



Consumer Insights

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

Upcoming Events

November 4, 2011

November 7	November 10	November 12	November 14	November 15
IRC Orientation 6:00 p.m. - 8:00 p.m. IRC Auditorium	Consumer Advisory Committee Meeting 5:30 p.m. - 7:00 p.m. IRC Auditorium	TACA Meeting with Speaker 1:30 p.m. - 4:30 p.m. Crossroads Church, Corona	Board of Trustees Meeting 7:00 p.m. - 9:00 p.m. IRC Auditorium	Riverside Co SELPA CAC Parent Training 6:00 p.m. - 8 p.m. Val Verde USD, Perris

COMMUNITY MEETINGS COMPLETE!

For the past two months, IRC has held nearly a dozen community meetings, speaking with current consumers, individuals seeking services and vendors.

As part of the meetings, we received a large amount of feedback - both positive and negative. As we continue to compile and evaluate the comments from each of the meetings, I have included below some of the more common successes and challenges shared by attendees.

Successes

Most attendees agreed communications has improved. The electronic weekly guides, bi-weekly newsletters and interactive website have kept consumers, their families and vendors informed of the latest happenings at IRC.

In addition, many parents of consumers and consumers themselves expressed how much they enjoy working with their CSC.

Challenges

Among the challenges discussed was the desire for an increase in local programs. Having events close to home would create more opportunities for growth and improvement. These, combined with improvements to intake and other processes were shared.

At this time, we are compiling the remaining comments and drafting a comprehensive report to evaluate our findings. This report will be useful as we determine necessary changes to be made to better meet the needs of our communities.

Thank you to all who attended the community meetings - we had a great turnout at each of them. We appreciate your willingness to provide feedback to our team members and look forward to reviewing more of your comments.

Carol Fitzgibbons

Carol Fitzgibbons, Executive Director

DDS Probation & Audit Results Released

On October 21, IRC received a response from DDS on the latest regarding our probation status as well as the findings from their audit earlier this year.

DDS PROBATION

We are pleased to report that in response to our latest probation update submitted on July 5, DDS recognizes IRC has continued to make progress in each of the areas identified as requiring improvement or resolution. That said, there are some remaining issues that require additional time to be resolved and we will remain on probation until all issues meet their satisfaction.

Our progress spans across all parts of IRC. For example, proactive communication has made for better informed consumers, families and vendors, staff workshops have laid the foundation for improved employee morale, and operational processes are being reviewed and corrected as necessary.

What's more, IRC has recorded an increase in concerns being filtered and handled internally. As a result, we are able to more effectively and efficiently manage concerns and solve issues quickly.

As to be expected, correcting the issues addressed as part of IRC's probation is a process. In their latest response, DDS has required additional information

in regards to two categories - fiscal management and employee relations.

IRC looks forward to providing DDS with the requested information within 45 days to continue our progress toward full compliance and hopefully the eventual lift of probation.

DDS AUDIT

Following the Bureau of State Audits' report of IRC, DDS conducted their own audit of the agency for the time period between July 1, 2008 and June 30, 2010. Their findings of the audit were in line with the results found in the state audit and requires IRC to repay approximately \$10 million that DDS states the agency improperly spent.

In regards to the payment, IRC is reviewing the audit more closely and the Board of Trustees will determine if an appeal will be filed.

As always, we will keep you informed immediately of updates from DDS. If you have questions, please feel free to let me know.

As a reminder, at no point during the auditing or probationary process has there been a compromise to services provided to people with developmental disabilities. The services we provide to consumers and their families have always been - and will continue to be - our number one priority.

Remembering Dr. Richard 'Dick' Koch

Known as the first director of the Frank D. Lanterman Regional Center, Dr. Richard 'Dick' Koch died September 24, 2011 at the age of 90.

As an author and mentor, Dr. Koch motivated many doctors, nurses, social workers and administrators to dedicate their life to working in regional centers and special education programs and encouraged people to advocate for social justice for individuals with developmental disabilities.

Through his work, Dr. Koch initiated the fight to keep individuals with developmental disabilities out of institutions by providing support to their families and ensuring community living options for adults. His traveling clinic became the framework model for regional centers in 1966 and he was the first director of Children's Hospital Regional Center, which later was renamed Frank D. Lanterman Regional Center.

Dr. Koch's legacy will live on through Inland Regional Center as the inspiration for the agency's vision to provide individuals with development disabilities the tools they need for independence, inclusion and empowerment.

Independence - Inclusion - Empowerment

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