



Dialogue

Volume 19, No. 2
Spring 2005

Now Is the Time to Nominate Someone for a Spotlight Award

For the second year, the **Regional Center of Orange County Spotlight Awards Official Nomination Form** is included in the pages of this *Dialogue* newsletter. Please take time to turn to the nomination packet starting on page 8 and consider nominating an individual or organization that has provided exceptional service, support or advocacy to people with developmental disabilities. You will find the category descriptions on page 11. Choose from Community Partnership, Consumer, Employer, Frontline, Nick Garrett, Healthcare Professional, Lifetime Achievement, Living Options (Residential) Vendor, Parent/

Family Member, Professional Achievement, RCOC Achievement, Support Services Vendor, Volunteer, and E. Kurt Yeager Servant Leadership. Nominations must be postmarked by July 29, 2005.

Note for consumers: if you would like help filling out the nomination form, please contact your RCOC service coordinator.

The Spotlight Awards banquet and ceremony will be here before we know it, so mark your calendar now for the evening of Friday, September 16, 2005 at the Irvine Marriott Hotel!



RCOC consumer Patty Daley, right, shown here at the 2004 Spotlight Awards with Priscilla Ohanian, an RCOC service coordinator, always has a fun time at the event. Patty was nominated and received a Spotlight Award in 2000.

Meeting Offered for Families of Consumers Living in Group Homes

The Regional Center will host an informal discussion on Saturday, June 11, 2005 at 10:30 a.m. for family members and conservators of children or adults with developmental disabilities who live in group homes. This is an opportunity to learn the responsibilities of residential service providers that are licensed by the state. The location of the meeting will be RCOC's office at 801 Civic Center Drive West, Santa Ana. The meeting is free of charge, and a panel of RCOC staff

members as well as representatives from Area Board XI and Adult Protective Services will answer questions and provide information on the legal requirements of licensed facilities. Any concerns expressed will be looked into, and any needed changes will be addressed.



RCOC held a similar meeting on February 16.

"I thought it was important and clearly shows that the regional center is eager and willing to respond to parents' concerns," said attendee Fran Gustin, parent of an RCOC consumer.

At the request of many family members and conservators, RCOC plans to offer such meetings several times a year.

Parent Claire Heaney said, "I found this meeting to be extremely beneficial. Although I was already aware of many of the questions raised, other questions brought forward gave me some very useful information."

To make a reservation for the June meeting, please contact Betty Bath at (714) 796-5263 or by e-mail at bbath@rcocdd.com. Translation services will be available only if arranged in advance of the meeting, so please request Spanish or Vietnamese interpretation services when you make your reservation.



A Federal Bill Warrants Your Attention

By Tresa Oliveri, RCOC Board of Directors

Hello everyone!

Karen Chen has accepted an outstanding job offer that has taken her out of Orange County, so I've again

accepted the chairmanship of the Legislative Committee. I want to express appreciation to Karen for sharing her public policy expertise as a member of the board's legislative committee.



H.R. 1264

This column is usually devoted to state government activities, but this time I'd like to include news about an important federal bill that should be of interest to many readers, particularly people with disabilities who receive support and personal care from paid workers. On March 10 of this year, H.R. 1264 was introduced in the House of Representatives in Washington, D.C.

The Direct Support Professionals Fairness and Security Act of 2005 (H.R. 1264)

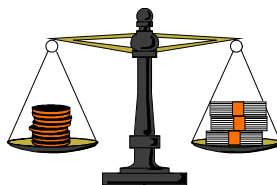
would provide a way for the federal government to make funds available to the states to increase wages paid to certain direct support professionals (DSPs) who provide services to individuals with disabilities. The bill was immediately referred to the House Committee on Energy and Commerce, and on March 22 it was referred to the



House Subcommittee on Health, where it will be discussed before the members vote on it.

A Plan for Competitive Wages

Providers of services to people with developmental disabilities have long had difficulty attracting and retaining quality staff members because of a lack of adequate funding to pay competitive wages. Even though the service providers are private companies, they get paid almost exclusively with public tax dollars, and the rates they receive do not increase at the same rate as other businesses, which can pass on increased costs to their customers (see Bill Bowman's article on rate freezes, next page). For example, according to Department of Labor statistics, wages for community DSPs on a nationwide basis rose only 82 cents an hour between 1992-2000. Compare that to increases of \$4.11 per hour in the same period for fast food workers!



Chronically low pay for people who provide vital services to people with disabilities negatively affects the quality of care. Many DSPs are the breadwinners for their families and must work a second, and sometimes a third, job to make ends meet, which results in fatigue and stress. The annual job vacancy and turnover rate for DSPs is high, from 40 to more than 75 percent, which disrupts the lives of people with disabilities who must then adjust to frequent changes of caregivers who often provide very personal services.

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Bill Provides a First Step

H.R. 1264 is a first step toward improving the wages of DSPs and specifically applies to caregivers of people participating in the Medicaid

home and community-based waiver, receiving such services as respite care, supported employment and residential services. States choosing to participate would need to provide a 5-year plan to the federal Department of Health indicating how the state would implement a program to increase DSP wages. The program would provide temporary federal funding to participating states to reimburse service providers for increased wages for DSPs. To learn more about the bill or to follow its status, log onto www.house.gov and under the heading "Legislative Information," click on the link called "Find a bill or law" to enter the bill number. You can also find information about H.R. 1264 at www.ancor.org, the Web site of the American Network of Community Options and Resources.

State Bills 101

To get back to what's happening in our state government, if you are interested in learning about pending bills that would affect people with developmental disabilities, you can log onto the Web site of the Association of Regional Center Agencies (ARCA), at www.arcanet.org. Click on the link titled "Legislative," then click on "Bill File," to see a list of 85 bills that are currently being considered by the state Legislature.



Each item includes a summary of what the bill is about as well as ARCA's official position on the bill. The topics include access to facilities by disabled persons, Medi-Cal, mental health services, and special education, among others.

Thanks for reading, and please stay informed about what is happening in our government that may affect your life or the life of your family member or friend with a disability.

Service Providers Need Our Advocacy

By Bill Bowman, Chief Executive Officer

As Dialogue went to press, we were awaiting the May revision of the governor's proposed budget for 2005-06, knowing that California still



has a serious budget crisis. Governor Schwarzenegger has proposed cost-cutting measures in several departments. While he has expressed a commitment to people with developmental disabilities, some of the planned budget actions need to be re-examined to see if there are other ways to achieve the same cost saving goals without causing undue stress to services. Fortunately, it appears that the proposed wage cuts for In-Home Supportive Services workers will not stand.

Rate Freezes Cause for Concern

The main cause of my concern is the proposed continuation – for the third year in a row – of freezing the rates that service providers receive for providing services such as day programs and in-home respite. This tactic has been successful in reducing or holding down spending, but as the costs of doing business keep rising – in the form of workers compensation and other insurance premiums, hiring and retaining qualified employees, inflation, and other necessary expenditures – the more precarious will become the financial situation of small businesses that don't have substantial cash or credit reserves. In the end, people with disabilities will be the ones who suffer when quality gets compromised and the variety of service options narrows.

Coupled with the rate freeze in the state budget has been a prohibition against regional centers providing start-up funding for new and different services. That severely limits the ability of regional centers to develop innovative service models in response to emerging issues such as the growing population of children over age three with autism. It's difficult to attract new, quality providers when they have little hope of recouping their initial capital investment.

In the end, people with disabilities will be the ones who suffer. . . when rate freezes erode the capacity to provide adequate services.

As taxpayers, we know that solutions are needed for the state's overspending. We appreciate the governor's and the Legislature's commitment to people with developmental disabilities. It appears that our system will not experience severe cuts in the 2005-06 budget, but that's not cause to celebrate when rate freezes erode the capacity to provide adequate services.

A Step In the Right Direction

One step toward a solution has been suggested by the non-partisan Legislative Analyst's Office (LAO) that offers budget recommendations to the administration. The LAO has noted that the state's rate-setting methods are complex and inconsistent, resulting in wide rate variations that don't make sense. The Department of Developmental Services (DDS) has started a system-wide rate reform process that will take several years to complete but has the potential to result in long-term savings to the state as well as a more fair rate-setting system.

In the meantime, the LAO suggests an interim rate-setting measure

that would hold down program costs – with the potential of achieving cost savings in 2005-06 – while giving some rate relief to vendors. The recommendation is to set maximum payment limits on services that vary widely in their average cost between regional centers.

Your Input is Needed

Please consider contacting the governor as well as your state senator and assembly member to let them know that community services for people with developmental disabilities are vital, life-sustaining and need to be maintained. The alternative is more expensive and restrictive institutionalization. Let our elected officials know that you appreciate the funding already in place and acknowledge the need to solve the budget crisis. If it applies to you, tell how your family or child has been helped by services received. Mention that service providers are being hurt by the continued rate freeze. Prolonging it could force smaller providers out of business, which would limit access to services. Both the quality and quantity of services would suffer, and federal funding would be jeopardized. Suggest alternative cost-saving measures by asking them to enact legislation giving DDS authority to establish upper payment limits based on the statewide average cost for the service. Urge them to develop consistent and reasonable rate-setting methods as quickly as possible.

The governor's contact information is:
The Honorable Governor Schwarzenegger
1st Floor State Capitol
Sacramento, CA 95814
(916) 445-2841

If you don't know your state senator or assembly member, you can find out at www.leginfo.ca.gov or by calling the Registrar of Voters at (714) 567-7586.

Your action has the potential for positive impact on services for people with developmental disabilities. You can make a difference.

Consumer Advisory Team (CAT) Update

Chairman Says Good-bye

By Michael Bailey

This will be my last article for the CAT column. My last meeting as chairman



was in April. I have retired so that someone else can have a chance to lead the group. I am pleased that I have been able to be part of the committee for the past six years. I was chairman for two years. I am happy with all the work we did and how everything went. I will stay involved with the group.

Guest Speakers at Meeting

We had a good meeting in March. Visitors from the city of Placentia, the Santa Ana Fire Department and the Area Board made presentations.

Placentia Mayor Pro-Tem Russell Rice talked about the programs that Placentia has for people with disabilities. He also spoke of how the police handle situations that involve people with disabilities. His presentation was the highlight of the meeting.

Fire Education Specialist **Mary Melendrez** from the Santa Ana Fire Department talked to the group. She told about the plastic envelope the Fire Department distributes to Santa Ana residents. The envelope has a magnet on the back. Residents can put important medical papers in it. They should keep it on their refrigerator. Then, if there is an emergency, the paramedics can easily find important health information about them.

Paul Eisenberg from Area Board 11 spoke to the team. He said the Area Board is there to look after people's rights. They can help deal with any problems that might come up.

All consumers are welcome to come to Consumer Advisory Team meetings. They are held on the third Wednes-

day of the month. The meeting dates for the rest of 2005 are June 15, July 20, August 17, September 21, October 19, November 16, and December 21. The meeting time is 10:00 a.m. to noon. The meeting place is the RCOC East/Central office at 801 Civic Center Drive, Santa Ana. Support staff are also welcome. Transportation is not provided by RCOC. Please call Betty Bath at (714) 796-5263 ahead of time to let her know you will be there.

The Consumer Advisory Team (CAT) is a group of consumers that meets once a month. The group talks about things that are important to RCOC consumers, like advocacy and independence. The CAT chairman tells the RCOC board of directors about the group's concerns.



Members and visitors of the Consumer Advisory Team that attended the meeting in February: **front row**, seated (from left) – John Potter, Sam Durbin, Virginia Rangel, Sharon O'Keefe, Joe Martinez, and Jimmy Banda. **Second row** (from left) – Kathy McCrystal, Angela Lenis, Charles Quinones, Brett Hanson, Molly Van Norman, Mary Ayres, Jody Hedlund, and Joseph Sellito. **Third row** (from left) – Michelle Sieloff, Melissa Galindo, Holly Blaes, Kolleen Potter, Celeste Whipple, Melissa Ann Grafton, Bobby Olea, Sue Gaxiola, Michael Bailey, Hallie Long, Julie Bakulich, Andrew Hopkins, Harlen Trisdale, and Mark Rosati.



Internet Issues

Hello Safety Friends,

It's Safety Stu this time, and I'm glad to be back! As you know, the GET SAFE™ team welcomes questions from our readers. Here is a question from someone like you... a safety friend.

Dear Safety Stu,

I have a problem. I found a really cool Web site online where I can talk to other people with my computer at home. There is one girl who is real nice to me. She wants to talk more. She keeps asking me to meet her and hang out together. She said if I gave her my address and phone number she would come over and be my best friend. At first I said no. Now I'm not sure what to do. She started sending me mean messages saying I should tell her now or else she'll hurt me. Now every time I go to that Web chat room she says mean things. She threatens to hurt me, especially if I tell on her. What should I do?

Safety friends, you may have had a similar problem. **Remember these safety rules** for chatting on the Internet:

1. **Do not give out any personal information about yourself.** That means your address, telephone number, information about your family, school location, pictures of yourself, credit card numbers, or passwords. If someone asks you for personal information, inform your safe person before you answer. (Remember, a safe person is someone you know well and can trust. A safe person could be your parents, a teacher or a caregiver.)
2. **If someone sends you a message on the Internet that makes you uncomfortable, do not respond to it.** It is not your fault that you get messages like that. Tell your safe person right away so you can contact your Internet service provider. If someone is bothering you online, print out and save all the messages for the police.
3. **Be very careful when you talk to people online.** It is not wise to agree to meet someone face-to-face. If you do decide that you want to meet someone you talk to online, make sure you inform your safe person about it. Better yet, take your safe person with you. Make sure the meeting is in a public place. Restaurants are good places to meet.
4. **Always remember that people you meet online may not be who they say they are.**

I hope this advice helps all our safety friends as well as the person who told us about the problem. If you have a safety question for Safety Stu and the Safety Team, write to us. Send your letter to: Safety Stu, c/o RCOOC, P.O. Box 22010, Santa Ana, CA, 92702. If we use your question in Safety Stu's Corner, we will send you a safety T-shirt, for free.

Thanks for Staying Safe,
Safety Stu





Summer Is Camp Time for Many Children and Adults with Disabilities

By Jacqui Kerze, FRC Supervisor

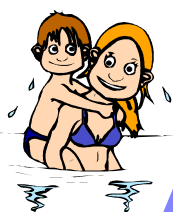
Summertime is just around the corner, and many parents may be interested in summer camp opportunities for their children with special needs. Comfort Connection Family Resource Center (FRC) has a wealth of resource information at your disposal. Feel free to call us at (714) 558-5400 or visit at 801 Civic Center Drive West, Santa Ana, between the hours of 9 a.m. and 4 p.m. Monday through Friday. Here are some of the highlights:

American Camping Association (ACA) – a national nonprofit camp accrediting organization that promotes high standards in organized camping. ACA publishes an annual Southern California camping guide that provides guidelines for choosing camps and includes descriptions of day and residential camps with notations indicating camps that serve people with special needs. Web site: www.acasocal.org.

Girl Scout Summer Camp – the Girl Scout program and Girl Scout Summer Camps are open to all girls ages 5 to 17 (kindergarten through high school). The Girl Scout Council of Orange County encourages placing girls with special needs into typical troops. Girl Scout camps can accommodate a wide variety of special needs and abilities. It's important to inform the camp of any special needs your child has ahead of time so the camp can better serve your child and make her camp experience the best it can be. For more information, contact the Girl Scout Council of Orange County at (714)

979-7900 or visit the Web site at www.girlscouts@gsoc.org.

AbilityFirst operates two residential summer camps in Southern California for children and adults with physical and developmental disabilities. Camp Joan Mier in



Malibu and Camp Paivika in Crestline boast dormitory-style cabins, health centers with 24-hour nursing



staff, and lots of fun activities. Camp programs are designed to foster independence and self-esteem while introducing campers to new skills and interests. Activities are adapted to meet the needs and ability levels of each camper and may include archery, swimming, horseback riding, arts and crafts, drama, sports, campfires, dances, and talent shows. For more information, contact AbilityFirst by



e-mail at contactus@abilityfirst.org or visit the Web site at www.abilityfirst.org.

The City of Irvine has several camps for children with special needs listed on its Website at <http://www.ci.irvine.ca.us/pdfs/cs/family/disabilitysvcs/RecreationInfo.pdf>.

The FRC also has available on CD in pdf format **the updated RCOC Recreation Resource Guide**. The Resource Guide provides information about a wide variety of local recreation activities, including camp experiences.

The March issue of Parenting magazine had a special "Camp Guide" section that listed several camps and included a page of guidelines, "Camp Savvy: What parents need to know when choosing a camp for their child." Check it out under "past issues" at www.parentingoc.com or request a copy of the "Camp Savvy" page by calling or visiting the FRC.

Remember, feel free to call us or visit the FRC for information about the above-listed resources and others. Create a fun and relaxing summer for your family!



The staff members of Comfort Connection Family Resource Center will greet you with a smile and a helpful attitude. From left, they are Naomi Hall, Jacqui Kerze, Martha Gallegos, and Maria Pecina.

Non-Emergency Transportation: Come along and take a ride!

By Chanté White, CalOptima Liaison

In an ongoing effort to provide quality services to *CalOptima Direct* members and ensure non-emergency



medical transportation in a timely manner, CalOptima recently contracted with six non-emergency transportation vendors. These vendors will serve *CalOptima Direct* members by offering quality non-emergency medical transportation services. You may wonder, what is non-emergency transportation? Non-emergency transportation is a CalOptima-covered service used by CalOptima members when ordinary public or private transportation is medically inappropriate and transportation is needed to provide medical care. *CalOptima Direct* members can access non-emergency transportation by obtaining a prescription from their doctor and calling one of

CalOptima's contracted vendors (see list below). Health Network members need to call their assigned Health Network customer service department for assistance with accessing non-emergency medical transportation.

- 1 Healthlink Medi-Van (800) 794-4633
- 2 Medix Ambulance (800) 731-3835
- 3 Metro Care (714) 569-0441
- 4 ShuttleMED, Inc. (800) 275-8018
- 5 SSJ Medical Transportation (714) 749-7961
- 6 TLC Courtesy Coach (866) 852-0277

There are three different types of non-emergency transportation. Numbers following the transportation descriptions indicate which providers, above, provide that type of service.

Ambulances: This service is utilized by members who need to be transferred between facilities and require a 24-hour IV-line, members recently placed on oxygen, and newborn babies requiring medical support. (2)

Litter Vans: This service is utilized by members who are not able to

sit upright and need to be transported lying down. It is also used by members who need to travel with medical equipment requiring more space than is normally required by public transportation, car or taxicab. (1,4,5,6)

Wheelchair Vans: This service is utilized by members who are wheelchair users, those unable to transfer unassisted from their residence to public or private vehicle due to physical disability or mental limitation, and members not able to sit in a private vehicle, taxicab or other form of transportation. (1,3,4,5,6)

Please be aware that non-emergency transportation services that are a covered benefit by a primary insurance other than *CalOptima Direct* (i.e., Medicare) may be provided by any vendor that accepts Medicare or primary insurance.

If you have any questions regarding this information or need assistance with CalOptima services, please call me at (714) 796-5213 or CalOptima Customer Service at (714) 246-8500 or toll-free at (888) 587-8088.

You Can Help Educate UCI Medical Students

Operation Housecall is a program in which second-year medical students make home visits to families or adult consumers to talk with them about the unique challenges they face in accessing appropriate medical care. Operation Housecall is a collaborative project developed in 2001 by Area Board XI and the University of California, Irvine Medical School to educate future physicians about the lives and

medical needs of children and adults with developmental disabilities.

The response from medical students who have participated in Operation Housecall has been overwhelmingly positive:

"This was...wonderful...I didn't know much about autism prior to this experience."



"They (the families) had a lot of suggestions for future physicians."

"I had no idea what living with Down Syndrome was like."

Operation Housecall is a wonderful opportunity for both families and consumers living independently to educate the medical community about their experiences with the medical system. They can also share about the importance of having medical providers who are familiar with the needs of people with developmental disabilities. If you are interested in participating in this project, please contact Paul Eisenberg at Area Board XI, (714) 558-4404, for an application.



May, 2005

Dear Friends of Regional Center of Orange County:

On behalf of the Regional Center of Orange County and the Board of Directors, I am pleased to announce that the ninth annual RCOC Spotlight Awards dinner and dance will take place on Friday, September 16th from 6:00 p.m. to midnight at the Irvine Marriott Hotel. Last year's event attracted more than 800 people to honor the contributions of those who excelled in their service to individuals with developmental disabilities. This year's event promises to be equally inspiring.

I invite you to nominate an individual or organization for a Spotlight Award in one or more of the following categories:

- Community Partnership
- Consumer
- Employer
- Frontline
- Nick Garrett
- Healthcare Professional
- Lifetime Achievement
- Living Options (Residential) Vendor
- Parent/Family Member
- Professional Achievement
- RCOC Achievement
- Support Services Vendor
- Volunteer
- E. Kurt Yeager Servant Leadership

Nominations in the Nick Garrett and E. Kurt Yeager Servant Leadership categories will be selected by the Regional Center Board of Directors. All other nomination categories will be judged by a panel representing the Orange County community.

The enclosed nomination form must be postmarked by Friday, July 29th, 2005. Nominees will be recognized in the event program, and formal invitations for the 2005 Spotlight Awards will be mailed in July.

Please mark your calendar for Friday, September 16th, and take some time to nominate a deserving individual or organization. Additional application packets are available from the RCOC office or can be downloaded from our Web site: www.rcocdd.com. If you have any questions about the nomination process, or if you would like to consider becoming an event sponsor, please contact Jacqui Kerze, Spotlight Co-Chair, at (714) 796-5299.

Sincerely,

A handwritten signature in black ink, appearing to read 'Stephen Sherman'.

Stephen Sherman
Chair, RCOC Board of Directors

Mailing Address: P.O. Box 22010, Santa Ana, CA 92702-2010 • www.rcocdd.com

Corporate Offices
Tel: 714/ 796-5100
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714/ 796-5100 (24 hours)
TDD 714/ 667-6021
Fax 714/ 973-0336

North Area Office
Orange
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TDD 714/ 685-5575
Fax 714/ 282-7910

South Area Office
San Juan Capistrano
949/ 234-8800 (24 hours)
TDD 949/ 488-3399
Fax 949/ 488-3366

West Area Office
Westminster
714/ 889-7200 (24 hours)
TDD 714/ 889-7234
Fax 714/ 889-7222



Regional Center of Orange County 2005 SPOTLIGHT AWARDS



Official Nomination Form

Nomination Rules:

A developmental disability is a substantially handicapping condition beginning before age 18 that is expected to be lifelong and is attributed to mental retardation, cerebral palsy, epilepsy, autism or conditions similar to mental retardation.

- Use one nomination form for each nominee in each award category.
- Complete front and back of this form.
- Do not submit photos, videotapes, or any other material with the Official Nomination Form.
- You may photocopy this form if you are nominating more than one person. Additional forms can also be downloaded from the RCOC Web site at www.rcocdd.com.
- No individual or organization may receive an award more than once in five years.
- Judges and their immediate families are not eligible.
- All nominators will be contacted for confirmation of nomination.
- Nominations are judged on the information about the nominee and not the quantity of nominations received.
- Consumers who would like assistance completing the nomination form should contact their RCOC Service Coordinator.

Please indicate category:

- | | |
|--|--|
| <input type="checkbox"/> Community Partnership | <input type="checkbox"/> Living Options Vendor |
| <input type="checkbox"/> Consumer | <input type="checkbox"/> Parent/Family Member |
| <input type="checkbox"/> Employer | <input type="checkbox"/> Professional Achievement |
| <input type="checkbox"/> Frontline Award | <input type="checkbox"/> Support Services Vendor |
| <input type="checkbox"/> Nick Garrett Award | <input type="checkbox"/> Volunteer |
| <input type="checkbox"/> Healthcare Professional | <input type="checkbox"/> RCOC Achievement |
| <input type="checkbox"/> Lifetime Achievement | <input type="checkbox"/> E. Kurt Yeager Servant Leadership |

Nominee Information:

Name of Individual, Organization or Business: _____

Address: Home Work

Street

City

Zip Code

Daytime Telephone: _____ E-mail: _____
(Area Code)

Your Information (Nominator):

Name: _____

Address: _____

Street

City

Zip Code

Daytime Telephone: _____ E-mail: _____
(Area Code)

**Mail completed nominations postmarked by 7/29/2005 to: Jacqui Kerze, Regional Center of Orange County,
P.O. Box 22010, Santa Ana, CA 92702-2010**

or deliver to:

801 Civic Center Drive West, Suite 100, Santa Ana, CA

If you have any questions about this packet, please contact Jacqui Kerze at (714) 796-5299.

Regional Center of Orange County

2005 Spotlight Awards

- *Please type or clearly print your answers below.*
- *Please give specific examples which address the criteria listed in the selected category.*

1. Describe what the nominee has done to deserve an award in the category you have selected.

2. Describe how this person or organization has had a positive effect on people with developmental disabilities in Orange County.

NOMINATIONS MUST BE POSTMARKED NO LATER THAN FRIDAY, July 29, 2005.

2005 SPOTLIGHT AWARD CATEGORIES AND CRITERIA

Community Partnership. An organization or individual that demonstrates exceptional leadership and creativity in expanding meaningful opportunities for people with developmental disabilities to become full participants in community life.

Consumer. An individual with a developmental disability whose personal example and achievements inspire others and advance awareness about the capabilities and talents of people with disabilities in Orange County.

Employer. A business that demonstrates exceptional leadership and creativity in expanding integrated employment opportunities for people with developmental disabilities.

Frontline Award. An individual whose direct service to people with developmental disabilities has demonstrated exceptional ability to enhance the life of one or more RCOC consumers. For example, nominees might include (but are not limited to) instructional assistants, in-home caregivers, job coaches, and personal assistants.

Nick Garrett Award. People and organizations that have no previous personal or professional connection to the developmental disabilities community, but who nonetheless step forward to extend themselves through remarkable acts of generosity and compassion toward those with developmental disabilities.

Healthcare Professional. A healthcare professional who has demonstrated exceptional care, compassion and understanding to individuals with a developmental disability and their families. Examples of healthcare professionals include physicians, nurses, dentists, as well as physical, occupational and speech therapists.

Lifetime Achievement. An individual whose personal, professional or volunteer activities, **over a long period of time**, have made **exceptional contributions** toward enhancing the quality of life for people with developmental disabilities in Orange County.

Living Options (Residential) Vendor. A residential service provider that demonstrates excellence in support to people with developmental disabilities through the development and/or operation of living options that are responsive to the developmentally disabled individual's choice, dignity and quality of life.

Parent/Family Member. A parent or other family member committed to improving the quality of life for his/her family member, as well as others with developmental disabilities, through support, compassion and advocacy.

Professional Achievement. An individual employee in an organization serving people with developmental disabilities, other than a regional center, whose professional achievement demonstrates exceptional contributions that reflect the best practice in the field of developmental disabilities services.

RCOC Achievement. An RCOC employee whose professional contribution, while an employee of the Regional Center of Orange County, demonstrates exceptional accomplishments toward fulfilling the Mission and Guiding Principles of the organization on behalf of people with developmental disabilities.

Support Services Vendor. A support services provider that demonstrates excellence in support to people with developmental disabilities through the development and/or provision of support services, **other than residential**, that are responsive to the developmentally disabled individual's choice, dignity and quality of life.

Volunteer. An individual with the demonstrated willingness and commitment to volunteer time on behalf of people with developmental disabilities, and whose volunteer activities bring about a quality of life that are characterized by enhanced community acceptance, participation and personal self-sufficiency.

E. Kurt Yeager Servant Leadership Award. The recipient of this award is an individual who has served in a volunteer leadership position in an organization that serves people with developmental disabilities. This person's efforts have resulted in significantly expanded opportunities for participation in policy-making roles for people with developmental disabilities. Additionally, this individual's leadership of the organization has resulted in improvement of the quality of supports and services provided to people with developmental disabilities.

Dialogue is published four times per year by the Regional Center of Orange County for people with developmental disabilities, their families, service providers, and members of the community.

Dialogue can be read online at RCOC's Web site: www.rcocdd.com.

Editor: Karen Taylor, (714) 796-5208, e-mail: ktaylor@rcocdd.com.

Four locations to serve you:

Santa Ana Office
801 Civic Center Dr. West
24-hour phone: (714) 796-5100

Orange Office
3111 N. Tustin Street, Suite 150
24-hour phone: (714) 685-5555

San Juan Capistrano Office
26311 Junipero Serra Road, Ste. 180
24-hour phone: (949) 234-8800

Westminster Office
13950 Milton Ave., Suite 200
24-hour phone: (714) 889-7200

Board of Directors 2004-2005

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- C. Terrence Fletke, Treasurer
- Tresa Oliveri, Secretary
- Michael Bailey
- Lore Flavell
- Nguyen Luu-Trong
- Joan McKinney
- Jud Robert
- Steven Tanner
- Kim Vuong

2005 Board Meetings

July 7 • Sept. 1 • Nov. 3

Meetings start at 6:00 p.m. and are held in the Regional Center Board Room at 801 Civic Center Drive West, Santa Ana. The public is welcome.

Regional Center of Orange County Administration

- Bill Bowman, Chief Executive Officer
- Janis White, Chief Operating Officer
- Bette Baber, Chief Financial Officer
- John Abernatha, Human Resources Director
- Cinda Bottorf, Developmental Resources Director
- LeeAnn Christian, Director of Organizational Effectiveness
- Arleen Downing, MD, Medical Director
- Larry Landauer, Consumer and Community Resources Director
- Doug Miller, Outcomes Director
- Patricia Glancy, Intake Manager
- Emily Lloyd, North Area Manager
- Rosalinda Lopez, East-Central Area Mgr.
- Keli Radford, West Area Manager
- Amy Williams, South Area Manager

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Dialogue Newsletter

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