



Consumer Insights

Welcome to the latest issue of Inland Regional Center's Consumer Insights. This is a bi-weekly communication to all consumers and families, intended to provide more frequent information about IRC.

Upcoming Events

August 15, 2011

August 16	August 19	August 19	August 19, 20 & 21	August 20
CVASA Palm Springs Air Museum Tour 10:30 a.m. - 2:00 p.m. Palm Springs Air Museum	TASK Special Education Workshop 8:30 a.m. - 11:00 a.m. IRC Auditorium	Grape Harvest Festival 5:00 p.m. - 11:00 p.m. Epicenter Parking Lot - Rancho Cucamonga	Back to School Autism and Asperger's Conference Cost \$195 Pasadena Convention Center	My Play Club - Riverside 10:30 a.m. - 1:00 p.m. Fairmont Park Universally Accessible Playground

COMMUNITY MEETINGS COMING SOON! Board Update & New Member Welcome

One of the most important components for IRC to make a long-term, positive change is listening to feedback provided by everyone we serve. As such, we're planning to meet in person with you and your families to address concerns and answer questions related to IRC including overall agency operations and local resources.

A total of 11 community meetings are being planned and will be held starting in late August through Fall. For the convenience of you and your families, these meetings will be held throughout our service area of Riverside and San Bernardino counties and will be scheduled for different times and days of the week to best accommodate your schedule.

Currently, locations being considered include the following: Temecula, Yucca Valley/Twenty-nine Palms, Palm Desert/Indio, Central Riverside, Corona/Norco, San Bernardino, Victorville, Blythe, Needles, Ontario, and the San Bernardino Mountains.

In preparation of the community meetings, Area Board 12 formed a needs assessment task force with IRC. The group met regularly to develop a survey that will gain information on the needed types of services you and your families think may be missing in our community.

Please be on the lookout for electronic notifications of the upcoming community meetings and be sure to mark your calendar! As dates, times and locations are determined, details will be emailed to you and posted on the website.

We look forward to hearing and addressing your comments and questions at the upcoming community meetings.

During the July 11 board meeting, the Board of Trustees approved three new members and accepted the resignations of two current members.

The Board is pleased to welcome IRC's new members who will help our agency continue to do business on behalf of you and your families. Below is a brief description of each of their backgrounds.

Peter Asten: Parent of a son with Down Syndrome; Coached various Special Olympics sports since 1997; Financial advisor in Rancho Mirage

Leanett Loury-Smith: Parent of two sons with developmental disabilities; Holds Master's degree in Education; Protective service provider through IHSS

Marybeth Feild: Parent/Legal guardian of several adult consumers; Parent/child advocate for 28 years; Riverside County SELPA board member for eight years; Law officer manager/paralegal

In addition, two current board members submitted their resignations. The board thanks both Martha Ramirez, who served more than 15 years, and Esther Farmer, who served nearly seven years, for their contributions to the agency and the consumers we serve. Their work is greatly appreciated and we wish them the best.

IRC Policy and Vendor Advisory Committee (VAC) ByLaws Changes

At the recent board meeting, revisions were introduced and approved to the Whistleblower Policy and VAC bylaws.

With the latest changes to the Whistleblower Policy, the sources in which a complaint can be filed have expanded to include managers via email at managers@inlandrc.org and the investigation process now clearly outlines the steps of a complaint and the role of confidentiality.

In addition, the recent approvals to the VAC bylaws increased the number of members to 18 and changed the maximum number of years a VAC board member can serve to two years. The VAC board has worked hard to achieve a broader representation of vendors. Their new, elaborate process to identify new members will help create an active environment where more vendors can provide valuable input.

DDS Tech Teams

As part of IRC's probation status, DDS assigned a team of professionals to come to the agency the week of July 18 and throughout the coming months to evaluate the agency's progress and provide input.

The team's future visits will continue to provide recommendations to support us as we move toward positive change.

New Members Wanted! Consumer Advisory Committee Meetings Provide Useful Forums for Consumers and Families

Calling all consumers! The Consumer Advisory Committee (CAC) is looking for new members to discuss important and timely issues related to advocacy, independence, inclusion and empowerment. The group, which meets monthly, provides a forum for consumers and IRC employees to interact together and are great opportunities for consumers to share experiences and learn from each other. Please see the list below of upcoming meeting dates, times, and topics:

- Monday, September 12 from 2:00-3:30 p.m. in Palm Desert- Exercise
- Thursday, October 13 from 5:00-7:00 p.m. in Corona - Street Safety

The CAC is also looking for new board members and discussion topics. Board members must be at least age 16 to be considered. To learn more about the CAC meetings, identify the process on how to become a board member, or suggest topics for upcoming meetings, please contact Steven Miller at (909) 890-4783 or Jannette Zito at (909) 890-4782. See you at the meetings!

Carol Fitzgibbons