

Life Outcomes Improvement System (LOIS) Input Update Webinar

October 30,
2025



The new LOIS system is a chance to **ADVANCE CONSISTENCY ACROSS RCs** with:

1. **Standardized forms, documents, and informational material** for all 21 regional centers

- ✓ Consistent templates and fillable forms to reduce to errors
- ✓ Central location with standardized forms and tools (applications, referral forms, etc.)
- ✓ Form submission process that allows use for multiple purposes (across service codes or regional centers)

“Standardization is very important. If I’m preparing a spending plan for SDP, one service coordinator says “oh no, the calculation is not like that.” So I have a written an explanation what [it] means, rounding out what it means when you carry errors by the decimals, two decimals, all decimals, I have to explain.”

-San Diego Town Hall Participant

The new LOIS system is a chance to **ADVANCE CONSISTENCY ACROSS RCs** with:

2. **Consistent processes & policies** for vendors and individuals

- ✓ Implement key processes like vendorization and IPP consistently across regional centers
- ✓ Ensure vendor requirements are consistently shared and interpreted across regional centers
- ✓ Standardize time expectations and escalation procedures
- ✓ Train regional centers to promote consistency in practice

“This [regional center] decides, no, it’s like this. But this one said, No, it’s like that, and if we want any coordination between them, it’s back to DDS, and DDS might say ‘Well, we don’t’ know what to do yet’ and it creates frustration.”

- San Diego Town Hall Participant

The new LOIS system is a chance to **ADVANCE**
CONSISTENCY ACROSS RCs with:

- 1. Standardized forms, documents, and informational material** for all 21 regional centers
- 2. Consistent processes and policies** for vendors and individuals
- 3. Portability across regional centers** so information shared by vendors and individuals with one regional center can be accessed by another regional center, when appropriate
- 4. Consistent timelines** for regional center processes, including **response expectations**

REVIEW OF LOIS TIMELINE



Releasing a RFI will improve the Department's understanding of how potential software vendors can support the development of LOIS

During the RFI process the Department will:

- Work with interested, potential software vendors to learn how LOIS requirements can be met by their solutions
- Develop initial potential cost & timeline estimates for designing, developing, testing and launching LOIS

NEXT STEPS



The Department will:

- Release the Request for Information (RFI) in November 2025 & post it online at www.dds.ca.gov/lois
- Get additional details from the community to answer software vendor questions, if needed
- Continue to spread awareness of the LOIS project statewide
- Help people understand & stay connected throughout the LOIS project

We are excited to take this next step in the project with you!

THANK YOU!

**Get Updates about
LOIS in Your Inbox:**
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