



# 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

September 19, 2011

### September 20

Crestline Community Meeting  
6 p.m. - 7 p.m.  
Crestline Public Library

### September 20

Riverside Co SELPA Parent  
Presentation  
6 p.m. - 7 p.m.  
Val Verde USD

### September 21

CAC Hemet Ice Cream Social  
3:30 p.m. - 5:00 p.m.  
EXCEED

### September 22

CAC San Bernardino Ice  
Cream Social  
5:30 p.m. - 7:00 p.m.  
IRC Conference Center

## IRC BOARD MEETING

On September 12, Inland Regional Center held its regular Board meeting where we learned about the smiles the dental consultation program is bringing, welcomed new board members, received updates from the Advisory Committees, and addressed administrative specifics.

### IRC Dental Consultation = Smiling Consumers!

Despite budget cuts and the absence of MediCal coverage for dental services, IRC's dental consultation program continues to bring smiles to our consumers! A huge kudos to dental clinic director Rene Zambel for identifying outside resources and donations to allow excellent care to continue for our consumers. Thank you!

**Vendor Advisory Committee (VAC) --** Donita Remington shared pre-VAC meetings are being held bi-monthly to discuss items like trailer bill language and its impacts, resource needs and other concerns related to their service category. She also shared there are still vacancies on the VAC Board.

**Consumer Advisory Committee (CAC) --** Steven Miller, liaison for the CAC, shared the many upcoming events for consumers and encouraged them to attend monthly CAC meetings.

### New Board Members - Welcome!

Please help me in welcoming Patrick King (an IRC grandparent) and Tom Cosand (an IRC parent and past IRC employee) as the newest members of the IRC Board of Directors. The IRC Board now has 13 of 17 positions filled and we're continuing to identify qualified Board members.

### Administrative Matters

As of Sept. 1, the new two week, 78-hour work schedule is now in effect and will help improve IRC's deficit, although we need to make up approximately \$250,000 due to the delayed start date. A revision of the Conflict of Interest Statement was approved, and input was received for FY 2012 performance goals. In addition, Area Board 12 addressed consumer representation in regard to staffing requirements and expertise.

*Carol Fitzgibbons*

Carol Fitzgibbons, Executive Director

## Community Meetings Now In Progress

IRC is working to make a positive change in the way we communicate with you and your families. A total of 11 community meetings have been planned through October to meet with you and hear your thoughts on our overall agency operations and services.

Since August 30, three community meetings have been held - Blythe, Temecula and Victorville. Thank you to those in and around these communities who attended and provided input on what we do well and how we can better meet your needs. Your comments have been recorded and will be considered along with the rest of the comments received at future meetings.

For your convenience, upcoming meetings will be held at different times and on different days of the week throughout Riverside and San Bernardino counties:

**Tuesday, September 20**  
Crestline Public Library - 6-7 p.m.

**Tuesday, September 27**  
Riverside Public Library - 5:30-6:30 p.m.

**Thursday, September 29**  
Yucca Valley Community Center - 6-7 p.m.

### Saturday, October 1

Indio Public Library - 10-11 a.m.

### Thursday, October 6

Corona Historic Community Room - 6-7 p.m.

### Tuesday, October 11

Ontario Senior Center - 6-7 p.m.

### Thursday, October 13

San Bernardino IRC Conference Room - 6-7 p.m.

We will also meet with individuals in Needles and other identified areas at a date, time and location to be determined.

While community meeting details are included on our website, we ask for your help to inform other consumers and their families of the opportunity to meet with IRC and share their thoughts on the agency. Your input is valuable and the feedback we receive will allow the agency to better meet the needs of the individuals we serve. We also encourage you to participate in the Area Board 12 survey.

If you need additional information on the upcoming community meetings or survey, please visit IRC's website or contact Diane Kimble at (909) 890-4778. I hope you are able to attend one of our community meetings as your input is valuable and the feedback we receive will allow the agency to better meet the needs of the individuals we serve.

## IRC Goes Social with NEW Facebook Page

It's official! IRC has launched a Facebook page that allows consumers, their families and vendors to keep informed. This new online community offers a forum for people to 1) interact with one another and share experiences - whether it be to share milestones, discuss challenges, highlight events or organizations, recommend resources, or even develop a support group for individuals with developmental disabilities and their families and 2) communicate with IRC directly to share comments or suggestions, or to get questions answered.

Be sure to check our Facebook page often - we regularly post the latest news relating to developmental disabilities, highlight upcoming events, share resources available to consumers, as well as information on the agency including updates on our probation status and budget impacts. Are you looking to add a comment - please do! As is our promise for all comments received, we will respond within one business day of the comment being posted. Check us out at [www.facebook.com/inlandregionalcenter](http://www.facebook.com/inlandregionalcenter). Be sure to LIKE us and forward to your friends! We recently surpassed the 100 mark -- now we need your help to get past 200 LIKES. Thank you and see you online!