of Record & Participant Directed
- Transportation
- Miscellaneous



WHAT WE HAVE HEARD SERVICE PROVIDERS WANT

- The application process should be the same at all regional centers.
- Service providers can see the status of applications and IPPs.
- Service providers have up-to-date contact information for regional centers.
- Service providers can see who the service coordinator is for the people they serve.
- One standard process for becoming a vendor, and fewer vendor numbers.
- A standard contract process for setting rates and see the status of approvals.
- Easier and faster billing and corrections.
- Better assessment tools and how services are authorized.
- On-time notifications about purchasing services.

THANK YOU!

We hope to see you at a future LOIS townhall meeting!

Questions? Comments?

Email: LOIS@dds.ca.gov

