



# Consumer Insights

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

## Upcoming Events

December 19, 2011

### December 28

Jump Night for Special Needs Kids  
6:00 p.m. - 9:00 p.m.  
Jumping Jacks, Rancho Cucamonga

### January 3

Moms Supporting Moms  
6:00 p.m. - 7:30 p.m.  
IRC Auditorium

### January 9

IRC Orientation  
6:00 p.m. - 8:00 p.m.  
IRC Auditorium

### January 9

Board of Trustees Meeting  
7:00 p.m. - 9:00 p.m.  
IRC Auditorium

## PARENTS & CONSUMERS CELEBRATE!

*At IRC, we cherish the relationships we have with families. As we enter this holiday season and time of giving, we're happy to offer both parents and consumers an opportunity to relax and enjoy.*

*Parenting is a full-time job - running kids to school, making dinner and helping with homework are all part of the everyday routine for families. But on December 10, parents and non-paid caregivers got a much-needed break.*

*More than 40 people attended Parent's Day Off, an event hosted by IRC's Father's Network and Moms Supporting Moms. During the event, parents and non-paid caregivers participated in workshops including relax and renew, cooking for gluten free/cassens free diets, Home Depot's DIY home repair, and more!*

*In addition, two lucky grand prize winners walked away with a \$50 gift card to Lucille's and two movie tickets to continue their journey of relaxation to rejuvenate themselves and keep up their energy.*

*Last week, consumers celebrated the holidays as well at IRC's Holiday Ball on Saturday, December 17 from 5 p.m. to 9 p.m. Consumers enjoyed a night of fun full of music, dancing and light refreshments, hosted by the Consumer Advisory Committee.*

*Be sure to check out Jump Night for Special Needs Kids sponsored by Educate. Advocateca on December 28 from 6 p.m. to 9 p.m. at the Jumping Jacks in Rancho Cucamonga. This is a wonderful event to get active and jump - so stop by to see if this is something for you.*

*We hope these opportunities help consumers and their families take a break and enjoy their time this holiday season!*

## Board of Trustees Meeting Recap

On Monday, Nov. 14, the IRC Board of Trustees gathered for the agency's bi-monthly meeting and the community attended to learn the latest about the agency and its operations. For those unable to attend, below is a meeting recap:

### DDS Audit and Probation Update

On Oct. 21, IRC received a response from DDS regarding the latest on the agency's probation as well as the final audit report. As part of the agency's ongoing probation communication with DDS, IRC was required to submit its latest response to inquiries no later than Dec. 5, 2011. The submittal has since been compiled and sent to meet this timeline.

DDS also shared their final findings report of the audit and the results aligned with the findings from the Bureau of State Audits report. DDS' audit requires IRC to repay approximately \$10 million, which the report states IRC improperly spent. Since the meeting, IRC has looked closely at the report and the Board of Trustees filed an appeal on Nov. 21.

### Events Recap

From Aug. through Oct., IRC hosted nearly a dozen community meetings to communicate directly with you, your families and vendors. More than 250 of you attended and provided worthwhile ideas and recommendations.

### CAC and VAC Updates

The Consumer and Vendor Advisory Committees have progressed so much this past year. Both have worked hard to strategize and implement new ways to run effective programs.

From ice cream socials to the Dating Game, the CAC listened to you - and it showed in attendance numbers. The CAC recorded 786 participants at meetings and events this past year, up more than 200 last year, while volunteers more than doubled from 300 to 700 people.

Following a thorough evaluation process, IRC is prepared to meet with vendors to identify issues and come up with solutions together. In the coming weeks and months, details will be shared when they become available.

### Policies Posted Online

As part of the agency's goal to keep everyone informed, the Board of Trustees voted that all draft policies be listed on the website with a date of when they are expected to be finalized and posted.

### Staff Trainings

To date, the "Catch the New Wave" staff trainings have proven to be great opportunities for IRC staff members to gather and learn from each other. Staff trainings will continue through the new year covering a variety of important topics including IRC's background, staff roles, interconnectedness, and internal and external conflict resolution.

The next IRC Board of Trustees' meeting is scheduled for Jan. 9, 2012.

## Family Library Changes to Start This Month

As you may know, the Family Library will undergo some changes. As a result of the latest state audit findings, there is a need for IRC to reallocate funding for the library, which will shift the current structure to be in compliance with DDS starting Jan. 1, 2012.

During this transition, the Family Library will go through a full inventory tally during the month of December. As a reminder, all materials out on loan will need to be returned no later than Dec. 19. To accommodate these returns, the library will remain open during special hours of operation: Monday through Wednesday from 8 a.m. to 5 p.m.

As we move into the new year, we promise we are working diligently to keep the Family Library open to a capacity similar to the level it's been open this year. In the meantime, we appreciate and thank you for your assistance in the return of materials to the library for inventory.

*Carol Fitzgibbons*