



# Dialogue

Volume 27 No. 2  
Spring 2013

## Spotlight Award Honorees

On Friday, March 22, more than 500 consumers, family members, service providers and other community members gathered at the Crowne Plaza Hotel in Anaheim to pay tribute to ten remarkable people and organizations.

The event was the Regional Center of Orange County Spotlight Awards dinner-dance, which recognizes and honors those who go above and beyond to advance the quality of life for people with developmental disabilities in Orange County.

Organized by the non-profit Integrity House, the event was funded by ticket sales and sponsorships, with no tax dollars being used for the event.

“The Board and RCOC staff continue to be mindful of the ongoing

budget challenges in California,” said RCOC’s Board Chair Tresa Oliveri. “So we again hosted a dinner and dance event that was festive, but modest.”

She also called attention to the service providers who helped make the event possible by purchasing tables. These included: California Mentor, Coyne & Associates, Easter Seals, Goodwill, Independent Options, Integrity Cottages, Integrity House, Orange County Adult Achievement Center, Westview Vocational Services, and Work Creation.

Here are brief snapshots of the ten honorees.



Yvonne Kluttz and Larry Landauer

### Self-Advocate: Yvonne Kluttz

This year, the award recognizing a person who receives services from the regional center was changed from “Consumer” to “Self Advocate” to better describe the honor. Yvonne

Kluttz, the individual who received the award this year, is an active volunteer with RCOC and serves on the local Area Board. She rarely misses a meeting or a day of volunteer work because she is dedicated to ensuring a voice for people with developmental disabilities, and advocating for others who may not be able to speak



After the Spotlight Awards were presented, attendees (above and left) enjoyed dancing until midnight.

See **Spotlight Award Honorees** on page 6

## Dialogue

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

*Dialogue* can also be read online at RCOC's Web site: [www.rcocdd.com](http://www.rcocdd.com).

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### Upcoming 2013 Board Meetings

June 6 • July 11 • September 5  
October 3 • November 7

The public is invited to attend RCOC board meetings. They begin at 6 p.m. and are held in the Regional Center Board Room at RCOC's headquarters in the Tustin Centre Tower complex, located at 1525 North Tustin Avenue in Santa Ana.

### RCOC Administration

Larry Landauer, *Executive Director*  
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## Legislative Update

### State Issues Emergency Regulations Related to Delays and Denials of Autism Coverage

Many families of those with autism and others in the developmental services system cheered when SB 946 by State Senator Darryl Steinberg (D-Sacramento) passed in 2011 and went into effect in 2012. The law requires private health plans to cover behavioral health treatments, such as Applied Behavior Analysis (ABA) for those with autism. Expected to save the state \$80 million a year – savings that might otherwise have come by cutting regional center budgets – the law has been challenging for many California families who have encountered difficulties accessing ABA services through their insurance companies.

In response to the more than 70 complaints it has received from policyholders seeking to obtain autism treatments, the California Department of Insurance crafted emergency regulations aimed at addressing delays and denials of required coverage. In early March, the California Office of Administrative Law approved the regulations. Specifically:

- For medically necessary treatment of autism, the regulations prohibit visit limits on coverage and prohibit dollar limits on coverage, unless

they apply equally to all benefits under the policy; and

- For behavioral health treatment, the new regulations prohibit denials or unreasonable delays on the basis of a claimed need for IQ testing, or on the grounds that such treatment is experimental, investigational, or educational, or would not be provided or supervised by a licensed individual, provided that individual is certified by a national accredited entity such as the Behavior Analyst Certification Board.

RCOC has shared tips for families on dealing with insurance companies in past issues of *Dialogue*. However, any family that is having difficulty accessing behavioral services that are included in a child's Individual Program Plan (IPP) should contact their RCOC service coordinator for help right away.

For more information on the Department of Insurance's actions and to read the text of the regulations, visit the website ([www.insurance.ca.gov](http://www.insurance.ca.gov)).

### Orange County Well-Represented on Key Committee

Two legislators from Orange County have been named to the State Senate Select Committee on Autism and Related Disorders. Senator Lou Correa (D-34), who has served on the committee since its inception, is being joined by Senator Bob Huff (R-29).

## Executive Director's Report

### Exploring New Opportunities For Consumers

By Larry Landauer, Executive Director

Paul Harvey, one of this year's Spotlight Award recipients and a long-time advocate for employment for people with developmental disabilities, once said "There's a job for every consumer."

That perspective is shared by the hundreds of dedicated service providers in Orange County. It is also the inspiration behind a new concept to enhance quality assurance for adult consumers who live independently or in residential facilities.



Checklists are a proven strategy, used by a wide range of professionals – from pilots to surgeons – to make sure they don't forget key steps in a process.

So, we envision developing a form with a checklist that the consumer "Quality Assurance Monitors" would use when visiting a home. The completed forms would be provided to RCOC's Quality Assurance Coordinators, who would be responsible for following up on any concerns or questionable results.

Like checklists, having an "extra pair of eyes" on a situation is also a proven strategy for improving quality. For example, it has long been RCOC's preference to have one service provider meet a consumer's day program needs and another service provider meet the person's residential needs. It's a simple, but effective, system of checks and balances – simply by being present and observant, different service providers help to ensure that potential problems are discovered early.

In similar fashion, a consumer quality assurance team might perform a valuable service by being an extra pair of eyes. We are certain that our

community includes many individuals with developmental disabilities who have both the ability to perform such a role and an interest in looking out for their peers.

Among the possibilities that we are discussing is enlisting these consumers to visit supported living (SLS) situations. Currently, there are no requirements for regional centers to perform those visits. Meanwhile, more and more of those we serve – especially younger people – are choosing the SLS option.

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*We are excited about the potential for creating more and significant involvement opportunities for people with developmental disabilities.*

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Clearly, we are only in the very initial discussion stages, and there are many details yet to be explored and worked out. If we move forward with this concept, we would begin with a small pilot program that would allow us to test the idea and make adjustments. We also anticipate an extensive screening and training process to ensure that the consumers who are recruited to participate are well-suited to the role and able to be successful in it.

Still, we are excited about the potential for creating more and significant involvement opportunities for people with developmental disabilities. The community care system exists to meet their needs, and this could be one more innovation RCOC pioneers to support self-determination while helping to assure quality and good stewardship.

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*As part of the regional center's quality assurance role, RCOC is required to monitor residential facilities that serve our consumers.*

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As part of the regional center's quality assurance role, RCOC is required to monitor residential facilities that serve our consumers. This includes visits to, for example, ensure proper hygiene and that the home meets basic requirements. The visits also involve interviews with the people living in the home to get their input on the services and supports they are receiving.

I'm proud of the work our Quality Assurance Coordinators do, and



## Consumer Advisory Team Update

### Dental Care Is Important for All Consumers

By Sylvia Delgado, CAT Chair

**T**here's nothing like a happy smile, but it's hard to smile if your teeth hurt. Dentists tell us we can prevent many problems that make our teeth hurt if we practice good dental hygiene – that means brushing after meals, flossing every day, seeing a dentist for check-ups, and getting our teeth cleaned regularly.

The good news is that Regional Center consumers are eligible for this important dental care. You can go to



a dentist's office, but there are also some dental hygienists who are able to do "house calls." They have equipment

they can bring to a group home or a neighborhood where there might be several consumers who need to have their teeth cleaned.

Because dental care is so important, we've invited a team of dental hygienists to do a presentation at our June 19 CAT meeting. They'll be demonstrating how to properly brush and floss, and talking about what they do when they visit consumers and do professional teeth cleanings.

It's going to be a very informative meeting, and I hope you'll be able to join us. But even if you can't come to the

### Upcoming CAT Meeting Dates

May 15

June 19

August 21

September 18

CAT meetings are from 10 a.m. to noon at RCOC's Santa Ana office, located at 1525 North Tustin Avenue. Call Kelly Rico at (714) 796-5330 ahead of time to let her know you will be there.

meeting, I hope you'll be sure to take good care of your teeth! If you're not sure how to get the dental care you need, be sure to contact your RCOC service coordinator for help.

## DENTAL ALERT

**W**e have heard about some RCOC consumers and/or their families being asked to pay out-of-pocket for general anesthesia for dental care. However, funding for dental treatment, as well as sedation and general anesthesia for dental treatment, may be available through several resources. These include the consumer's private dental insurance, Denti-Cal, Medi-Cal (for sedation/general anesthesia), Liberty Dental (under OneCare) and the DDS dental program for regional center consumers.

Any consumer who has full scope Medi-Cal, or Medi-Medi with OneCare, and is being requested to pay for their own dental care and or sedation for dental treatment, should contact their RCOC service coordinator before paying the provider. Our nurse and benefits coordinator review each of these situations individually to be sure consumers are not being charged inappropriately.

## Behavior Management Workshops for Parents

Regional Center of Orange County offers these workshops at no cost to parents. To gain the most value from them, parents are encouraged to attend all sessions in a series. The Behavior Management workshop covers essential principles of positive behavior management, with a practical focus on helping parents of children with developmental disabilities change their own behavior and that of their children. The Social Skills Training workshop is focused on helping parents nurture social skills among children.

In all of the workshops, parents are actively involved, and invited to discuss the specific behavioral challenges they are confronting. Advance reservations are required and group size is typically limited to 40-45 families.

Contact your service coordinator or Tracy Vaughan at (714) 796-5223 for additional information regarding dates, times and locations, and to register.

**NOTE: Child care is not provided, so please do not bring children to the workshops.**

### Behavior Management Workshop (5 sessions)

*Presented in English by Melissa Sweitzer, Ph.D.*

**When:** Tuesday mornings – July 9, July 16, July 23, July 30 and August 6

*(NOTE: Toilet training is the focus of the last session of this workshop)*

**Time:** 9:30 a.m. – noon

**Location:** RCOG Santa Ana Office  
1525 N. Tustin Ave.  
Parking is located in the structure across from the RCOG office building

### Behavior Management Workshop (5 sessions)

*Presented in English by April Worsdell, Ph. D., BCBA-D, Amy Henderson, M.A., CCC-SLP & Tiffany Bauer, M.A., BCBA (Coyne & Associates)*

**When:** Thursday evenings – Aug. 1, Aug. 8, Aug. 15, Aug. 22 & Aug. 29

*(NOTE: Toilet training is the focus of the last session of this workshop)*

**Time:** 6:30 – 9:00 p.m.

**Location:** RCOG Santa Ana Office  
1525 N. Tustin Ave.  
Parking is located in the structure across from the RCOG office building

### Behavior Management Workshop (5 sessions)

*Presented in Spanish by Dr. Ana Lorenz, Ph. D. (Lorenz & Associates)*

**When:** Tuesday evenings – Aug. 6, Aug. 13, Aug. 20, Aug. 27 & Sept. 3

*(NOTE: Toilet training is the focus of the last session of this workshop)*

**Time:** 6:30 – 9:00 p.m.

**Location:** RCOG Orange Office  
3111 N. Tustin Street, Ste. 150

### Social Skills Training Workshop – Focus on Ages 12 through 18 Years (6 sessions)

*Presented in English by Janis Niemann, M.S., BCBA (Melissa Sweitzer)*

**When:** Thursday evenings – Sept. 5, Sept. 12, Sept. 19, Sept. 26, Oct. 3 & Oct. 10

**Time:** 6:30 – 9:00 p.m.

**Location:** RCOG Santa Ana Office  
1525 N. Tustin Ave.  
Parking is located in the structure across from the RCOG office building

### Behavior Management Workshop (5 sessions)

*Presented in Vietnamese by Thang C. Do, M.A., BCBA & Julia Kim, B.A. (Footprints)*

**When:** Tuesday evenings – Sept. 3, Sept. 10, Sept. 17, Sept. 24 & Oct. 1

*(NOTE: Toilet training is the focus of the last session of this workshop)*

**Time:** 6:30 – 9:00 p.m.

**Location:** RCOG Westminster Office  
5555 Garden Grove Blvd., Ste. 100

### Behavior Management Workshop (5 sessions)

*Presented in English by Jeffery E. Salmons, M.S., BCBA & Julia Kim, B.A. (Footprints)*

**When:** Tuesday evenings – Oct. 1, Oct. 8, Oct. 15, Oct. 22 & Oct. 29

*(NOTE: Toilet training is the focus of the last session of this workshop)*

**Time:** 6:30 – 9:00 p.m.

**Location:** RCOG Orange Office  
3111 N. Tustin St., Ste. 150

**Spotlight Award Honorees** (continued from page 1)

for themselves. Yvonne is also an advocate for rights for people with disabilities at the State level, having received commendations from the Governor for her service as a member of the State Council on Developmental Disabilities.

**Lifetime Achievement:  
Joyce Hearn**

The sister of a man with developmental disabilities, Joyce Hearn's legacy of breaking down barriers and advocating for people with developmental disabilities spans more than



Joyce Hearn and Larry Landauer

four decades. She has been the Executive Director at the Orange County Adult Achievement Center (formerly known as Orange County Arc) since 1989, and over the years, has overseen many milestones for the agency and the creation of new opportunities, including employment options, for people with severe disabilities.

**Healthcare Professional: Dr. Joseph Donnelly**

A pediatric neurologist, Dr. Joseph Donnelly is Executive Director of the newly-formed Center for Autism and Neurodevelopmental Disorders of Southern California. In this role, he spearheads research, education and therapeutic breakthroughs that are intended

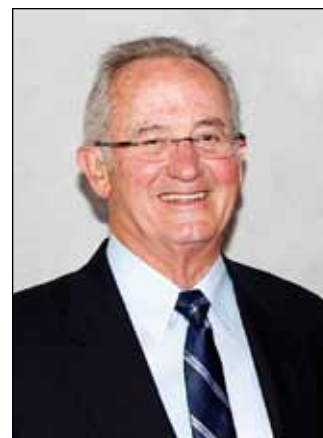


Dr. Joseph Donnelly

to become nationally recognized models for others. Dr. Donnelly is also a Clinical Professor in Pediatrics and Neurology at UCI. A compassionate and skilled physician, he has seen thousands of children in Orange County and is always ready and willing to answer questions from families.

**Parent or Family Member:  
Paul Harvey**

Paul Harvey is the father of a young man with a developmental disability. He and his wife have founded several programs to ensure that children with disabilities have the opportunity to participate in activities such as swimming, bowling, summer camp, dance and music. He has also assisted in the employment of more than 150 individuals with disabilities in mailrooms, cafeterias, fitness centers and various other jobs throughout Orange County and beyond.



Paul Harvey

**Elected Official:  
Assemblyman Allan Mansoor**

California Assemblyman Allan Mansoor, who represents Costa Mesa, Huntington Beach, Irvine, Laguna Beach, Laguna Woods and Newport Beach, was honored for his work this year to



Tresa Oliveri and Allan Mansoor

introduce Assembly Bill 2370. That bill, which passed with almost unanimous consent through the entire legislative process, changed California's statutes to replace the term "mentally retarded" with the term "intellectually disabled," and replace "mental retardation" with "intellectual disability." The bill was strongly supported by RCOG and the Consumer Advisory Team (CAT).



## Employer: Montage Resort & Spa

Montage Resort & Spa, one of the country's premiere 5-star resorts, was honored for providing integrated job opportunities to workers with disabilities and for setting an outstanding example for others in Orange County. Over the past decade, Montage Resort & Spa has employed ten individuals with developmental disabilities in various positions throughout the resort, including steward, dishwasher, laundry sorter, and spa attendant.



Todd Orlich, general manager of the Montage Resort & Spa

## Community Partner: HoopStars



Jeffrey Preston, Tresa Oliveri and Robin Preston

Founded in 1997 out of an effort to connect people to physical activities and sports, HoopStars is a volunteer-driven organization that enables more than 350 children and adults with disabilities to play basketball. The organization has no paid staff and has expanded its mission over the years – it now also provides programs and support for caregivers and families regarding guardianship, trust funds, and respite care.

## Service Provider: Vietnamese League of Orange County

Honored for extraordinary commitment to high-quality, person-centered services, the Vietnamese League of Orange County and its Program Director, Janice Bui, have been meeting the unique needs of



Lucille Tran, Janice Bui and Nellie Ninh

RCOC's Vietnamese community since 1995. This includes simple things like providing meals that are tailored to individuals' cultural food preferences, as well as broader efforts, such as working with the Vietnamese Community Liaison from the Garden Grove Police Department to raise awareness and understanding of people with developmental disabilities within the local community.

## RCOC Achievement: Nelly Ninh and Lucille Tran

Both service coordinators, Nelly Ninh and Lucille Tran were honored for organizing an annual Christmas banquet for a community of more than 400 RCOC consumers and their families that acknowledges

their Vietnamese cultural ties. A decade-long tradition, the event is funded entirely by sponsors the two women find to underwrite event costs.

See **Spotlight Award Honorees** on page 8

**Direct Support Professional:  
Lucien Nardulli**

Formerly called the “Frontline” award, the honor for a person who provides direct services to people with disabilities went to Lucien Nardulli. He works as a job coach with the STEP Institute for Applied Behavior Analysis, and for many years has been supporting a man with Prader Willi syndrome – a condition that often restricts an individual’s full inclusion in the community. Lucien was singled-out because he has helped this man overcome those barriers so he can participate in meaningful community activities, including an exercise program at a local community college and a voluntary job in a special education physical education class.



Lucien Nardulli and Larry Landauer

**Regional Center of Orange County Locations**

Santa Ana Office

1525 N. Tustin Avenue  
24-hr Phone: (714) 796-5100

Orange Office

3111 N. Tustin, Suite 150  
24-hr Phone: (714) 796-3700

Westminster Office

5555 Garden Grove Blvd., Suite 100  
24-hr Phone: (714) 796-2900

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Dialogue Newsletter

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