



# Dialogue

Volume 17, No. 2  
Spring 2003

## Consumer Spotlight

### Anne Favreau: Hardworking and Well-Liked

“Oh, I love it!” That’s Anne Favreau’s response when asked what she thinks of her job. Anne, who is 34 years old and has Down syndrome, works as a document control clerk at Varco L.P. in Orange, an oilfield services company that manufactures oil drilling equipment. Anne takes great pride in her job and strives to improve her skills by taking computer classes and volunteering for additional responsibilities.

Anne got her job in 1994 through Orange County ARC’s supported employment program, and then was hired by Varco as a permanent employee in 1997. She works Monday through Friday from 9 a.m. to 1 p.m. and has a job coach from Orange County ARC who checks in with her two days a week.

When Anne started at Varco, her duties consisted of data entry. Now she also works on computer spreadsheets using Microsoft Excel, sorts mail, keeps the office supplies stocked, and transfers records from a handwritten log to the computer.

Anne’s Regional Center service coordinator, Sean Carroll, thought that Anne’s success could provide encouragement to other consumers looking for work in the community.

Sean said, “Anne has about the best work situation I’ve seen. She took computer classes in college that helped prepare her and has worked hard and really succeeded.”

When asked what she likes best about her job, Anne said, “I love all my co-workers.” She says she is best at “helping my supervisor [Claudia Rodriguez] with the books and data entry.”

#### Preparation is Important

Anne graduated with honors from Loara High School in Anaheim in 1990. At Loara she took a combination of special education and regular education classes. Among other subjects, she took typing and some computer classes. Anne also worked as a teacher’s assistant in the office where she sorted mail, answered the telephone and helped the nurse. After high school Anne decided to continue working on her job skills at Cypress College. She started with adult education where she took business classes and learned about grammar

See ‘Anne,’ page 10



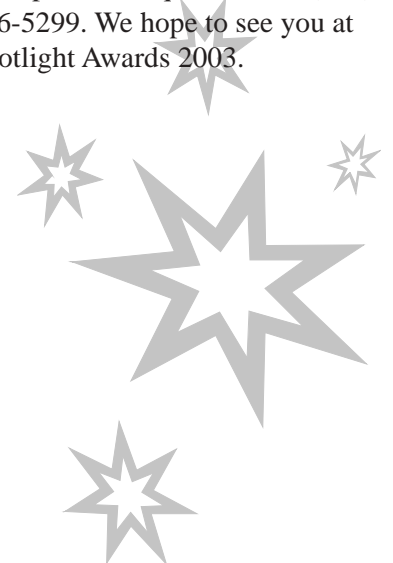
Anne Favreau has her own cubicle, computer and phone for her job at Varco L.P.

## Save the Date for the Spotlight Awards!

It’s hard to believe that the 7<sup>th</sup> Annual Spotlight Awards dinner dance, presented by the Regional Center of Orange County, is just a few months away. Mark your calendar for this year’s ceremony on Friday, September 26 from 6:00 p.m. to midnight at the Irvine Marriott Hotel.

For the seventh year in a row, you will have the opportunity to nominate, recognize and celebrate individuals and organizations in Orange County who provide outstanding service and enhance the lives of people with developmental disabilities. Look for the nomination packet and event invitation to arrive in your mailbox in July.

The ticket price this year will be \$36 per person if purchased by August 29 or \$42 per person after August 29. For additional information, please contact Spotlight Chairperson Jacqui Kerze at (714) 796-5299. We hope to see you at Spotlight Awards 2003.



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## RCOC Legislative Update

### Watch for Assembly Bill 649

By Karen Chen,  
RCOC Board of Directors

**A** B 649,  
the



Workforce Service Centers bill – currently held in the Assembly Human Services Committee – would create 13 regionally based Workforce Service Centers (WSCs) focused on improving wages and benefits and workforce development for direct care staff that work with consumers. The WSCs would recruit, screen, and develop a registry of employees available to service providers and those with developmental disabilities. The intent is that employees would be provided with system-wide core training programs, credentialing, and career ladders by the WSCs. The WSCs would be able to take advantage of group purchasing capabilities to enable employees to access health benefits, such as those provided through CalPERS (The California Public Employees' Retirement System).

AB 649 establishes an agency (WSCs) that would add another layer of bureaucracy to the system that provides services to consumers. Service providers and consumers would have to hire their employees from the WSC registry of workers, but the bill would let providers and consumers retain the right to select their own staff, assign work tasks and schedules, supervise employees' work, and determine whether or not to retain personnel. If individuals

See "AB 649," page 3

## Self-Discipline in Challenging Times

By Bill Bowman

Since Fall, 2001, I have used this column to write about the state budget. That was about the time that state revenues began shrinking and our government leaders realized that— if spending on government services continued at then-current rates — they would soon have a \$4 billion deficit. Because Regional Center services are paid for with state funds, the fiscal condition of the state government is of great concern to those of us who steward those resources, as I'm sure they are to those of you who benefit from them. A year and a half later, the state budget deficit is estimated to be anywhere from \$25 to \$38 billion, so I hope you will find it of value if I continue to inform you about the status of the budget.



This year, the governor's May revision of his proposed 2003-04 budget postpones but doesn't repeal the reductions to regional centers that he proposed in January. Those reductions include implementing parental co-payments for all services for minor children as well as cutting the funds for services through the use of statewide purchase of service standards, both of which have been delayed from July 1, 2003 to January 1, 2004.

While we can take some comfort in the reprieve from the immediate predicament, the battle to retain vital services for people with developmental disabilities is ongoing. Regional Center of Orange County — consumers, family members, service providers, and employees — can take pride in the way you have worked together to contain costs over the past months. Our efforts have been unmatched by any other regional center in the state. You may recall that last October we sent a letter asking families to consider where they might be able to cut back their services without compromising the health or safety of their family member with a disability. As a result,

some families have offered to give up some of their respite support. Our service providers have agreed to forego any optional rate increases during this fiscal crisis. Internally, Regional Center staff members have worked on creative strategies to achieve savings. All of us should step back and take satisfaction in our responsible stewardship of state funds. While the number of people we serve continues to increase, our collective commitment and resourcefulness have allowed us to meet people's needs while staying within the constraints of our funding.

The work continues in Sacramento to solve the spending crisis. At the same time, we at this Regional Center are working with the Department of Developmental Services, our legislators and the Association of Regional Center Agencies on strategies that will pave the way for better cost management system-wide and recognize regional centers that manage their resources effectively. The ultimate goal is to maintain and even improve services while reinforcing responsible spending decisions, which we believe will strengthen the disabilities services system as a whole.

### AB 649 *(From page 2)*

found support workers they wanted to hire outside the WSC registry, those workers could easily and quickly be added to the registry.

WSCs would seek funding from several federal and state sources, including the Department of Labor, the Centers for Medicare & Medicaid Services, and the State Council on Developmental Disabilities. WSCs also could reduce costs by consolidating payroll administration, insurance purchasing, and other human resource costs, and hopefully, by reducing employee turnover rates.

Still, the costs of implementing WSCs are unknown and could be extensive. In the midst of an unprecedented state budget crisis, the feasibility of such an undertaking may be questioned. Also, AB 649 represents just one idea among many to improve the qualifications and wages of people who provide direct service to consumers.

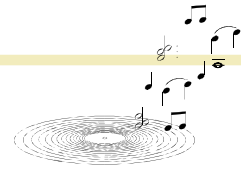
RCOC has not taken a position on this bill at this time. It is sponsored by the Service Employees International Union. Thirty-eight groups have registered their opposition to the bill, including Orange County

service providers AbilityFirst, Elwyn, Orange County ARC, STEP, and Vantage Foundation.

We will continue to watch for any further developments in this two-year bill. You can get more details about AB 649 at the "Legislation" link on the State Assembly Web site, [www.assembly.ca.gov](http://www.assembly.ca.gov).

If you haven't already done so, email Karen Taylor at [ktaylor@rcocdd.com](mailto:ktaylor@rcocdd.com) to submit your email address to the Legislative Committee's email distribution list for bulletins on this and similar legislation.

# R.A.D.D. Review



## ***Make New Friends Through Tele-Friend***

If you're a Regional Center consumer, you might want to meet new friends who live near you by joining Tele-Friend. We suggest that you always meet in a public place and that you provide your own transportation.

To place an ad about yourself in the Tele-Friend list, call (714) 796-5270 for the form that you need.

If you would like to talk to any of the people listed here, call (714) 796-5270 for a Tele-Friend list. You must be a Regional Center consumer or parent to respond. Request the Tele-Friend list to find out about other people who might live in your town.

**Molly of Anaheim ...** "I like watching movies, doing word search, going places — Subway is my favorite — and learning new things to do with a friend. I am 56 years old and have my own apartment."

**Beth of Dana Point ...** "I like watching television, listening to music, crafts (working with my hands),

swimming, visiting my neighbors and also going to the movies. I work at Vocational Visions workshop. I am 46 years old and live with my family."

**Daniel of Fullerton ...** "I'm a 28-year-old with my own apartment looking for a Christian, talkative girlfriend who is high functioning between the ages of 25 to 32, who also lives on her own. Someone who accepts me through good and bad times.



Someone who likes amusement parks, swimming, roller skating, and bike riding. I also like cooking, karate, talking on the phone. I'm looking for someone who does not smoke or take drugs. I work at Home Depot and I'm learning to drive."

**Tina of Garden Grove ...** "I like to write letters, walk, do puzzles, listen to country music and hard rock, cook,

watch video movies, sing, horseback riding, and swim. I bowl every Saturday, and I also like outside roller skating and western dancing. I go to Creative Identity. I'm 44 years old and live with a roommate."

## **Governor Davis Appoints Consumers to Area Board**

**O**n April 14, 2003, Governor Gray Davis named two people with developmental disabilities to the Area XI Board on Developmental Disabilities, which serves all of Orange County. Tiffany Adams, 30, provides life quality assessments to other RCOC consumers and has been a member of the In-Home Support Services Advisory Committee since 2002. Yvonne Klutz, 45, has been a volunteer consumer advocate for RCOC since 1996. She has also worked at Integrity House Clubhouse since 1997. Also appointed to Area Board XI in April was Jennifer Lee Anderson, 29, an independent consultant for the Orange County Human Relations Council. This is the first time consumers have been appointed to Area Board XI, which is responsible for protecting and advocating for the rights of all persons in Orange County with developmental disabilities.

## Consumer Advisory Team Update

By Juda Carter, RCOC Staff Liaison to CAT

The Consumer Advisory Team (CAT) fundraising efforts paid off! The team raised enough money to send five members to the statewide People First conference in Sacramento. It was held June 6, 7 and 8. Three of the members did a presentation. They acted out a skit about making decisions and being responsible. It was called "Conquering Our World".

At the May CAT meeting, Jacqui Kerze talked about camping opportunities. Jacqui is RCOC's Family

Support Coordinator. She asked for input from the members so she can put together a list of possible camping sites. She will report back to the team at the June meeting. The team members hope to take an overnight camping trip in August.

Also at the May meeting a representative from the City of Irvine Disability Services Department gave a lesson on money management.

At the June 11 meeting, Stuart Haskin of

Project GET SAFE will teach on "Building Safe and Healthy Relationships."

CAT meetings are held on the second Wednesday of the month. The meeting time is 10:00 a.m. to noon. The location is RCOC's East/Central office, 801 Civic Center Drive, Santa Ana. If you would like to attend the meeting, please call Betty Bath at (714) 796-5263 to reserve your place.



## Safety Stu's Corner

### Officer Safety

Hello Safety Friends:

In this lesson you will learn what to do if a police officer or a sheriff's deputy comes up to you. The first thing to remember is that these officers and deputies are here to help and protect you. Often when I speak to Regional Center consumers, many say they are afraid of the police. I want you to know that Safety Stu works as a reserve deputy with the Orange County Sheriff Department. So you could run into me around town sometime. You know that I care about your safety, and it is the same for full-time officers and deputies. They chose their job because they want to make a difference in people's lives. It is important to



remember that their job can be dangerous. That means they have to be alert. That's how they keep people like you and themselves safe. So, if a police officer comes toward you, be polite and stay calm. He may just say "hi". If the officer asks you questions, be sure to keep your hands in front of you so that the officer feels safe. If you put your hands in your pockets or behind you, the officer might think you have a weapon or that you may try to hurt him.

Get your **FREE** Consumer Emergency Card while they last. The Regional Center of Orange County has created a business card for consumers. It explains to police officers that you receive services from the Regional Center of Orange County. The card shows a phone number that the officer can call if he needs more information. Please remember before you reach for the card that you

should explain to the officer that you have an information card. Ask if it's okay to get it from your pocket, wallet or purse. Ask your RCOC service coordinator for your Consumer Emergency Card if you don't have one.

As always, I am very proud of how great your safety skills are becoming. If you have a friend who hasn't had the chance to yell "**Back off,**" please share your safety tips with them so they will **GET SAFE™** like YOU! We still do training classes, so keep an eye out for **GET SAFE™** classes. Or you can ask your service coordinator to contact us at [info@getsafeusa.com](mailto:info@getsafeusa.com) for a schedule of classes.

Thanks for staying safe, *Safety Stu*



## Maria Montenegro Gives of Herself

**F**iesta Educativa, Fiesta Familiar, Parent Connection, Orange Unified School District ...the list could go on of Maria Luisa Montenegro's volunteer associations over the past 20-plus years. As the parent of a severely disabled 23-year-old daughter and a non-disabled adult son, Maria's life revolves around her children, community involvement and advocacy. Her range of experience covers the gamut of activities: from sticking address labels on event fliers to being the keynote speaker at a conference in Sacramento.

Before she had children, Maria was a social worker at a school for children with disabilities in Durango, Mexico. She enjoyed working with parents, so it was natural for her to continue helping other parents after she had her own daughter with a disability.

Rosalinda Lopez, RCOC's East/Central area manager, has known Maria for more than 20 years. She said, "Maria has blossomed over the years. Initially, when we started the Hispanic Parent Group as we called it 20 years ago, she was involved. As we brought Fiesta Educativa to Orange County, the first meeting was in her home over 10 years ago. When Fiesta Educativa was planning the first annual Orange County conference three years ago and needed a keynote speaker, Maria said, 'Let's ask Congresswoman Loretta Sanchez.' Everyone else said, 'No, she won't do it,' but I encouraged her to try. Well, Maria took Alejandra in her wheelchair to the Congresswoman's office and asked if she would be the keynote speaker, and she said, 'Yes, absolutely!' Maria

has also been involved in the [Catholic] diocese of Orange County [advocating] for the developmentally disabled to receive first communion and confirmation. Her daughter was able to take her first communion."

Fiesta Educativa, mentioned previously, is a nonprofit organization based in Los Angeles that provides information and assistance to Latino families in obtaining services for their children with special needs. Maria works part-time at Fiesta Educativa's Family Empowerment Center in Anaheim. Maria also coordinates the monthly meetings of Fiesta Familiar, the parent support group component of Fiesta Educativa. The meetings help parents gain knowledge, access key resources, understand their fundamental rights and develop culturally sensitive programs and services.

Maria raised her children by herself and is proud that her 28-year-old son is a graduate of the University of



*In the midst of her volunteer activities, Maria became a United States citizen a few years ago and is learning English.*

## Missing! Parent Support Group List

You may have noticed that the Parent Support Group list that usually appears on this page has disappeared. The print was getting smaller and smaller as the number of available support groups grew until it became impossible to fit everything on one page. The support group list is now available on the RCOC Web site at [www.rcocdd.com](http://www.rcocdd.com) or you can get a printed copy from Comfort Connection Family Resource Center. Feel free to call (714) 558-5400 and request the "A to Z" list.

Southern California. Her daughter, Alejandra, has profound mental retardation, cerebral palsy, and seizures.

Maria Teresa Lopez has been Alejandra's RCOC service coordinator for many years and said, "Maria is a very dedicated mother. She's very concerned about her daughter and very involved with other parents. She does volunteer work to help other people."

When asked what she would like to convey to other Latino families about advocating for their disabled children, Maria Montenegro said, "Parents must start by educating themselves. Be assertive to learn to ask for what you need. Get involved with your child's education and services. Fathers also need to educate themselves about resources available."

Maria's most recent activities include brainstorming in Rosalinda Lopez's office about how to bring the arts to people with developmental disabilities in Orange County. In May she was a presenter to social workers, counselors and nurses at the 11<sup>th</sup> Annual Fiesta Educativa conference in Las Cruces, New Mexico.

## What's The IDEA?

### Related Services in the IEP

By Juda Carter, M.A.  
RCOC Education Training and  
Standards Coordinator

What are "Related Services in the IEP"? Related services means any service that is added to a



student's Individual Education Plan that will provide educational benefit for the student and enhance his/her progress. The most common related service is speech and language therapy. Other services a student may receive include occupational therapy and/or adaptive physical education. Transportation is also considered a

related service. Although these are the most common services, related services are not limited to these items. In the Code of Federal Regulations, numerous related services are identified, including (but not limited to) audiology, assistive technology, behavior support, counseling services, medical services, social work, physical therapy and parent training. Related services are not limited to what is available at a particular school; the emphasis is on additional services that are needed to assist this student in receiving a free and appropriate public education.

In California, related services in the IEP are called Designated Instructional Services (DIS). On your son's or daughter's IEP there should be a section labeled DIS. In that section any related services your child is receiving will be fully described. The DIS section will state what services the student will get as well as the

frequency, duration and location of the service. It should also state on what dates that service will begin and end.

What do parents need to know about related services? Similar to any other service in special education, related services begin with assessment. If you believe that your child can benefit from a related service, request an assessment for that service from your school district. Be sure and put that request in writing! The district will respond by completing the assessment and holding an IEP meeting to determine whether or not that related service needs to be implemented. As always, parents are equal partners with the school district in deciding appropriate services for their child.

Coming next time: "Behavior Supports in Special Education". We will cover what supports are available for students who experience behavior problems.

### Accessing Special Services

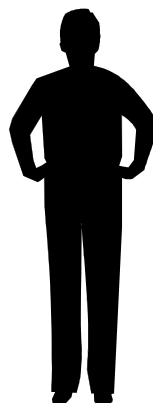
*This is a new column that will appear in each issue of Dialogue this year. It will highlight how an unusual service or combination of services has improved the quality of life of a person served by Regional Center of Orange County.*

### Out of the Darkness, Into the Light

With an increasing sense of helplessness, his parents watched their teenage son slip away from them into his own personal hell. Gripped in the vise of extreme fears and anxiety, he wouldn't eat and barely slept. He could not even tolerate sitting, but could only stand, pace or lie down. He retreated into his own world, contained within his computer, and wouldn't, or couldn't, respond to anyone, not even his loving parents.

Cody Sparks was nearly 14 years old when he was diagnosed with

Asperger's syndrome, which is sometimes referred to as "high functioning" autism. Characteristics include challenges with communication and social skills. Cody attended public school in a regular classroom through seventh grade, but always had difficulty with social interactions. It is uncomfortable for him to make eye contact or be touched by another person. His troubles started in sixth grade and escalated in sev-



enth grade. His teachers didn't understand him and treated what they thought was a behavior problem by punishing him.

His mother, Lori, said, "He would come home and have tantrums and just rage for hours. He could never express what was wrong. As life became more difficult for him, we became more at a loss of what to do for him."

Cody's mom and dad home-schooled him for two years. They worked with the West Orange County Consortium on Special Education (WOCSE), which referred them to Regional Center where Cody was made eligible for services. The family met with a private therapist and Orange County Mental Health.

According to Lori, "All of this helped to a point, but Cody was still

*See "Services," page 11*



## Parents Find Support Through Parent Connection

**A**re you the parent of a child with special needs? Do you sometimes feel alone or isolated? Would you like to talk to another parent who knows what you're going through? If so, think about trying Parent Connection.

Parent Connection is a program offered in partnership by Comfort Connection Family Resource Center and United Cerebral Palsy of Orange County (UCP). It simply allows parents to connect with other parents by phone. If you are new to Regional Center or you are going through a transition with your child that is especially difficult and you would

just like to talk to another parent who *understands*, you can call Comfort Connection at (714) 558-5400 or (888) 372-2229 and say you're interested in talking to someone through Parent Connection. You will speak with a Parent Connection coordinator, who also happens to be a parent of a child with special needs, and the coordinator will match you with a volunteer parent who has gone through some of the same struggles you are experiencing and has been trained to offer a listening ear and share resources. Usually you will be connected with a parent whose child has a similar disability or is close in

age to yours. You can feel free to share your feelings and ask questions of the other parent. Maria Montenegro is a Parent Connection volunteer to Spanish-speaking families (see article, page 6). She has a lot of wisdom to share after raising 23-year-old Alejandra.

On the other hand, if you are a parent who has come through some challenges and think you might be interested in becoming a mentor for this program, we can use your help. Please call (714) 558-5400 to discuss this opportunity. If you decide to participate, we will arrange a three-hour training session for you.

## Behavior Resources Available at Comfort Connection Family Resource Center

**H**ere is a list of books and videotapes addressing children's behavior challenges. Some are specifically geared toward children with disabilities such as autism and others deal with general behavior management. This selection comes highly recommended by Christina Genter, Regional Center's behavioral services resource coordinator. Please feel free to visit the Family Resource Center at 801 Civic Center Drive West, Santa Ana (off the lobby of Regional Center) between 9 a.m. and 4 p.m. Monday through Friday to browse or check out these and other selections.

### Books

- ◆ Right From The Start – Behavioral Intervention for Young Children with Autism. Harris/Weiss
- ◆ Alternatives to Punishment, Solving Behavior Problems with Non-Aversive Strategies. LaVigna/Donnellan
- ◆ Families and Positive Behavioral Support : Addressing Problem Behaviors in Family Contexts. Edited by Joseph

Lucyshyn,PhD, Glen Dunlap,PhD, & Richard Albin, PhD.

- ◆ A Work in Progress – Management Strategies and a Curriculum for Intensive Behavioral Treatment of Autism. Ron Leaf & John McEachin
- ◆ Good Behavior Made Easy. Stephan Garber, Ph.D., Marianne Daniels Garber, Ph.D., Robyn Freedman Spizman
- ◆ Autism, Handle With Care – Understanding and Managing Behavior of Children and Adults with Autism, 3<sup>rd</sup> Edition. Gail Gillingham
- ◆ Behavioral Intervention for Young Children with Autism. Edited by Catherine Maurice, Gina Green & Stephen Luce
- ◆ How to Teach Pivotal Behaviors to Children with Autism: A Training Manual. Robert Koegel, Laura Schreibman, et al.
- ◆ The Strong Willed Child, Birth Through Adolescence. James Dobson, Ph.D.
- ◆ Decreasing Behaviors of Persons with Autism. Richard Foxx
- ◆ Helping Children With Sexual Behavior Problems: A Guide for Parents and

Substitute Caregivers. Toni Cavanaugh Johnson, Ph.D

- ◆ Alternatives to Punishment: Solving Behavior Problems with Non-Aversive Strategies. Gary W. LaVigna and Anne Donnellan
- ◆ Behavior Problems: Steps to Independence, A Skills Training Series for Children With Special Needs. Bruce Baker, Alan Brightman, Louis Heifetz, Diane Murphy
- ◆ Understanding Why Problem Behaviors Occur – A Guide for Assisting Parents in Assessing Causes of Behavior and Designing Treatment Plans. William Frea, Lynn and Robert Koegel with the University of California, Santa Barbara
- ◆ Activity Schedules for Children With Autism: Teaching Independent Behavior. Lynn McClannahan, Ph.D and Patricia Krantz, Ph.D

### Videotapes

- ◆ Assessment of Young Children with Behavioral Problems. Dr. Michael Leven, Dr. James Swanson
- ◆ What is Applied Behavior Analysis (ABA)? Dr. Ron Leaf
- ◆ Why Behavior Happens.



## Diabetes Q&A

**H**ere are some questions and answers about diabetes.

### What is diabetes?

Diabetes is when your body cannot properly convert glucose into energy. Your body breaks down the food you eat into glucose (sometimes called sugar). The cells in your body use glucose for energy. An organ in your body called the pancreas produces a substance called insulin. If your pancreas doesn't produce insulin or doesn't release enough of it, your body cannot break down the sugar that is carried by your blood to all the cells in your body. In that case, you have diabetes.

### What are warning signs that a person might have diabetes?

Some symptoms that suggest that a person might have diabetes are:

- ◆ Being very thirsty all the time
- ◆ Having to urinate frequently
- ◆ Extreme hunger
- ◆ Unexplained rapid weight loss
- ◆ Sores that heal slowly
- ◆ Fatigue
- ◆ Dry, itchy skin
- ◆ Numbness or tingling in the hands or feet

People who have diabetes but haven't been diagnosed with it yet may or may not have some of these warning signs.

### Who is most at risk for developing diabetes?

The cause of diabetes is not known, and anybody can get it. How-



ever, some people have a greater chance of getting diabetes. Some known risk factors are:

- ◆ Being overweight or obese
- ◆ Having a family member with diabetes
- ◆ Lack of regular exercise
- ◆ Being older than 45 years of age
- ◆ Being Latino, Asian-American, African-American, Native American or Pacific Islander

### Where can I get more information about diabetes?

If you have some of the symptoms or risk factors listed above, be sure to tell your doctor so you can be tested to see if you have diabetes. Your doctor can give you more information about diabetes. Some Web sites that provide a lot of information include [www.diabetes.org](http://www.diabetes.org) (American Diabetes Association) and [www.diabetes.com](http://www.diabetes.com) (WebMD). You can also get information at your local library. Ask for help at the reference desk.

*Information from the American Diabetes Association and WebMD.*

**In the next issue of *Dialogue*:**  
The things that need to be in health care plans for people with developmental disabilities who have diabetes.

## Dental Tips for Children From Birth to Age Five

√ If your child uses a bottle while going to sleep, use only water. Milk and juice can cause tooth decay.

√ Avoid propping bottles.

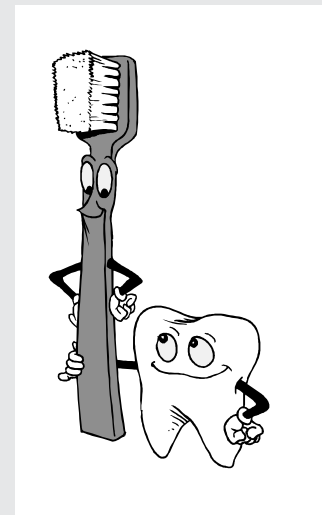
√ Dental care begins even before teeth erupt. For very young children, a toothbrush is not necessary; clean teeth and gums with a washcloth.

√ Begin dental check-ups around age two.

√ Be sure to tell your dentist about all the medications your child may be taking.

√ Make brushing fun. Try singing a song or making it a game.

√ Use only a very small amount of toothpaste, if any. Toothpaste is not really necessary for very young children.



## Consumer Spotlight

### Anne (from page 1)

and writing business letters. She transitioned into regular college and took computer courses.

Anne said it was challenging, but “I passed.” Anne was persistent with her studies and felt it was important to try new things.

Her hard work and determination paid off when a job coach from Orange County ARC met her and said he thought she would do well with a job in the community. Anne’s first job was with Randall McFarland Mortgage Corporation where she worked as an office clerk, stuffing envelopes, filing and doing some computer work. Although the company went out of business, that experience helped prepare Anne for her job at Varco.

At Varco Anne has taken training classes the company offers in Microsoft computer programs such as Word, Outlook and PowerPoint. She has also taken first aid and CPR classes.

Anne’s job coach, Andy Olivares, said, “Mostly I provide advocacy for Anne and check in on her to make sure everything’s okay. About once a week I talk to her manager to make sure everything’s going okay. She recently had her annual review. It was very good and she got a raise.”

#### Secrets of Success

Anne has this advice for people with disabilities looking for a good job. “Have confi-

dence, have enthusiasm everyday, think ‘[I] can do this’ with [help from] coworkers and bosses and job

coach and Regional Center.”

Anne’s supervisor, Claudia, who has worked with her for six years, said, “She likes to always do something new — take classes. If she has something she wants to do, she lets you know. She’s always willing to help. Everybody knows her. She’s part of Varco.”

Anne’s parents, Don and Joan Favreau, are happy for Anne, but they do not want her to be treated differently than other employees because of her disability. They expect her to be responsible and fulfill the requirements of her job the same as everyone else does.

Joan said, “We’re proud of her and what she’s achieved. She’s very enthusiastic about her job. She gets herself up every morning. It’s never been a struggle to get her to go to work.”

#### A Balanced Life

When Anne received her 5-year service award from Varco, one of her coworkers gave her 20 red roses. A group of former coworkers who had transferred to Houston sent her a CD with photos. The president of the company took Anne and a group of her work friends out to lunch at Marie Callenders.

Anne’s dad, Don, said, “They treat her like a queen.”



Anne enjoys the company of RCOC Service Coordinator Sean Carroll, left, and Orange County ARC Job Coach Andy Olivares.

Anne absolutely loves her job and everyone with whom she works. Maybe that’s part of the reason her coworkers treat her so well – her enthusiasm is contagious. She said, “Work is almost like a second family to me.”

In addition to working Anne enjoys singing and has a karaoke machine. She also plays the piano, hooks rugs, likes to put together puzzles and listen to the radio and CDs. Anne has friends outside of work and often talks on the phone or gets together with her friend Shari.

Anne Favreau exemplifies the character qualities that employers value: a positive attitude, dependability, punctuality and conscientiousness. In other words, she loves her job, gets along with her coworkers, goes to work everyday on time and works hard. That’s a winning combination for anyone looking to succeed.

## Congratulations, Irvine!

The City of Irvine was awarded the 2002 Accessible America Award, sponsored by the National Organization on Disability (NOD). The award was presented, along with a \$25,000 cash award, to city officials at the April 8 City Council meeting. The contest was judged by eight leading national disability advocates and experts who were impressed by Irvine’s welcoming attitude. As one of the nation’s largest planned urban communities, Irvine uses its master plan to promote full access to schools, parks, religious institutions, recreational facilities and events for all residents, workers and visitors.

For more information about disability services in Irvine, call (949) 724-6633 or visit [www.ci.irvine.ca.us](http://www.ci.irvine.ca.us).

## Important Things to Know...

The Winter 2003 issue of *Dialogue* contained a **family support survey**. Dr. Nancy McGovern, RCOC's consulting psychologist, received the completed surveys and expresses her appreciation to the people who responded. She is currently tabulating the results and will contact those of you who requested a telephone call (some of those requests are being translated).

The University of California, Irvine (UCI) has a **Down syndrome research program** and is interested in receiving referrals for individuals older than 40 years of age with any

of the following symptoms:

- √ requires more prompts than previously for carrying out daily activities,
- √ loss of memory or confusion,
- √ emotional changes, including:
  - signs of depression
  - withdrawal from daily activities
  - changes in sleep pattern
  - alterations in eating habits
  - increased agitation,
- √ changes in speech patterns or clarity of speech
- √ new onset seizures
- √ difficulty in walking or balance
- √ new onset urinary or bowel incontinence

To learn more about the Down Syndrome Program or to make a referral, please call Program Project Manager Eric Doran at (714) 456-8443.

Arts & Services for Disabled Inc. is offering an **art exhibit** at the George V. Deneff Gallery in Long Beach called "Deja Blues," by appointment only through June 27. Everything on display was created by people with disabilities and relates to the color blue. RCOC Consumer Advisory Team member Celest Whipple has a painting on display at the exhibit. To get the gallery address and schedule a viewing, call (562) 982-0247.

### Services (from page 7)

deteriorating. He was almost in a catatonic state, very depressed. He wouldn't cooperate with any of the efforts people were making to help him. It's so hard to watch your child and not know how to help him." Cody's parents learned later that he was not taking the medication prescribed to help with his anxiety and depression.

Lori continued, "I went to a meeting of the RCOC education resource consultation group. I told them what we were going through at home. Edna [Zinar, RCOC psychologist] and Juda [Carter, RCOC education training and standards coordinator] were there and said they felt that he needed to be hospitalized, that he needed 24-hour intervention."

Within a few weeks, and with the assistance of crisis intervention staff from No Ordinary Moments, Cody was admitted to UCLA Medical Center. It was an extremely stressful experience both for him and his parents. He paced for 24 hours. His

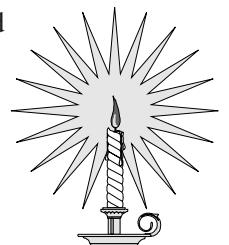
blood pressure was dangerously high and his feet were swollen.

Lori said, "I knew it was the right thing to do, but it just tore me apart. Every single step of the way, he fought until he realized what he needed to do to get out of there. He had to come out of the darkness into the light. He started working and talking to people, to the nurses. It was incredible to see this transformation. He finally acknowledged he needed help to get better. He had to take his meds. They told us at first that he might not be able to come home for six months to a year — that he would have to go from the hospital into a residential treatment facility." Instead, he improved so quickly that after two weeks in the hospital he was able to come home.

In the meantime, Regional Center staff members worked with WOCSE and Orange County Mental Health to put together a program to ease Cody back into everyday life. While Cody and his family continued to work

with a therapist through Orange County Mental Health, Cody entered a special high school class that combines a mental health treatment program with the academic curriculum. Created with grant funds, the class, called "New Ventures," serves 10 to 12 students. Cody was still dealing with a considerable amount of anxiety related to his disability, so the school district paired him with a one-on-one aide. Today Cody attends New Ventures four hours a day. He talks and laughs with his aide. At home he sometimes plays basketball with his dad or goes for a walk with his mom and the family dog.

Lori is glad to have her son back. She said, "He's come a long way. He has this huge team supporting him, and everyone involved has been wonderful. We have our hopes that we will be able to work things through."



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### 2003-2004 Board Meetings:

❖ July 10 ❖ Sept. 4 ❖ Nov. 6 ❖ Jan. 8 ❖ Mar. 4 ❖ May 6

*The board of directors meets at 6:00 p.m. at 801 Civic Center Drive West, Santa Ana.  
The public is welcome.*

#### 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

##### San Juan Capistrano Office

26311 Junipero Serra Road, Ste. 180  
24-hour phone no.: (949) 234-8800  
TDD: (949) 488-3399

##### 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

RCOC Web site: [www.rcocdd.com](http://www.rcocdd.com)

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*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.*

Look for Tele-Friends on page 4!  
**R.A.D.D. Review**

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