

Viewpoint

Introducing . . . Our Customer Value Model

For the past few years, our Lanterman Regional Center community has been on an extraordinary journey of discovery. It began with the development of our Strategic Plan, and has continued through our 30th anniversary on to the changing of the millennium.

During that time, we have engaged all our stakeholders — consumers, families, service providers, and staff — in a continuing process of listening, learning and planning. From our collective efforts, we have developed a mission, a philosophy, core values and a strategic plan, as well as a partnership and leadership development model.

These are all vital parts of implementing our vision. But as we have journeyed and learned, we have realized a

very simple truth — the most important part of what we do is serving the people of our community. In a very real way, they are our “customers.”

The individual and the family are where our efforts begin and end — and it is *their* satisfaction, *their* perceived value of their Lanterman Regional Center experience that is our paramount concern. We realized that it’s not simply the plans we create, the services we coordinate or the trainings we facilitate that matter, it’s how each individual experiences what we do.

Recognizing that, we engaged a number of our community members in a thoughtful process to ascertain those things that our customers value in their dealings with the regional center and service delivery system. Guided by the excellent methodology created by Dr. Karl Albrecht, we spent several months listening, sharing and discovering — journeying to the heart of what we’re about.

The result is our *Customer Value Model* — a set of characteristics that describe how people would like to experience their interactions with the regional center.

In order of importance, here’s what you told us you value:

Quality of Service Delivery

Ensure that the consumer is safe; that regional center staff and service providers have the necessary training and enough time to give to the consumer; that they treat all people with respect; and that the services achieve the desired outcomes.



Service Availability, Access and Choice

Identify a range of services and supports that meet the unique needs of the individual and allow for choice; provide the information, service coordination, and (when necessary) funding to ensure that the individual has access to the most appropriate resource.

Support for Self-Advocacy

Provide consumers and their families with the training, information, support and opportunities to develop the skills to advocate effectively for themselves.

Personal-Professional Relationships

Staff and service providers demonstrate caring, respect and understanding for the consumer and family, staying in touch and acting as true partners in support.

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Grassroots Day 2 0 0 0

Grassroots day is the day that consumers, families, regional centers and other interested individuals converge on Sacramento to make our voice heard in and around the Capitol.

On April 12, twenty-three people from the Lanterman community went to Sacramento to talk with our legislators about issues important to consumers and their families.

Visits were made to the offices of seven legislators: Assembly Members Gil Cedillo, Scott Wildman, Antonio Villaraigosa and Wally Knox and Senators Adam Schiff, Tom Hayden and Richard Polanco. The visits were well received and the legislators appeared interested in our issues. Many were very knowledgeable and let us know that they support our interests.



Left to right, Jeff Richards, Linda Landry, Melinda Sullivan, John Stack, Olivia Hernandez, Patricia Herrera, Pat Huth.

This year we had more than 200 representatives from all 21 regional centers travel from throughout the state to participate in Grassroots Day. Many Centers indicated their legislative appointments were productive and effective.

Not only were visits made, but also a rally was held on the west steps of the Capitol. The rally began just after noon when President Pro Tem of the Senate, John Burton arrived to speak to the crowd of approximately 1,200 persons including primary consumers, service providers, parents, regional center staff, DDS staff and media. In



addition to Senator John Burton, Senators Wes Chesbro, Liz Figueroa, Patrick Johnston, Hilda Solis, Jackie Speier, John Vasconcellos and Assembly Members Dion Aroner, Roy Ashburn, John Longville and Ted Lempert spoke between the noon and one o’clock hour. We were very honored to have such an inspiring, articulate group of legislators address our group and speak to the issue of A Living Wage.

Following the rally, a group of consumers, family members and staff joined to deliver petitions with more than 50,000 signatures calling for higher wages for the people who care for and work directly with consumers led by the California Rehabilitation Association (CRA). The CRA had been collecting signatures for more than two months.

Governor spokesman Michael Bustamante received the petitions on behalf of the Governor

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We Need Your Help!

Every five years, the center develops a performance plan that tells what the regional center will do for consumers and families in the coming five years. The performance plan is written as goals and objectives, and it is supposed to include things that consumers and families want the center to do. Our Strategic Planning Committee, helped by Community Advisory Councils and several other work groups, is in the final stages of development of the plan for 2001-2006. These groups have had input from a series of public meetings where families, consumers, and services providers made recommendations for the plan. In one more effort to ensure that everyone who wants to has had an opportunity to give input on the plan, we are sending out a survey to all consumers, families, and service providers. The survey describes the draft plan and asks for comments and suggestions on it.

Please watch your mail for the survey. Take a few minutes to read it and decide whether the things we propose to do are important to you or to your son or daughter. This is your opportunity to have your say on what happens in the next five years.

You Spoke We Listened... Self-Advocacy

One of the top three items in our Customer Value Model is Support for Self-Advocacy - providing consumers and families with the training, information, support and opportunities necessary to develop the skills to advocate effectively for themselves. We have a number of ongoing projects which respond directly to this expressed need, and what follow are highlights of a few of them.

Lanterman's Evaluation of Consumer Councils and Self-Advocacy Groups

At Lanterman, we believe that people with disabilities can and should make decisions for their own lives. Consumer Councils and Self-Advocacy Groups are a way to assure that this happens.

Both are groups of people with developmental disabilities, who work with a facilitator as needed, to make decisions about things that affect their lives. Consumer Councils are typically program-based, with meetings held at the program with staff present. By working together, people can have a very strong voice in making their preferences known.

Self-Advocacy Groups and Consumer Councils provide their members many benefits, including the ability to do for oneself, increased self-confidence, thinking from a broader point of view, getting information, sharing ideas, expressing opinions, learning new skills (such as problem-solving and decision-making) and taking responsibility.

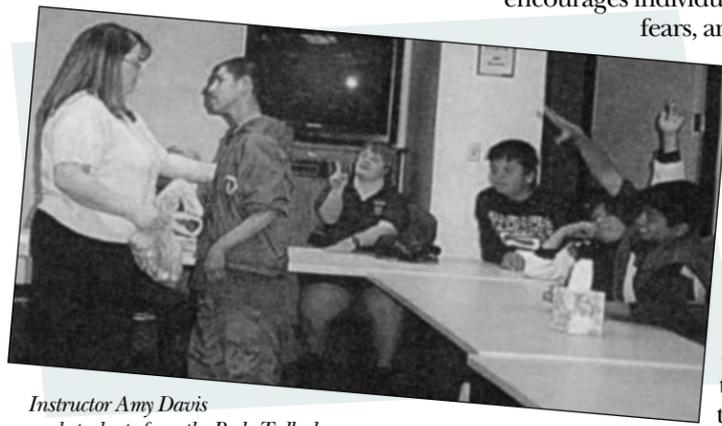
To help us create even more Consumer Councils and Self-Advocacy Groups, Lanterman is conducting a study of successful local groups. Lanterman's Consumer Advocate Erick Homiak and Consultant Sherry Beamer are visiting 20 councils and groups in the greater Los Angeles area to learn why groups meet, what motivates them to meet over time, and how the group stays strong and active. When the study is complete, they will give a final report with recommendations to Lanterman's Strategic Planning Committee.

Body Talk

The developmental journey from child to adult is often a time of inse-

curity, doubt and confusion — and can be especially so for individuals with developmental disabilities.

Not knowing or understanding the path one's body and mind take during this time can place a person at greater risk for compromised identity development, increased social isolation, and possible exploitation. Individuals lacking fundamental knowledge



Instructor Amy Davis and students from the Body Talk class.

about the human body, relationships, process of reproduction and appropriate boundaries are also placed at risk for unintended pregnancies, sexually transmitted diseases, life-threatening illnesses and sexual abuse. Education and support are key to promoting healthy development and life-style choices.

The Body Talk — Human Sexuality and Socialization training program provides comprehensive sexual education to teens and adults with developmental disabilities. By providing essential information in a high-energy, multi-media and group-focus format, Body Talk empowers individuals to advocate for their health, their relationships and their lives.

After attending Body Talk, graduates are better equipped to make decisions in their best interest. Having been exposed to a myriad of topics regarding human sexu-

ality and socialization, young teens have gained the confidence necessary to help them confront adverse situations. A higher level of self-awareness and a better understanding of good/bad touch illustrate this level of confidence. In part, the success of Body Talk results from course material presented in a non-threatening setting, which both encourages individuals to voice

fears, and provides consumers with an exposure to peers with similar concerns.

Parent Talk, the Body Talk companion parent series, trains parents to be the primary sex educators for their son or daughter, by giving them the information and skills to help their children understand human sexuality and socialization. Body Talk understands that each consumer is different, and that parents know the best method of educating their son or daughter. The course aims to provide the guidance and educational resources parents need to help their children develop healthy relationships and live a more fulfilling life.

For more information on upcoming Body Talk classes, please refer to the Training and Development section on page 6.

Reaching for the Stars — The 7th Annual Self-Advocacy Conference

The 7th annual self-advocacy conference was held from April 28th to April 30th at the Crowne Plaza Hotel near L.A.

International airport. The purpose of the conference was to educate and motivate people with disabilities on some of the community services that are open to them on a day to day basis, as they need it.

Presentations included information on transportation, self-determination, safety, finding a job and 15 minute consultations with advocacy experts. Lanterman's Consumer Advocate Erick Homiak joined fellow Consumer Advocate Kecia Weller from Westside Regional Center in a

workshop to teach consumers how to use and understand the regional center system. Evenings at the conference were filled with fun including a movie and dance. The conference was not only an educational opportunity, but also a way for individuals to meet new people and create friendships. Lanterman sponsored 61 consumers to attend the conference, and will sponsor another 16 consumers to the statewide Self-Advocacy conference in Sacramento.

SCAT — Empowering Families to Effectively Advocate for their Children

The Service Coordination and Advocacy Training (SCAT) is a ten-hour course held over five consecutive weeks. This training was developed by the Koch•Young Family Resource Center to enable families to make informed choices about their family member with a disability, and to advocate and navigate the multiple-agency service delivery system. It's also the foundation for individuals to pursue further leadership training opportunities within Lanterman Regional Center.

SCAT focuses on the following areas:

- Regional Center System
- Service Coordination
- Education Options
- Individual Education Plan (IEP) process
- Basic principles of self-advocacy
- Rights and responsibilities within multiple organizations
- Person-Centered Planning
- Individual Family Service Plan (IFSP)
- Individual Person Plan (IPP)
- Importance of establishing parent-professional partnerships

The SCAT classes are an excellent way for new or existing families to become active participants with the many organizations you encounter when you have a child with special needs. They also offer an opportunity to meet and network with other families, and the wealth of information they have to share. Families who have completed the class attest how important it is to learn to effectively advocate for their children, and how the SCAT class has helped them to do so.

Self-Advocacy In Action



One of the best examples is the case of Armen Frundtzhyan. Armen had some problems with Access Services, some of which included such things as being late a lot of times and having to call them at least 6 hours to make a reservation to be picked up. As a member of the Mid-Wilshire Self-Advocacy Group, Armen realized he could stand up for his rights.

With the support of the group, Armen worked with his Independent Living Instructor to write a letter to Access Services Customer Complaint Department. What happened is that he got a letter of apology back from Access Services. Ever since that time they have been making sure that he is picked up on time, and that he is treated with respect.

During the interview I asked Armen if being a member of the Mid-Wilshire Self-Advocacy Group has helped. What he told me is that it helped him in getting the confidence he needed to speak up and advocate for himself. He is a living example of what self-advocacy can do for people with developmental disabilities.

If you have a self-advocacy success story that you think is important and would like to share, please call Erick Homiak at (213) 383-1300 ext. 715.



From left to right, Eileen Hodge, Ronald Hodge, Olivia Hernandez, Ann Wozniak, Yemi Orija, Bill Proffitt, Yasmina Tuero, Michelle Priamos, Maria Ordaz and Toni Smith.

A Consumer Who Knows No Bounds

Violet Carrillo is a very special lady. Despite a multiple diagnosis of epilepsy, chronic grand mal seizures, moderate mental retardation and schizophrenia, she has managed to push the envelope of achievement, both personally and in terms of helping other consumers.

For a time, she was in Camarillo State Developmental Center, however in 1994 a statewide effort to assist people to move out of developmental centers was initiated. Called the Coffelt Initiative, this effort assisted Regional Centers to develop specialized resources to assist people currently in developmental centers to move into less restrictive and often less expensive community options.

For Violet and her sister Char LaVelle, the desire to live as a family was very strong. Armed with this desire and with help from her Service Coordinator and Lanterman Director of Legal Services, Pat Huth, Violet was able to return to the community and live with her sister.

That was the start of a remarkable turnaround.

Violet recently graduated from the Los Angeles County Sheriff's Department Community Academy with honors — the first time that any regional center consumer has completed this program. The academy included sessions on the history of law enforcement, patrol procedures,



arson/explosives operations, the narcotics bureau and tours of the sheriff's station, the North County Correctional Facility, and a Ride-a-Long.

But that's just the beginning. Violet has served as vice-president of the Warriors Self-Advocacy Group and started the Pop "N" Wheelies in her

community — consumers helping other consumers who are in wheelchairs. Violet was also instrumental in initiating The Dreamers Family Support Group, which currently boasts more than 140 members. And for the last two seasons, she's served as assistant coach of the Renegades softball team; she also plays on the G.O.A.L.S. Wildcats softball team.

Violet has set goals for herself including losing weight and forming personal relationships that last over time, both of which she has accomplished. Violet knows what it means to be respected as a human being, and knows the power of love. She makes a difference in the lives of everyone she touches.

If you ask her, Violet will tell you that she attributes all her success to God for sending her people to help her leave Camarillo and live in the community with her sister. And in the words of her sister Char, "She is very creative and does not accept the words 'you can't because you're a consumer'."

If you or someone you know is interested in the Sheriff's Community Academy, please contact your local Sheriff's Department.

New Resources In The FRC

Biological Treatments for Autism and PDD

by William Shaw Ph.D.

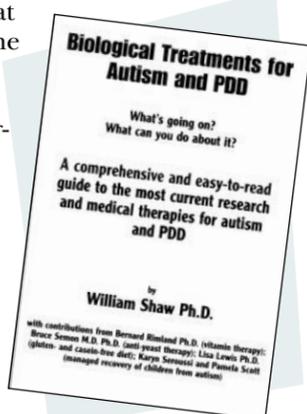
"Biological Treatments for Autism and PDD is an authoritative, comprehensive, and easy-to-read resource guide to a wide range of therapies that have been useful in the treatment of autism including antifungal and antibacterial therapies, gluten and casein restriction, homeopathy, vitamin therapy, gamma globulin treatment, transfer factor therapies, threatment of food allergies, and alternative to antibiotic therapy.

The information in this book may be useful not only in the field of autism but also in virtually any disorder in which some of the symptoms of autism are sometimes or frequently present, including:

- Attention Deficit Disorder
- Down's syndrome with autistic symptoms
- Fragile X
- Neurofibromatosis
- Pervasive Developmental Disorder (PDD)
- Prader-Willi syndrome
- Rett's syndrome
- Tourette's syndrome
- Tuberous sclerosis
- Williams disease

From Dr. Bernard Rimland's forward:

There are, however, very few books — like this one — which address the practical, here-and-now biomedical treatments that can bring about dramatic improvement in many autistic individuals . . . The reader will quickly discover that this book is "user-friendly." Its purpose is to clarify, to explain, to guide, and to encourage so that at long last the parents themselves can begin to do what they have always wanted to do — have a real hand in the healing of their autistic child."



Right from the Start — Behavioral Intervention for Young Children with Autism

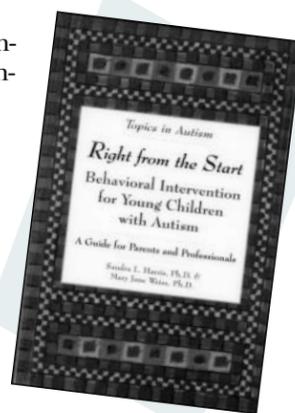
by Sandra L. Harris, Ph.D. & Mary Jane Weiss, Ph.D.

Written in an accessible and friendly style, **Right from the Start** explains how the teaching method known as intensive behavioral intervention (IBI) can benefit young children with autism and related disorders. This includes all children which diagnosis falls within the broad spectrum of Pervasive Developmental Disorder (PDD), especially those five and younger.

The guide begins by discussing applied behavioral analysis (ABA), the central component of intensive behavioral intervention. Readers learn how ABA can be used to teach speech and language, social, motor, and adaptive skills through a system of repetition, reward and goal adjustment. The descriptions of a real-life family going through the process of understanding their young child's diagnosis and choosing an intensive behavioral intervention program bolster the confidence of other parents in making their own evaluations. And "parent statements" included in each chapter offer important empathy.

The authors also discuss what families should consider before choosing any treatment method for their child with autism, and specifically what key elements an IBI program should have. Curriculum, professional roles, parent involvement, inclusion and the pros and cons of a home-based versus center-based program are all covered. A glossary of terms commonly used in autism research and education helps to demystify what at first seems like an intimidating subject. All in all, this practical and authoritative guide will save parents much time and anguish in their search to help their young child with autism.

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Handling the Young Child with Cerebral Palsy at Home

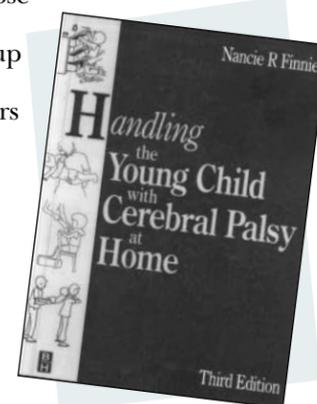
by Nancie R. Finnie

The third edition of this book is intended, as with previous editions, to be a practical manual for parents whose child has cerebral palsy. The age group covered is from infancy up to 5 years — a time when a child is handled and taught mainly by his parents.

The purpose of the book is to:

- Explore the parents' central role in the management of their child, with professionals and parents working in close partnership with one another
- Help parents understand some of the medical aspects of cerebral palsy, including associated problems that may be present, and the reasons why their child could be delayed or arrested in certain areas of his development
- Answer some of the questions parents often raise following the initial shock of hearing that their child has cerebral palsy
- Provide practical suggestions for parents regarding the handling of their child during routine activities.

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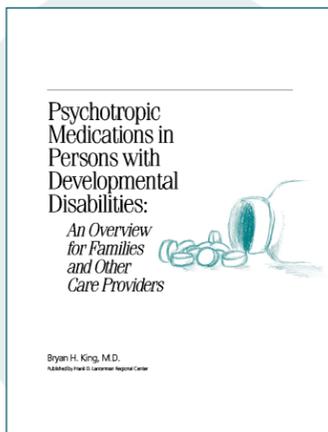


New Health & Wellness Publications

Psychotropic Medications in Persons with Developmental Disabilities: An Overview for Families and Other Care Providers.

A compendium of useful and important information, the booklet is in two parts: the first focuses on a general description of psychotropic medications, how they are used, and how to work with your doctor and pharmacist. The second part is more detailed, and may be of interest to people with a healthcare background.

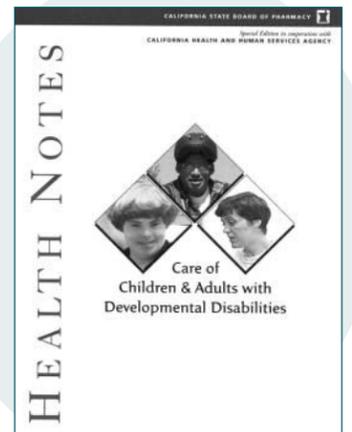
If you are a service provider, family member or caregiver for an individual taking psychotropic medication and would like a copy of this booklet, please call Ronna Kajikawa at (213) 383-1300 ext. 720.



Health Notes — Care of Children & Adults with Developmental Disabilities now available

The California State Board of Pharmacy in cooperation with the California Health and Human Services Agency have published a special edition of Health Notes, focusing on children and adults with developmental disabilities. This issue's mission is to help pharmacists, lay people and professionals communicate with one another and to highlight the needs of this population. Within the issue are life stories of individuals with developmental disabilities, information for the caregiver on how to work with your pharmacy, information for caregivers, pharmacists and health care professionals, and specific information for pharmacists and health care professionals.

If you would like a copy of the latest edition of Health Notes, please call the Koch•Young Family Resource Center at (213) 383-1300 ext. 730.



School Days are Happy Days for Angie Monzon

Learning to accept and appreciate the differences in individuals is a wonderful result when a child with special needs is included in a neighborhood day care center.

Take the case of Angie Monzon. She's a four-year-old with cerebral palsy who has been integrated into a day care center program at LA Family School. She's the only child with Cerebral Palsy at the center, and is doing extremely well.

"She's a friendly child to begin with, but the other children at the school have really brought her out," enthuses her Service Coordinator Lourdes Tabullo. "The students are figuring out ways to communicate with her."

According to Tabullo, Angie's mother is very satisfied with the program and her daughter's

progress — most of all the fact that she "just looks so happy." Having Angie in the school "has been just amaz-



Angie at play with friends at LA Family School.

ing" says LA Family School Director Susie North. To prepare for her arrival, staff met with parents and also did a lot of preparing with the youngsters themselves (ages three and four) to help them better understand Angie's special needs. "It's been just extraordinary how they've

adapted," she notes, "all the children have become very attuned to Angie. It's as though they've developed special antennae that help them find out what Angie needs." The children have learned to accept Angie as she is with her individual differences — she uses a walker to assist her in walking, she has limited use of her fingers in her left hand, she is very limited in her speaking skills. "I have no words to describe how wonderful it's been to have her

in my group," says teacher Lourdes Gutierrez. "Everybody loves her and plays with her. She has a best friend, Gala, who's always on the lookout to help Angie with what she needs. They're even learning some Spanish words!"

"At first, I didn't know what to expect," Gutierrez continues, "but it's been so rewarding for me as a teacher, and wonderful for both me and the children to be exposed to a child with disabilities. I'm grateful for the opportunity."



Everyone understands mud pies!

Introducing Our Customer Value ...

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Advocacy Services

Provide families and consumers direct assistance and active support to help them gain access to the opportunities they need to live their lives the way they choose.

Coordination of Services

Help the consumer and family understand the service system; develop an individualized plan reflecting desired outcomes; identify appropriate services and supports, and link the consumer/family to them; monitor the plan to ensure that it is working for the consumer and the family.

Social Acceptance of People with Disabilities

People with disabilities are accepted as unique individuals, and are welcomed as equal participants in all aspects of community life and social interactions.

Creating the model is the first step — acting on it is the next. The *You Spoke, We Listened* section of each newsletter will highlight the specific things we're doing to make our Customer Value Model a working reality. Let us know what you think.

Grassroots ...

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and then went out into the central hallway and personally met with the 50–60 person delegation.

From 2 p.m.–4 p.m. a presentation was given about California's four self-determination pilot projects. The panel included representatives from Kern, Tri-Counties, East Los Angeles and Redwood Coast regional centers. They provided two hours of valuable information about their local projects to a crowd of more than 100 people, including a half-hour question and answer session.

It was truly a remarkable day for our system: for persons with

developmental disabilities, for California's developmental disabilities service delivery system, and for the regional centers.

Lanterman's delegation consisted of Eric Homiak, Billy Ray Hall, Reynalda Sanchez, Ana Villaseñor, Marjorie Heller, Steven Beltran, Kathleen Beltran, Michelle Wolf, Rachel Wolf, Daniel Wolf, Olivia Hernandez, Linda Landry, Robert Martinez, Jeff Richards, Karen Ingram, Stephanie Taylor Dinwiddie, Ann Seisa, Silvia Davis, Patricia Herrera, John Stack, Melinda Sullivan, Diane Anand and Pat Huth.

Local Family/Consumer Support Groups

ADULT SIBLING SUPPORT GROUP

Call for details
Contact: Olivia Hernandez (213) 383-1300 Ext. 705

ARMENIAN PARENT GROUP

Quarterly meetings — Glendale Area
 Call for dates & details
Contact: Rima Shahoian (818) 548-4349
Shoghig Dikjian (213) 383-1300 Ext. 546
Maral Tahmizian (213) 383-1300 Ext. 674

ARMENIAN PARENT SUPPORT GROUP

Monthly meetings at group members' homes
 In the Glendale area
 Monthly — Last Friday 11:00 a.m. – 1:00 p.m.
Contact: Rima Shahoian (818) 548-4349
Shoghig Dikjian (213) 383-1300 Ext. 546
Maral Tahmizian (213) 383-1300 Ext. 674

AUTISM SOCIETY OF AMERICA

San Gabriel Valley Chapter Support Group
 1167 N. Reeder Ave., Covina
 Monthly — Wednesday, 7:30 p.m.
Contact: Patricia Kreysler (626) 447-3452

BEHAVIOR MANAGEMENT PARENT SUPPORT GROUP

Call for details
Contact: Olivia Hernandez (213) 383-1300 Ext. 705

daDA FATHERS REGIONAL SUPPORT NETWORK

Call for details
Contact: Marty Sweeney (323) 933-2983

DOWN SYNDROME SAN GABRIEL VALLEY PARENT SUPPORT GROUP WITH CHILDREN UNDER SEVEN

Church of the Brethren
 1041 N. Altadena Drive, Pasadena, 91107
 Monthly — 2nd Thursday, 7:00 p.m. – 9:00 p.m.
Contact: Darryl Mikuni & Pat Van de Veer (626) 398-0942
Olivia Hernandez (213) 383-1300 Ext. 705

EARLY INTERVENTION SPANISH SPEAKING PARENT SUPPORT GROUP

Lanterman Regional Center
 3303 Wilshire Blvd., Ste. 700
 Monthly — 2nd Wednesday, 9:30 a.m. – 11:30 a.m.
Contact: Rose Chacana (213) 383-1300 Ext. 528
Monica Mauriz (213) 383-1300 Ext. 519

FAMILIES AND FRIENDS OF PERSONS WITH DISABILITIES

St. Dominic's Community Center
 2002 Merton Ave., Eagle Rock
 Monthly — 1st Friday, 7:30 p.m.
Contact: Emma Guanlao (323) 259-8332
Esther Martinez (323)254-6413

FILIPINO AMERICAN SPECIAL SERVICE GROUP FOR THE DEVELOPMENTALLY DISABLED

Call for details
Contact: Luz Espina (323) 737-1886
Alice Gubatan (213) 384-2340

FOOTHILL AUTISM ALLIANCE NETWORK RESOURCE MEETINGS

BCR
 230 E. Amherst Drive, Burbank, CA 91505
 Monthly — 2nd Wednesday, 7:00 p.m.
Contact: Sue Brooks (818) 66-AUTISM (818) 662-8847

FRAGILE X PARENT SUPPORT GROUP

Call for dates and details
 Monthly, 7:00 p.m.
Contact: (818) 754-4227 Voicemail

GAY AND LESBIAN ADULT SUPPORT GROUP

Lanterman Regional Center
 3303 Wilshire Blvd., Ste. 700
 Monthly — 2nd Wednesday, 4:00 p.m. – 5:00 p.m.
Contact: Joe Perales (213) 383-1300 Ext. 592
Melinda Anders (213) 383-1300 Ext. 506

GLENDALE/BURBANK/FOOTHILL PARENT SUPPORT GROUP

Monthly — 1st Wednesday, 10:00 a.m.
 Call for location
Contact: Jennifer Wyre (213) 383-1300 Ext. 679
Nora Chitilian (213) 383-1300 Ext. 675

GRUPO DE APOYO PARA EL MANEJO DE LA CONDUCTA

(Spanish-Speaking Behavior Management Group)
 Shriners Hospital
 3160 Geneva St. (Virgil and Third St.), Los Angeles
 Ultimo martes de cada mes
 7:00 p.m. – 9:00 p.m.
Contact: Francisca Arias (323) 965-0379
Olivia Hernandez (213) 383-1300 Ext. 705

HOLLYWOOD/WILSHIRE PARENT SUPPORT GROUP

Lanterman Regional Center
 3303 Wilshire Blvd., Ste. 700
 Monthly — 3rd Tuesday, 10:00 a.m.
Contact: Gloria Persinkski (323) 469-1398 or (323) 462-0850
Jessye Davis (213) 383-1300 Ext. 549
Ramon Martinez (213) 383-1300 Ext. 455

INCLUSION IN REGULAR CLASSES SUPPORT NETWORK

Locations and times vary each month — call for next meeting
Contact: Sam Suzuki (213) 383-1300 Ext. 559

JAPANESE-SPEAKING PARENTS ASSOCIATION OF CHILDREN WITH CHALLENGES

Little Tokyo Service Center
 231 East Third Street, Suite G-104, Los Angeles, CA 90013
 Monthly — 3rd Saturday, 9:30 a.m.
Contact: Mariko Magami (818) 249-1726
Michiko Wilkins (818) 557-0728

KOREAN PARENT SUPPORT GROUP

Asian Advocate for Special People
 Lanterman Regional Center
 3303 Wilshire Blvd., Ste. 700
 Monthly — 2nd Monday, 6:30 p.m. – 8:30 p.m.
Contact: Suki Chang (213)999-3981
Susan Han (213)383-1300 Ext. 545
Alanah Kim (213)383-1300 Ext. 531

"PADRES UNIDOS LANTERMAN"

Spanish-Speaking Support Group (Grupo en Español)
 Children's Hospital of Los Angeles, Conference Room "D"
 Monthly — 2nd Tuesday
 7:00 p.m. – 9:00 p.m.
Contact: Yolanda Gonzalez (213) 389-6038
Joe Perales (213) 383-1300 Ext. 555
Jaime Aznar (213) 383-1300 Ext. 535

REACH

(Respecting Encouraging and Affirming Choices in Housing)
 2606 Foothill Blvd., La Crescenta, CA 91214
 Monthly — 3rd Wednesday, 7:00 p.m.
Contact: Maria Leinenweber (818) 248-8624
Emma Guanlao (323) 259-8332

RETT SYNDROME SUPPORT GROUP

Pasadena Area
 Quarterly Meetings
 Call for dates and details
Contact: Marie Hyland (626) 790-4836
Pep Stenberg (626) 355-5334

"LA ESPERANZA"

Spanish-Speaking Parent Group (Grupo Semanal en Español)
 Lanterman Regional Center
 3303 Wilshire Blvd., Ste. 700
 Weekly — Monday, 9:00 a.m.
Contact: Yolanda Hernandez (562) 928-5324
Primitivo Jacobo (323) 464-3689
Bertha Rios (323) 666-3489
Nilda Lopapa (213) 383-1300 Ext. 554

SPANISH-SPEAKING PARENT SUPPORT GROUP

Salvin Special Education Center
 1925 S. Budlong Ave., Los Angeles
 Call for dates, 9:30 a.m. – 11:30 a.m.
Contact: Gloria Perez (213) 383-1300 Ext. 556

TEATRO ILUSIÓN

(Grupo Semanal en Español)
 Shriners Hospital
 3360 Geneva St. (Virgil & Third St.), Los Angeles
 Weekly — Friday's, 6:00 p.m. – 8:00 p.m.
Contact: Yolanda Hernandez (562) 928-5324

MEETING SCHEDULE

COMMUNITY ADVISORY COUNCILS

Our Community Advisory Councils serve as a link to the community. They provide input on policies, services and programs and offer opportunities for consumers, parents, service providers and staff to network. If you have an interest in serving in the council for your area or in attending meetings, contact:

Lanterman Regional Managers at (213) 383-1300.

CENTRAL REGION

Third Tuesday of the month
 10:00 – 11:30 a.m.
Ysidra Guterrez, Ext.557

GLENDALE REGION

Second Tuesday of the month
 6:30 – 8:00 p.m.
M.J. Kienast, Ext. 617

HOLLYWOOD/WILSHIRE REGION

Third Tuesday of the month
 10:00 – 11:30 a.m.
Sam Suzuki Ext. 559

PASADENA REGION

Third Tuesday of the month
 6:30 – 8:00 p.m.
Robert Erio, Ext. 619

ORIENTATION MEETINGS

Lanterman provides monthly orientation meetings to welcome all new families and adult consumers. We provide an introduction to the Lanterman service delivery system as well as to the Koch♦Young Family Resource Center. Orientation is also available quarterly for those families with children transitioning to preschool (30-months old). For a complete 2000 schedule of monthly Orientation meetings, please contact the Family Resource Center at 1 (800) 546-3676.

Lanterman Self-Advocacy Groups

MID-WILSHIRE SELF ADVOCACY GROUP

Lanterman Regional Center
 3303 Wilshire Blvd. Ste. 700
 Monthly — First Monday, 4:00 p.m. – 6:00 p.m.
Contact: Erick Homiak (213) 383-1300 ext. 715

THE ACHIEVERS

711 E. Maple St.
 Glendale, CA 91205
 Call for Dates and Times
Contact: Erick Homiak (213) 383-1300 ext. 715

PASADENA SELF-ADVOCACY GROUP

529 N. Hill Ave.
 Pasadena, CA 91106
 Call for Dates and Times
Contact: Erick Homiak (213) 383-1300 ext. 715

If you are interested in becoming a member of the new Burbank Self-Advocacy Group, please contact Erick Homiak at (213) 383-1300 ext. 715.

If you are interested in starting a support group but don't know how to take the first step, call
The Koch♦Young Family Resource Center for information:

1-800-546-3676

Training & Events

The Training & Development Unit provides information on training opportunities that focus on developmental disabilities and related topics. The unit staff coordinate training events that are conducted by Lanterman Regional Center. Staff also coordinate registration arrangements for consumers, family members, staff, board members and service providers in the Lanterman Community to attend external educational events of special interest.

The Center publishes a Training and Events webpage that is accessible via the website www.lanterman.org.

If you are a parent or consumer in the Lanterman Regional Center service area and are interested in attending a training opportunity outside the Regional Center, contact your Service Coordinator. For consideration, your request must be received by Training and Development three weeks prior to the posted conference deadline. We welcome your suggestions for future training topics and information on upcoming educational events that we can share with others.

You may send comments or request to be on the mailing list by one of the following options:

BY MAIL:

Training & Development
Lanterman Regional Center
3303 Wilshire Blvd. Suite 700
Los Angeles, CA 90010

BY FAX:

(213) 383-6526

BY E-MAIL:

Maureen S. Wilson, Director
Maureen.wilson@lanterman.org
Ronna Kajikawa, Executive Assistant
Ronna.kajikawa@lanterman.org



Lanterman Regional Center Family & Consumer Training

The following are training opportunities that focus on developmental disabilities and related topics and are conducted or sponsored by Lanterman Regional Center for consumers, family members, and board members in the Lanterman Community.

NEW FAMILY ORIENTATION

Lanterman Regional Center provides Orientation Meetings to welcome new consumers and families to the Center. These meetings provide an introduction to the Lanterman service delivery system.

For a schedule of monthly Orientation Meetings, please call 213 383-1300 ext. 705.

NEW FAMILY ORIENTATION FOR CHILDREN THREE YEARS OLD AND OLDER

English & Spanish. Last Friday of Every Month
9:30 a.m. – 10:30 a.m.

Lanterman Regional Center FRC. Presenters: LRC Staff
For Information and Dates, call (213) 383-1300 ext. 705

NEW FAMILY ORIENTATION FOR EARLY INTERVENTION FAMILIES (BIRTH TO 3 YEARS)

English & Spanish. Last Monday of Every Month
9:30 a.m. – 10:30 a.m. English, 10:30a.m. – 11:30 a.m. Spanish
Lanterman Regional Center FRC. Presenters: LRC Staff
For Information and Dates, call (213) 383-1300 ext. 705

TRANSITION TO PRESCHOOL ORIENTATION MEETING

For families with children 2 years of age
English & Spanish
July 17, 2000, 10:00 a.m. – 12:00 p.m.

Lanterman Regional Center FRC. Presenters: LRC Staff
For Information and Dates, call (213) 383-1300 ext. 705

BEHAVIOR MANAGEMENT WORKSHOP FOR PARENTS

This 20-hour course was developed for Lanterman Regional Center Families by the UCLA-University Affiliated Program. The training is a proactive approach where families learn strategies to manage behavioral concerns. More serious behavioral issues should be discussed with your Service Coordinator. Please note: This workshop requires referral from your Service Coordinator.

Dates, Times & Locations TBA

Contact your Service Coordinator to register.

SERVICE COORDINATION AND ADVOCACY TRAINING

Ten hour course for Lanterman families to better enable them to advocate and assist their family member with a disability. Coordinated by the center's Family Support Services Unit. Training courses offered quarterly.

SEPTEMBER 2000 — SPANISH/ENGLISH

Lanterman Regional Center
3303 Wilshire Blvd. Suite 700, Los Angeles, CA 90010
September 12, 19, 26 October 3, 10, 9:30 – 11:30 a.m.

NOVEMBER 2000 — KOREAN/ENGLISH

Lanterman Regional Center
3303 Wilshire Blvd. Suite 700, Los Angeles, CA 90010
November 6, 13, 20, 27 December 4, 7:00 – 9:00 p.m.

Contact: Your Service Coordinator or Olivia Hernandez (213) 383-1300 Ext. 705

PEER SUPPORT TRAINING

Twelve hour training for individuals who have experience with developmental disabilities and want to provide one on one support by phone or in person to new or referred families. Training is coordinated by Lanterman's Family Support Services Unit.

Contact: Olivia Hernandez (213) 383-1300 Ext. 705

SELF DEFENSE FOR CONSUMERS

For consumers 16 years old and older
August 9, 2000, 4:30 p.m. – 6:30 p.m.

Lanterman Regional Center
Presenters: LACAAW Self Defense Trainer
For Information and Registration, call (213) 383-1300 ext. 720

BODY TALK

SEXUALITY & SOCIALIZATION TRAINING

Body Talk is a new Sexuality and Socialization Training program specifically designed for adult individuals with developmental disabilities. Each group will accommodate 12–15 consumers and run for 12 weeks. The training will cover topics such as human anatomy and reproduction, developing social skills, prevention of exploitation, human sexuality, sexually transmitted diseases, birth control, and health and hygiene. Teen Talk addresses issues specific to pre-adolescent through young adulthood. Parent Talk is a 6 week class designed to address parental concerns.

BODY TALK FOR ADULT CONSUMERS

Please note: This workshop requires referral from your Service Coordinator.

Dates, Times & Location TBA

Contact your Service Coordinator to register.

TEEN TALK FOR CONSUMERS

Please note: This workshop requires referral from your Service Coordinator.

Dates TBA, 6:30 p.m. – 8:30 p.m.

Lanterman Regional Center
3303 Wilshire Blvd., Suite 700, Los Angeles, CA

Contact your Service Coordinator to register.

PARENT TALK DISCUSSION GROUP

Please note: This workshop requires referral from your Service Coordinator. This 6 week group will focus on the parental role in supporting and promoting healthy relationships.

Dates & Times TBA

Contact your Service Coordinator to register.

FOR YOUR INFORMATION

Visit the Family Resource Center or attend our next Orientation Meeting to get your copy of the new comprehensive Guide to Lanterman Regional Center. For more information call the Family Resource Center at (800) 546-3676.

Lanterman Regional Center Service Provider In-Service Training

The following are training opportunities that focus on developmental disabilities and related topics and are conducted or sponsored by Lanterman Regional Center for service providers in the Lanterman Community.

PSYCHOTROPIC MEDICATION: AN OVERVIEW FOR SERVICE PROVIDERS

For Service Providers
August 8, 2000, 10:00 a.m. – 12:00 p.m.

Lanterman Regional Center
3303 Wilshire Blvd., Suite 700, Los Angeles, CA

This 2 hour service provider in-service will help community residential and day program staff in the assessment of the effectiveness of psychotropic medication prescribed for consumers and recognition and appropriate intervention for negative side effects. Class meets requirements for 2 hrs CEU's for Title 17 & Title 22.

Cost: No cost

Presenter: LRC Clinical Service Staff

Space is limited to 64 — Those arriving after 10:00 a.m. will be admitted only if space allows.

For information call (213) 383-1300 ext. 720

COMMUNITY FORUM ON STRATEGIC PLAN 2001–2005

For Service Providers
September 12, 2000, 10:00 a.m. – 12:00 p.m.

Lanterman Regional Center

3303 Wilshire Blvd., Suite 700, Los Angeles, CA

Forum meets requirements for 2 hrs CEU's for Title 17 only.

Cost: No cost

Presenter: LRC Staff

Space is limited to 64 — Those arriving after 10:00 a.m. will be admitted only if space allows

For information call (213) 383-1300 ext. 720

DIRECT SUPPORT PROFESSIONAL TRAINING: YEAR 1

For Level 2, 3, & 4 Residential Direct Care Staff
September 15 – October 20, 2000 (Fridays)

9:00 a.m. – 3:30 p.m.

Lanterman Regional Center
3303 Wilshire Blvd., Suite 700, Los Angeles, CA

This six-week training is required for all staff providing direct care to consumers in Level 2, 3, & 4 Residential Facilities.

Presenter: LAUSD-ROP Instructor,
Space is limited to 15 participants

For information or registration call (213) 202-5585

CRISIS PREVENTION & INTERVENTION

For Service Providers and LRC Staff
September 26 – 27, 2000, 9:30 a.m. – 3:30 p.m.

Lanterman Regional Center
3303 Wilshire Blvd., Suite 700, Los Angeles, CA

This two-day training is designed to prepare direct care staff to facilitate the de-escalation of potentially violent situations through crisis prevention and intervention techniques.

Presenters: Certified CPI Instructors, Lanterman Regional Project Behavioral Intervention Team

Cost: Service Providers bring to class \$10 cash for book
Space is limited to 30 participants

For information or registration call (213) 383-1300 ext. 720

AIDS/HIV/TB CERTIFICATION FOR SERVICE PROVIDERS

For Service Providers
 October 17, 2000, 9:30 a.m. – 1:30 p.m.
 Lanterman Regional Center, 3303 Wilshire Blvd., Suite 700
 This training meets the re-certification requirements for 4 CEU's Title 17 & 22 for providers.
 Cost: No cost • Presenters: Prototypes
 Space limited to 30 participants
 For information or registration call (213)383-1300 ext. 720

RESIDENTIAL SERVICE PROVIDER ORIENTATION

For New Residential Service Providers
 Wednesdays, November 1, 8, & 15, 2000, 9:30 a.m. – 4:30 p.m.
 Lanterman Regional Center, 3303 Wilshire Blvd., Suite 700
 This training will provide an overview of the vendorization, Title 17 & 22 regulations and service design and delivery process for new residential providers.
 Cost: No cost • Presenters: Community Services Staff
 For information or registration call (213) 383-1300 ext. 720

All training events are subject to rescheduling or cancellation without notice. For the most up to date information, including cancellations, on training events in the Lanterman Community, visit the Training & Events page www.lanterman.org or call the Training and Development Bulletin Board 24 hours/day at (213) 383-1300 #8 from the main menu.



Assistive Technology 2000 Summer Workshop Series

Accessing and Exploring the Internet

A workshop on the basics of the Internet from system requirements to all points beyond



Wednesday, July 26 • 7 – 9 p.m.

Assistive Technology Lab, 7th Floor, Frank D. Lanterman Regional Center
 3303 Wilshire Blvd., L.A. • RSVP (213) 383-1300, ext. 730

A beginner's workshop on the basics of the Internet. This will be a hands-on exploration covering the nuts and bolts of the Internet including recommended system requirements, basic navigation skills, service provider agreements, email, chat rooms, browsers, downloads, file compression, search engines, popular web page addresses, and available alternate access features.

Over the past couple of years the Internet has moved from a "super" to a "crowded" highway. Everyone seems to be joining the mad race for e-commerce, e-culture, and even e-communities. This workshop will be a fun introduction to the enormous depth and impact of the Internet and the potential it holds for consumers across a range of interests, needs and abilities.

Recommended for consumers and family members with some basic computer experience. Seating is limited to the first 20 reservations.

Assistive Technology & the IEP

How assistive technology is addressed and considered in the IEP Process



Wednesday, August 9 • 7 – 9 p.m.

Berendo Main Conference Room, 7th Floor, Frank D. Lanterman Regional Center
 3303 Wilshire Blvd., L.A. • RSVP (213) 383-1300, ext. 730

With the reauthorization of IDEA (Individuals with Disabilities Education Act) in 1997, the law was amended to provide for specific "special factors" including assistive technology. The reauthorization establishes that the IEP team *must* consider a student's need for assistive technology devices and services. With this new language, the law was strengthened and school districts are now busy formulating policy and procedures to meet the increased consideration required by law. As a result there has been widespread confusion and frustration by students, families, teachers and district professionals.

The workshop takes a close look at the role of assistive technology in the classroom and how parents can best prepare for the IEP meeting should assistive technology be required. This workshop will include participation of local school district representatives.

Recommended for parents of students with special needs who may benefit from the use of assistive technology in the classroom. Seating is limited to the first 50 reservations.

Inserts to Your Guide to Lanterman Regional Center: Partners in Support

We are excited to announce the creation of three new sections to insert into Your Guide to Lanterman Regional Center: Partners in Support.

- **Transition to Adulthood:** This insert helps families and consumers adjust to the many changes that occur when a child with a developmental disability enters adulthood. Topics addressed include: work, education, and training opportunities; living arrangements; health care; recreation/socialization; relationships/sexuality; financial resources; and legal issues. Families can learn about how their family, the regional center, the school, and the community can work together to prepare your child for an exciting future! To get a copy of this insert, please call the Koch•Young Family Resource Center at (800) 546-3676.



- **Early Intervention:** This insert provides information about the Early Intervention Unit at Lanterman Regional Center, which serves families with eligible children up to the age of five. Families can learn about the types of services available through Early Intervention and how to prepare for the Individualized Family Service Plan (IFSP) or Individual Program Plan (IPP).



- **Guide to Living Arrangements:** This guide will help families understand the kinds of living arrangements that are available for children and adults with a developmental disability. It describes the different residential options and the kinds of help and support that consumers and their families can get depending on the option they choose.

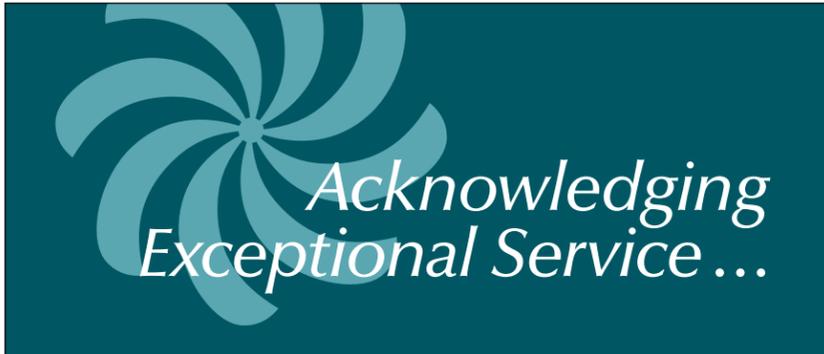
A workshop on transitioning to adulthood will be held September 19 and 20, 2000 from 7:00 to 9:00 p.m. in Pasadena. Families with children between the ages of 14 and 22 are urged to attend. For more information or to RSVP please call the Koch•Young Family Resource Center at (800) 546-3676.

Here's a Way to Say "Thanks"

Is there a service provider or Lanterman staff member you feel has gone above and beyond the call of duty? If the answer is yes, then tell us about him or her! Lanterman would like to acknowledge those individuals who exemplify a special spirit of service and go that extra mile in giving of themselves.

Next time you're at Lanterman, please fill out an *Acknowledging Exceptional Service* card, and help say thank you to those individuals who have made a difference to you or your family member.

If you have any questions regarding the Exceptional Service Form, please call Jackie Ashman at (213) 383-1300 ext. 684.



How do you like our new look?

After 6 years, we're changing our look and we want to know what you think! Please e-mail or call Roberta Happe at roberta.happe@lanterman.org or (213) 383-1300 ext. 716 with your comments. Your opinions and comments matter so let us hear from you!

Board Welcomes Your Attendance at Its Meetings

Please be aware that anyone in the community is welcome to attend the Regional Center Board of Directors meeting which is conducted on the fourth Wednesday of every month at 6:00 p.m. Meetings are held at Lanterman Regional Center. Please call Frank Lara in advance at (213) 383-1300, Ext. 665 so that you can be put on the list of attendees. We look forward to your visit.

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Viewpoint can be viewed online at <http://www.lanterman.org>
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