



Dialogue

Volume 14, No. 2
Summer 2000

R.A.D.D. Review

**Consumers: Look for
TELE-FRIENDS on page 4!**

Last Call for Spotlight Awards Tickets

It's almost time for Spotlight Awards 2000. Come join the fun, and support the consumers, family members, service providers and others who have been nominated for these awards given for service to people with developmental disabilities.



This year the ceremony will be held at the Irvine Marriott Hotel on Friday, September 15 from 6:00 p.m. to midnight.

The night's festivities will include a gift basket raffle, delicious dinner, the Spotlight Awards presentation, and dancing. Tickets are \$40 per person and must be purchased in advance. If you didn't receive your invitation, call Delia Lona at (714) 796-5263 for ticket information.

Dialogue is published quarterly for consumers, families, service providers, and members of the community by the Regional Center of Orange County.

We welcome your ideas, contributions and suggestions. Please send all correspondence to:

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Consumer Spotlight A Disability Can't Stop Her From Helping Others

Two or three times a month, she loses consciousness without warning for several moments. It can happen anywhere, anytime. It can turn everyday activities such as ironing, cooking or walking down the street into scary and even dangerous experiences. It prevents her from getting a driver's license. "It" is epilepsy, and at 43 years of age, she still suffers such seizures, even with medication.

Meet Yvonne Klutz, a Regional Center consumer who, despite this disabling condition, adopts a positive attitude and seeks to serve others. We could all take a lesson from her.



Yvonne Klutz sells goodies from the snack bar at Integrity House in Fullerton.

Yvonne lives independently with a roommate, takes the bus to her various destinations, and seeks to be of service wherever she can. In her unassuming way, she goes about her daily activities with a sense of purpose, not seeking recognition. She doesn't do it for a paycheck. She doesn't have a boss putting pressure on her. She is motivated by an inner desire to be of use, to really help people.

For more than four years, Yvonne has volunteered at least one day a week at Regional Center, where she sits in on the review groups that advise service coordinators, and she participates on interview panels to hire new staff.

Chuck Dillenbeck, RCOC intake manager, once wrote about her, "When I was a service coordinator at the North office, I would arrive at 6:30 a.m. and find Yvonne sitting alone, in the dark, in the North office lobby, until someone came in to open up the office. She was always dependable in showing up for the team meetings. I would also see her hiking the steep hill, from buying groceries at Vons before the meeting, and she was always on time. Mind you, her only mode of transportation was the bus, so she had to get up quite early to get to the office. I think this is dedication."

On the subject of getting up early, Yvonne said that she awakens at 4:00 a.m. in order to arrive at her day program, Integrity House in

See Spotlight, page 11

What's Inside This Issue

Consumer Spotlight - A Disability Can't Stop Her From Helping Others 1
Last Call for Spotlight Awards Tickets 1
New Members Join RCOC Board 2
Message from the Executive Director 3
Community Programs That Include Children with Disabilities 3

Just for Consumers

R.A.D.D. Review Do You Want to be a Tele-Friend? 4
Consumer Advisory Committee Update 5
What's Summer without a Patio Party? 5

Parent and Family Pages

Support Group List 6
Comfort Connection Provides Wide Array of Services 7
A Report on Camp TLC 7

Other Features

UCI to Study Crimes Against People with Disabilities 8
Points of Service Surveys Solicit Feedback 8
Transportation Survey 9
Important Things to Know 11

New Members Join RCOC Board

At its May meeting, the Regional Center Board of Directors elected two new members for three-year terms. The Board recently revisited its membership policy and is seeking to achieve a balance of consumers, family members and professional people in its membership.

Karen Chen is a public policy analyst with the California Association of Realtors. Her professional skills also include a background in finance and banking. She has a sister who is a regional center consumer, which gives her a personal interest in the workings of RCOC.

Karen said, "Last year I started attending more [regional center]

events to make sure I am fully aware of all the services available. I want to make sure that the regional center as a whole can do as much as it can do for all the consumers in Orange County. I think the regional center is doing a wonderful job. I would like to see that maintained and see as many people be happy as possible."

Stephen Sherman owns an Allstate insurance and investment agency in south Orange County. He brings extensive leadership experience and financial planning expertise to Regional Center's Board. For five years



he was a Board member and District Chairman of the Orange County Council of the Boy Scouts of America. In that role he oversaw 4,000 boys and 1,700 adults and was in charge of finance, membership, programs, scout advancement, and fund raising. A close friend who is autistic has touched Steve's life, and he hopes his leadership experience will help bless the lives of the people Regional Center serves.

He said, "I want to play an active role in the programs and activities of the Regional Center. I hope I can make a difference in consumers' lives and build relationships with both consumers and RCOC staff."

RCOC welcomes these two individuals to its volunteer leadership team.

Core Indicators Provide Service Benchmark

By Bill Bowman



I'd like to ask you to stop and think a moment about the idea of quality. What features come to mind when you think of

quality in a car? Durability? Reliability? What characteristics describe quality service to you? Responsive attention to your request? A cheerful attitude? Competence? Efficiency?

The issue of quality in services and supports for people with developmental disabilities is a prime topic of conversation in California right now. But what does quality really mean? Of course, it includes meeting the needs of those who need service. But to truly meet the needs of people with disabilities, quality must encompass more: it includes personalized plans, and it also incorporates choice among an array of providers of service. It means giving enough information so the choice can be an informed one.

I am pleased to announce a significant project, addressing just these issues, that the Regional Center of Orange County will soon begin. It's

called the Core Indicators Project, conceived by the National Association of State Directors of Developmental Disabilities Services, and it brings together critical research data from all over the country to give us a real picture of what quality service looks like. This multi-year, multi-state activity provides a set of quality indicators that was conceived and developed by highly regarded experts drawn from parents, other family members, people implementing programs, and advocates from all over the nation. The Human Services Research Institute (HSRI), a "think tank" organization whose work on the Core Indicators Project has been recognized by both the federal government and many states, will assist us.

Once we determine how the Orange County vendor community and services match up to the national norms, the Core Indicators will serve as a roadmap, if you will, to show us how we get there if we find challenges and identify areas that need improvement.

In Orange County, we plan to add a unique component to the study — hiring and training family members and consumers to conduct face-to-face interviews with consumers to learn about their experiences and what they are receiving from their services. Then we will match that information against the national core indicators, which serve as benchmark data. We consider our families

and consumers to be not only the best possible source of the data we need, but also the best gatherers of that information.

Another advantage of getting involved in this project is the recognition accorded it by the federal government. The agencies that oversee developmental services have found the Core Indicators model helpful in their efforts to evaluate and measure performance. It only makes sense for us to examine the quality of services in Orange County by the same measuring rod that the regulating bodies use.

An additional compelling aspect of this is our discovery that many of the principles contained in the Core Indicators are found in the Regional Center's own guiding principles, which were developed uniquely several years ago by our Board of Directors. This gives added credence to using this approach to identify quality in the community.

The Core Indicators Project is really an opportunity for service providers to shine. It identifies the things that happen in good programs. It's a positive means to provide those that miss the mark with a proven, specific target of quality service. I am excited at the prospect of the Core Indicators Project creating a synergy between the Regional Center, consumers, family members and service providers to improve and expand services and supports.

Community Programs That Include Children With Disabilities

The last issue of *Dialogue* featured an article asking parents to inform us of community recreation programs that fully include children with disabilities. Juda Carter and Jacqui Kerze thank the parents who responded. The resources those parents told us about are listed here.

If you would like a parent volunteer assistant to help you include your child in any of these programs,

please contact Jacqui Kerze at RCOC's Community Resource Center, (714) 796-5314, and she will give you the name of a parent who will be happy to help you.

- ◆ Aqua Wave Swim School, Foothill Ranch – (949) 455-2539
- ◆ My Gym, Dove Canyon or Aliso Viejo
- ◆ YMCA of Saddleback Valley "Itty-Bitty" Sports Leagues

- ◆ Newhope Academy of Gymnastics
17270 Newhope Street
Fountain Valley, CA
(714) 556-8050
Contact: Greg
- ◆ YMCA of Saddleback Valley
Indian Guides Programs
- ◆ AYSO of Rancho Santa Margarita
(youth soccer)
- ◆ Brownie Girl Scouts
- ◆ Regal Bowling Lanes, Orange
Children's Summer Leagues

R.A.D.D. Review

Do You Want to be a Tele-Friend?

Are you a consumer of the Regional Center of Orange County? If so, you might be interested in Tele-Friend. The purpose of Tele-Friend is to help consumers meet new people who live nearby. We suggest that you always meet in a public place and that you provide your own transportation.

To place an ad in Tele-Friend, call (714) 796-5270 for the form you need. Here are some people interested in making "Tele-Friends."

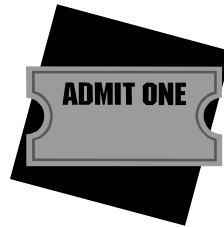
Tina Marie of Anaheim...

"My interests are dancing, bowling, roller skating, going for walks, movies, Disneyland, Knott's Berry Farm, swimming, gambling for money, horseback riding, going to church, karaoke singing, Magic Mountain, and going to fancy restaurants. I also love going to parties. I am 42 years old."



Gary of Costa Mesa...

"I would like female friends to go shopping, bowling, to the movies, to theme parks, and bike riding. I am 30 years old and work at Ralphs Grocery Store."



Shari of Tustin...

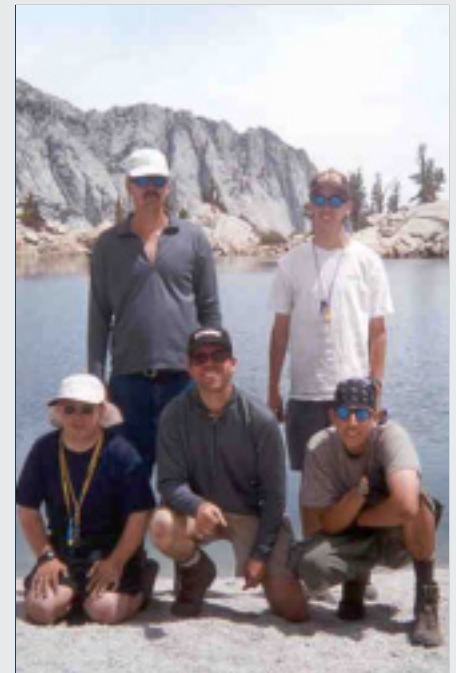
"I am a 37-year-old female and my favorite interest is bowling. I also like baseball, football, basketball, and hockey. I also like soccer. My favorite teams are: baseball, the Arizona Diamondbacks; football, Arizona Cardinals; basketball, Phoenix Suns; hockey, Phoenix Coyotes; and soccer, L.A. Galaxy."



Dennis of Yorba Linda...

"I am a 41-year-old male and I like going bowling. I like to go to the show. I like to watch baseball."

If you would like to talk to any of the people listed above, call (714) 796-5270. We will send you a roster of RCOC consumers who have placed ads. You must be a Regional Center consumer or parent to respond.



They Did It!

Five Regional Center consumers climbed Mt. Whitney in June, 2000 after spending eight months in training for the challenging feat. Congratulations to (front, from left) Tim Jones, Ron Holland, Phillip Valdez, (back row) Paul Hollingsworth, and Ryan Lundstrom. They were part of the Trailblazers mountaineering team formed by Project Independence. For information on tryouts for next year's team, contact Project Independence at (714) 549-3464.

Consumer Advisory Committee Update

By Jay Connor, former committee chair



The consumer video project has finally been completed. Paul Gibson from the Orange

County Department of Education taped and edited the video. He did an excellent job. It was shown at the June CAC meeting and was also played at the July Board of Directors meeting. The film is about six minutes long. The committee was very pleased with the final product, so it will be played in all of RCOC's Area offices. The theme of the video is "We Can Fly," and our objective was to demonstrate that people with develop-

mental disabilities have dreams and aspirations like everybody else, and that we can be independent. I expect that the video will be shown at the Spotlight Awards on September 15.

This is my last column as chairperson of the CAC. It has been an enjoyable experience. I think that I have been very fortunate to have a loyal group of people come to the meetings every month. I hope that will continue under the new chairperson. One of the things I am most proud of is that we finally got the video project done after three years. I would like to thank all involved for their cooperation. I especially commend Juda Carter for coordinating the video project and getting it completed quickly once we

obtained a contract with Paul Gibson.

Another accomplishment I am happy about is that the Board packet is a lot easier to read now than it was six years ago. It is color-coded and the language is easier for the lay person to understand. I was on the task force that worked on that project. I also participated in the supported living task force that set up supported living "anchors." The anchors serve as guiding principles in providing supported living services.

In closing, I would like to say that over the years it has been great to work with consumers, RCOC staff, and the other Board members. I hope to stay involved with the committee in some capacity.



Mark Iglesias, center, enjoyed the fun afternoon at the Ashling home with his father, Victor, and friend, Betty Richards.

What's Summer without a Patio Party?

Ashling's Residential Villa in Costa Mesa hosted its third annual patio party on Sunday, July 9, 2000. The party brought together the families of 37 people with developmental disabilities who live in spacious two-bedroom apartments in the building. Everyone enjoyed the festive day with a magician and a balloon artist providing entertainment. The event creates a casual venue to introduce new residents and for families to get acquainted.

Parent/Support Groups *Grupos para Padres*

For meeting times and locations, see the monthly RCOC Community Calendar that comes in the mail to you, or call the group contact or Jacqui Kerze at RCOC, (714) 796-5299.

- ❖ **A Touch of Love** - For limb deficient children and their families. (800) 493-5462. Hablamos español
 - ❖ **Asperger Syndrome** - Contact Marilyn Van Dyke (562) 804-3114 or South County call (949) 454-6302
 - ❖ **Autism Support Groups** - Newly diagnosed autism, contact (310) 543-0662
 - Huntington Beach, contact Leaza Howe, (714) 841-6766
 - North County, contact Paula Peterson, (714) 288-9005
 - South County, contact Beverly Lee, (949) 249-9277
 - ❖ **Cerebral Palsy** - For info. & support, meetings & groups, contact Family Support Services at UCPA, (714) 557-1291
 - ❖ **Chinese Parent Support Group for the Disabled** - Contact Kitty Tsan at (949) 588-0123
 - ❖ **CLASP (California League of Angelman Syndrome Parents)** - Contact Katie Hendren, (714) 962-4152
 - ❖ **Compassionate Friends** - For parents who have experienced the loss of a child. Call Roy Redman, (714) 993-6708
 - ❖ **DADS' Group** - For fathers of children with autism and related disorders. Call Norm Booth, (714) 961-1315
 - ❖ **Epilepsy Connection** - We connect people to resources and information. Call Paulette Motzko at (714) 998-0391
 - ❖ **Epilepsy Social Support Group** - To help fulfill the needs of those with epilepsy. Call Pat Porter, (949) 631-4333
 - ❖ **Family Visions** - For parents of visually impaired children. Contact Karin Crilly, (714) 573-8880, ext. 109
 - ❖ **Fathers Support Network** - Contact Jeff Braun at the Family Support Network, (714) 543-7600
 - ❖ **First Evangelical Free Church Disabilities Ministry** - Contact Connie Hutchinson, (714) 529-5544
 - ❖ **Fragile X Group** - For parents or family members of people with Fragile X. Contact Sali Farber at (714) 544-9551
 - ❖ **Hearts of Hope** - For parents of children with congenital heart defects. Contact Kris Krieger at (949) 348-2848
 - ❖ **Mitochondrial Disease Group** - Contact Sherry Clitheroe at (714) 968-9373, Lissa Mirand at (562) 929-8851, or Karen Ortiz at (909) 335-0721
 - ❖ **Mom's Group** - For moms in North Orange County. Contact Jill Riley, (714) 288-1566
 - ❖ **Mommies on the Move** - For mothers of young children. Contact RCOC's Carol Kooner at (714) 889-7229
 - ❖ **Mommy Network** - South County. Contact Julie McLain at (949) 888-1820 or Tina Muller, (949) 454-8573
 - ❖ **Mothers of Special Needs Children** - Contact Valerie Aprahamian, (909) 737-1830. Group includes prayer
 - ❖ **Moving on at 3 Parent Group** - To support and educate parents of children transitioning from Early Start services. Contact RCOC's John Zeimantz at (949) 206-8876
 - ❖ **Non-Ketotic Hyperglycinemia (NKH) Family Support Group** - Contact Tammy L. Hanna (714) 444-4454
 - ❖ **One In A Million Kids** - For parents of children with rare or undiagnosed disorders. Call Georgia or Gary Freedman-Harvey, (310) 588-2562
 - ❖ **Orange County Parents of Disabled Multiples** - Contact Bree Dennis at (909) 734-3616
 - ❖ **Parents of Children in Residential Placement** - For parents of RCOC consumers. Call Jacqui Kerze, (714) 796-5299
 - ❖ **Parents of Kids with Epilepsy** - A support group. Contact Mary Repp at (949) 582-8404
 - ❖ **P.R.O.U.D. - Parents Regional Outreach for Understanding Downs** - Call the hotline at (714) 974-6419
 - ❖ **Rett Syndrome Group** - Contact Rebecca Craft, (949) 856-9320 or Susan McLaughlin, (949) 858-8411
 - ❖ **Single Parent Group** - For single parents of children with special needs. Contact Jacqui Kerze, (714) 796-5299
 - ❖ **Spina Bifida Support Group** - Contact Brandy Van Hook at (714) 840-4303
 - ❖ **Vietnamese Parent Support Group** - Contact Queenie Hoang at (714) 557-1291; pager number (714) 664-6899
 - ❖ **Welcome Orientation** - For parents of children who have recently been diagnosed with a disability. For information, contact Naomi Hall at the Comfort Connection Family Resource Center, (714) 748-7491 or Jacqui Kerze, RCOC, (714) 796-5299
 - ❖ **Williams Syndrome** - Support for families of people with Williams Syndrome. Call Darlene Ginnett, (562) 598-5559
- Grupos En Español***
- ❖ **Grupo de Autismo Angeles** - Para más información llame a Gloria y Jose Hernandez, (714) 491-1287
 - ❖ **Grupo para Síndrome de Down** - Para más información llame a Ramon Gonzales (714) 796-5209 en el Centro Regional
 - ❖ **Hacia Los 3 Años... Transición** - Un grupo de padres con niños recibiendo Servicios de Intervención Temprana Para Educación y Apoyo durante el proceso de transición. Para más información llame a Consuela Morales (714) 685-5514
 - ❖ **Noche de las Madres** - Para más información llame a Barbara Dominguez (714) 974-9202
 - ❖ **Nuevos Horizontes** - Para más información llame a Barbara Dominguez, (714) 974-9202

For information about new or existing support groups, please call your Regional Center service coordinator or Jacqui Kerze, Family Support Coordinator for the Regional Center, at (714) 796-5299. Para más información en español llame a Ramon Gonzales (714) 796-5209.

Comfort Connection Provides Wide Array of Services

By Sandi Ames, Comfort Connection Parent-to-Parent Coordinator

Comfort Connection has been meeting the needs of families for more than six years. Comfort Connection was established as Orange County's Family Resource Center to provide families of children from birth through 36 months with special needs or born at risk with an array of services. Thousands of families have reached out to our staff and volunteers for the assistance they need to get connected with other parents, local support groups and agencies.

All of our staff members are parents of children with special needs themselves. Having "been there" helps our staff members to understand each family's need for information as well as their need for emotional support.

Our services have changed over the years in order to better meet the needs of parents and children in our community. At the present time we offer families parent-to-parent support, parent and professional educational workshops and events, referrals to support groups and agencies, resource coordination, a lending library, quarterly newsletter, and a Web site full of up-to-date information and links (see www.comfortconnection.org). We also host an annual Resource Fair at the Santa Ana Zoo that brings parents together with representatives of local support groups and agencies for a fun and informative day.

In order to meet the needs of our diverse community, we have staff

members who speak Spanish and Vietnamese, as well as English. If you need support in a different language, we will do our best to connect you with another local agency or group that can meet your needs.

Please contact Comfort Connection at (714) 748-7491 or (888) FRC-BABY if you would like additional information about our agency or would like to be placed on our mailing list. We also invite you to come for a visit. Comfort Connection is located at 12361 Lewis Street, Suite 101, in Garden Grove at the corner of Lewis and Metropolitan, near The Block shopping center of Orange.

A Report on Camp TLC

Camp TLC provides a get-away weekend each summer for families of children from six months to 36 months old who have special needs. This year 34 families participated in the ninth annual camp held July 28 to 30 at Oak Glen Christian Conference Center near Yucaipa.

At Camp TLC families attend educational and inspirational workshops, network with other parents and the speakers, and relax in a beautiful mountain environment. The conference speakers ranged from parents to professionals to people with disabilities. Entertainment included a luau dance and a clown performing a magic show. Camp TLC is a collaborative effort of many individuals and organizations under the leadership of Linda Smith, executive director of Family Support Network. Regional Center of Orange County is a major sponsor of the camp, and many RCOC employees donated their weekend to work at the camp.

Here is an excerpt from a letter of appreciation sent to Family Support Network.

"I heard it was a great program, but it was far better than it was described. The volunteer teenagers were always right there to help with our children. They were also available for babysitting so my husband and I could have some alone time, which is something you do not have too often in our lives... Oak Glen is a beautiful place. The food was excellent and all the accommodations were clean and easy to get to... I cannot express how much I got out of the speakers this weekend. At times I have a lot of anxiety about my daughter, presently and in her future. Each speaker said something, or many things, that helped relieve some of that anxiety and things that I really needed to hear. Some speakers helped to educate us and others helped to deal with our anxiety, sadness and fear about our children...The family time we spent together was the most relaxing time

we have had in a long time. We swam with our children and took a walk...The teenage girls played with my kids and it was very relaxing because we felt safe and felt our children were safe...It was great meeting new families. We got to know a lot of great people that have some of the same issues that we have...Thank you again for a wonderful program like Camp TLC, and we thank God for wonderful people like the Camp TLC staff, Volunteer Girls, people and organizations who donate to this program."



Gerry Ahumada and son, Benjamin, enjoy an intimate moment under the trees at Camp TLC.

UC Irvine to Study Crimes Against People with Developmental Disabilities

A team of researchers at UCI has just begun a study in Orange County to understand the crime victimization risks faced by Regional Center consumers. The research team, headed by Dr. Joan Petersilia, will try to understand basic questions about consumers' risks — who gets victimized, where do crimes occur, who commits them, and how do agencies handle the victimization reports. Evidence suggests that people with disabilities face very high risks of abuse and victimization — four to ten times higher than people without disabilities. The research team wants to understand why this occurs and what can be done.

During the 12-month study, the researchers will interview Regional

Center staff, consumers, consumers' families, service providers, and law enforcement officials. In general, participants will be asked about the context surrounding the victimization, the challenges victims with developmental disabilities faced in dealing with the criminal justice system, how the victimization affected their lives, and what programs or policies might have been helpful in assisting them. For vendors and service providers, the researchers also wish to understand how the incident came to their attention and whether the incident was reported to the police. If it was reported to the police, how was it handled?

The interviews will be conducted over the next six months. They will

be conducted in groups or one-to-one, and a location convenient to the person being interviewed will be arranged. The people interviewed will not be paid, and anonymity will be guaranteed.

If you have had some experience with this topic, or have personal experience you wish to share, we would greatly appreciate your giving us a call to schedule an interview. Please contact Kelly Bradley, research assistant, UCI, at (949) 651-5063, or e-mail at kbradley@uci.edu. If you would like to mail written comments, send to Kelly Bradley, University of California, Irvine, Department of Criminology, Law and Society, 2317 Social Ecology II, Irvine, CA, 92697.

Points of Service Surveys Solicit Feedback

Regional Center of Orange County mails surveys to families and consumers at each of the following points of service: Intake (assessment to determine eligibility for RCOC services), change of residence, and choosing a day program or place to work. RCOC also surveys residential and vocational/day program service providers when they begin service for a consumer.

The surveys allow Regional Center to obtain valuable feedback from consumers, family members and professional partners about the quality of RCOC's service at several critical points. Some of the factors looked at to determine quality include professional interaction, information sharing and overall effectiveness. For each survey, respondents are asked to indicate whether they strongly agree, agree, are undecided, disagree, or strongly disagree with seven statements. The surveys also encourage written comments.

Questions asked of consumers and families include, "The RCOC intake process was adequately explained to me; RCOC staff asked and heard what I really needed and wanted; RCOC staff gave me complete housing information I could understand," and "Attitude: RCOC staff were positive and friendly." Questions for service providers include "RCOC staff seem to understand what kinds of consumers our program serves best," and "There were no unreasonable delays in the referral process."

Following are highlights of the survey results from the fourth quarter of 1999.

Intake

RCOC sent 214 surveys and received 105 responses for a response rate of 49%. RCOC's overall approval rating was 92%, the disapproval rating was 3%, and the undecided/non-responsive rate was 5%.

Finding a Place to Live

Of 73 surveys mailed, RCOC received 10 responses from consumers and families for a response rate

of 14%. The overall approval rating for RCOC was 81%, the disapproval rating was 5%, and the undecided/non-responsive rating was 14%.

Finding a Day Program/Place to Work

RCOC received 91 responses, a response rate of 18%. The approval rating was 92%, the disapproval rate was 1%, and the undecided/non-responsive rate was 6%.

Vendor Survey – Residential

RCOC received 27 surveys for a response rate of 37%. Residential service providers gave RCOC a 96% approval rating, a 2% disapproval rating, and a 2% undecided/non-responsive rating.

Vendor Survey – Work/Day Program

Surveys returned numbered 272, a response rate of 53%. The approval rate from day program providers was 93%, disapproval was 0%, and undecided/non-response rate was 2%.

If you would like a copy of the complete survey results, you can call Leslie Walker in RCOC's executive office at (714) 796-5205.

Important Things to Know...

Parent Connection is looking for bilingual parents to provide peer support. Parent Connection is a program designed to help parents and family members who have a child with special needs. It is common for parents to feel alone or unsure about how to handle their unique circumstances. The goal of the program is to provide emotional support to families and to assist them in getting connected with community resources.

The training includes tips on giving emotional support and a notebook of resource information to share with parents. If you are a parent of a

special needs child and would like to help provide support for new families, please call Parent Connection at (714) 748-7491 for more information.

The next training in Spanish will be on September 8, 2000 from 9:00 a.m. to noon at United Cerebral Palsy Association, 3010 W. Harvard Street, Santa Ana. Please call Maria or Lucila at (714) 748-7491 to RSVP. Childcare will be available.

3rd Annual Autism Conference: Choices, Challenges and 'Cures' will be presented on

October 12 at the San Diego Convention Center.

Sponsored by T.E.R.I., Inc. and Dr. Paul Dores, the conference will examine current intervention strategies and evaluate the effectiveness of treatment options for individuals with autism. Presenters include Dr. Bernard Rimland, Dr. V. Mark Durand, Ms. Linda Hamilton and Dr. Natacha Akshoomoff, as well as a panel of education experts from Orange and San Diego counties.

For more information, call (760) 721-1706 or log on to www.teriinc.org or register online at adminasst@bigplanet.com.

Spotlight (from page 1)

Fullerton, by 5:45 a.m. When someone remarked that she must be a "morning person," she replied, "Let's put it this way: I don't like crowded buses, and I don't want to have to stand up on a bus." That comment shows something of Yvonne's initiative and character. So does the fact that she has to take three buses to get to Integrity House and two to get home.

Several Regional Center employees volunteered positive comments about Yvonne. Her service coordinator, Lisa Millikan, said, "Yvonne is a strong advocate for her peers."

Alice Bain, administrative assistant, said, "We think that Yvonne is just terrific. I know she's a big part of Integrity House, too."

Larry Landauer, director of consumer and community resources, simply commented, "She's amazing." Larry was the person who recruited Yvonne for her role at Regional Center.

Another service coordinator, Susan Perlson, mentioned Yvonne's sense of humor and patience. "She's

a lovely person," Susan said.

What does Yvonne have to say about herself? With characteristic modesty, she said, "I like helping other people when I can."

At Integrity House, a clubhouse for people with disabilities, Yvonne oversees the cash box and snack bar. She sells lunch tickets, coffee and sodas. She might also be found cutting coupons out of recipe booklets for the test kitchen next door to the clubhouse.

Cathy DeMello, executive director of Integrity House, said, "I've known Yvonne for at least six years. She is one of the most reliable members that we have. She contributes a lot at Integrity House. She is very good running the snack bar, very good with money and detail work. Mostly I see Yvonne as a friend."

Before joining the clubhouse, Yvonne took adult education classes at Cypress College for 10 years. The first three-and-a-half years she took general courses, but then, in true Yvonne form, she started helping the adult education teachers with filing and making sign-in sheets for their classes. She spent her final

two-and-a-half years at the college in the computer lab.

What Yvonne finds most challenging about having a disability is the attitude other people sometimes have. She said, "Some people don't understand that having a disability doesn't mean you are contaminated. You can still do things, but sometimes it takes longer to understand or do it differently."

Yvonne leads a well-rounded life. She enjoys jigsaw puzzles and counted cross stitch. She said, "When I get home, I sit back and relax and watch the news." She is also close to her family members who live in southern California, including her mother, sister and brother. She is particularly fond of her nieces and nephews and said, with a twinkle in her eye, "I can't have kids of my own, so...I spoil them rotten."

Yvonne serves as a role model for other people with disabilities. She had this to say to others who struggle with the difficulty of a disability, "Don't let it get you down. If you want to do something, go out there and do it. Don't let other people stop you."

Board of Directors 2000-2001

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2000 Board Meetings:

Sept. 7 ❖ Oct. 5 ❖ Nov. 2 ❖ No meeting in Dec.

The board of directors meets at 6 p.m. The public is welcome. The September meeting will be held at the Westminster office, 13950 Milton Avenue, Suite 200. Call (714) 796-5205 one week before the October and November meetings for location.

Our Mission

The Regional Center of Orange County, within the spirit and mandate of the Lanterman Act, shall assist persons with developmental disabilities and their families in securing and coordinating those services and supports which maximize opportunities and choices for living, working, learning and recreating in the community and which result in consumer satisfaction and quality services which stress human dignity and openness to innovation.

The Regional Center of Orange County has four locations to serve you:

Orange Office

3111 N. Tustin Street, Suite 150
24-hour phone no.: (714) 685-5555
TDD: (714) 685-5575

Laguna Hills Office

24012 Calle de la Plata, Suite 200,
24-hour phone no.: (949) 699-1900
TDD: (949) 699-3367

Santa Ana Office

801 Civic Center Dr. West
24-hour phone no.: (714) 796-5100
TDD: (714) 667-6021

Westminster Office

13950 Milton Ave., Suite 200
24-hour phone no.: (714) 889-7200
TDD: (714) 889-7234

You can also visit us online: www.rcocdd.com

Regional Center of Orange County Administration

Bill Bowman, Executive Director

Janis White, Associate Executive Dir.

Bette Baber, Administrative Director

John Abernatha, Human Resources
Director

Mark Antenucci, Outcomes Director

Arleen Downing, MD, Medical Dir.

Larry Landauer, Consumer and
Community Resources Director

Ed Scherer, Information Services Dir.

Chuck Dillenbeck, Intake Manager

Adam Gottdank, North Area Manager

Rosalinda Lopez, East-Central Area
Manager

Keli Radford, West Area Manager

Amy Williams, South Area Manager

*The Regional Center of
Orange County is a nonprofit,
private agency that contracts with
the California Department of
Developmental Services to provide
services to individuals with
developmental disabilities.*

Please fill out the
Transportation Survey on page 9

Dialogue Newsletter

Regional Center of Orange County
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