

# Life Outcomes Improvement System

Welcome to Life Outcomes Improvement System (LOIS) Project FAQs, your guide to common questions and answers created to keep our community informed about the project. We will update these FAQs as needed. If you have additional questions or need more information, email [lois@dds.ca.gov](mailto:lois@dds.ca.gov).

## **Q1. What is the Life Outcomes Improvement System (LOIS) Project?**

A1. LOIS will be a modern, person-centered online system designed to improve how Californians with intellectual and developmental disabilities access and manage services. LOIS will better support regional centers, state operated facilities, service providers, and the Department to provide services and improve life outcomes.

## **Q2. Why is the LOIS Project happening?**

A2. The Life Outcomes Improvement System (LOIS) is driven by the need to replace outdated technology that is hard to work with. LOIS will make it easier for users to stay informed, share updates, and connect with service coordinators. LOIS will strengthen communication between regional centers and the Department, and support people to make informed choices that lead to better, more meaningful outcomes.

## **Q3. What will be included in the Life Outcomes Improvement System (LOIS)?**

A3. LOIS is expected to include online case management, financial management, and communication options for the entire community and for state operated facilities.

## **Q4. Will LOIS replace my service coordinator?**

A4. The Life Outcomes Information Systems (LOIS) will not replace service coordinators. LOIS will improve a service coordinator's ability to support individuals and families by putting more information in one place and simplifying the coordination of case management.

## **Q5. Who will be involved in building the Life Outcomes Improvement System (LOIS)?**

A5. LOIS Project leadership is committed to involve every group in our community that is expected to be impacted by the project's implementation. This includes individuals and families, regional centers, service providers, and staff and management across the Department. Levels of participation will vary across the project's timeline.

## **Q6. What are the benefits of the Life Outcomes Improvement System (LOIS)?**

A6. When implemented, LOIS is expected to provide the following benefits:

- Make it faster and easier for individuals and families to get services through regional centers
- Give individuals and families access to their records
- Make regional center processes more consistent and improve data quality
- Help Department and regional center staff find and use information and reports quickly
- Simplify billing and payments
- Simplify compliance with state and federal rules

## **Q7. How is the Department gathering community input for the Life Outcomes Improvement System (LOIS) Project?**

A7. In 2025, the Department gathered input through town hall listening sessions across the state with individuals, families, regional centers, service providers, and Department staff. The LOIS Project team continues to seek feedback from these groups so that everyone's voice is heard and reflected in the implemented solution. To view an October of 2025 summary of input from the listening sessions, please click on the links for the [LOIS Townhall Input Summary Slides](#) and [LOIS Project Input Recording](#).

## **Q8. When will the Life Outcomes Improvement System (LOIS) be ready to use?**

A8. LOIS is a multi-year project that will be rolled out in phases. In 2025, the focus was to gather community input, complete market research, and thoughtfully plan the LOIS design to create a solution that will address our community's needs. As the LOIS Project continues to develop, in mid-2026, the project will begin the competitive process of vendor selection. By the close of 2026 to early 2027, the formal Request for Proposal (RFP) will be issued, inviting qualified technology partners to submit their proposals.

## **Q9. Will LOIS be able to adapt as our community needs change?**

A9. Yes, LOIS will be able to adapt and meet the changing needs of our community.

## **Q10. Who will use the Life Outcomes Improvement System (LOIS)?**

A10. LOIS will be used by individuals with intellectual and developmental disabilities, families, regional centers, Department staff, and service providers.

## **Q11. Will the Life Outcomes Improvement System (LOIS) be accessible to people with disabilities?**

A11. LOIS will be designed and developed to comply with all federal and state accessibility requirements including Section 508 of the Rehabilitation Act and WCAG 2.2, the Health Insurance Portability and Accountability Act (HIPAA), and the Information Practices Act (IPA).

## **Q12. Will LOIS give people that receive services and their families the ability to see their personal information?**

A12. LOIS is expected to allow individuals and families to securely access information.

## **Q13. Will the Life Outcomes Improvement System (LOIS) keep my data secure?**

A13. The Department is committed to keeping private information safe in adherence with state and federal laws. To protect sensitive data, LOIS will use strong security tools and up-to-date technology.

## **Q14. How will the data that individuals and families provide be used?**

A14. As a covered entity and provider of health care as well as state agency, it is the policy of the Department to safeguard the privacy of personal information collected or maintained by the Department. For more information, see: [Privacy Protection Fact Sheet \(An overview to your legal rights to privacy.\)](#) and [Privacy Policy Webpage \(The Department's practices regarding personal information.\)](#).

## **Q15. Will training be provided for the Life Outcomes Improvement System (LOIS)?**

A.15. Yes. A training plan will be developed, and the LOIS team will provide training before the system goes live.

## **Q16. Where can I learn more about the LOIS Project?**

A16. To see the latest information, visit the [DDS LOIS Project Webpage](#).

## **Q17. How can I provide feedback on LOIS?**

A17. To provide feedback, please email [lois@dds.ca.gov](mailto:lois@dds.ca.gov).

