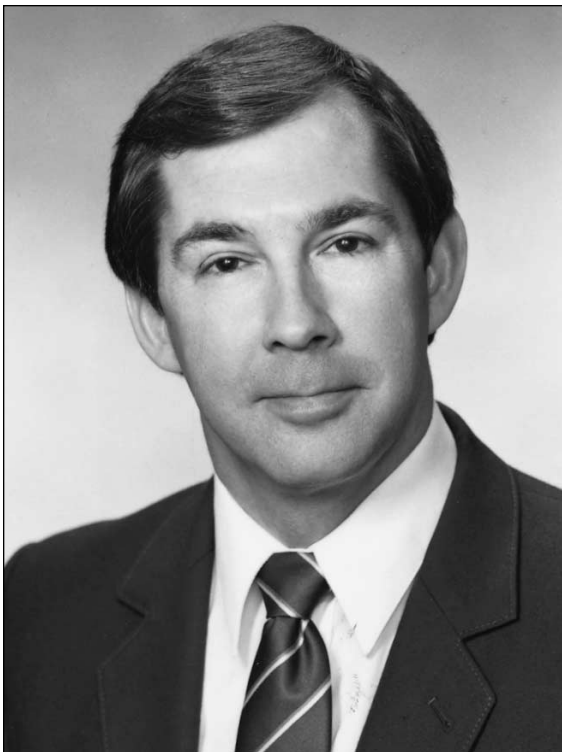


# Viewpoint

## Announcing The Second Lanterman Leadership Forum

OUR CUSTOMER VALUES IN ACTION

For the past few years, the Lanterman Regional Center community has been on an extraordinary journey of discovery. It began with the development of our Strategic Plan, continued through our 30th anniversary, and was hallmarked by our first-ever *Lanterman Leadership Forum*. This extraordinarily successful gathering reflected on our



Dr. Karl Albrecht

roots, celebrated our accomplishments, and created a vision for the 21st Century.

Hard to imagine, but it will soon be not only five years since that initial forum — but also our 35th Anniversary!

The years since our first forum have been both challenging and productive, as we've engaged in a continuing process of listening, learning and planning. And along the way, we've realized a very simple truth — the most important part of what we do is the people we serve. 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.

Recognizing that, we engaged 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. Albrecht, we spent several months 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.

This is such an important milestone, that we feel it's time to once again gather our leadership in a second *Lanterman Leadership Forum... Our Customer Values in Action*. It will take place April 6-7, 2001 at the Glendale Hilton, and be open by invitation. Joining us will be nationally renowned speakers, including Dr. Karl Albrecht.

The forum will focus on this *Customer Value Model* and will be a concentrated, working gathering. Breakout sessions will include Community Living Options/Housing, Employment, Information/Technology, Community Awareness/Marketing, Health & Wellness, and Education. Attendees will be asked to choose an area of emphasis and commit to actively participating as partners to help set the course for the next five years of our journey.

For more information, please contact Training & Development, Ext. 719 or 720.

### Calling Our Lanterman Leaders...

Creative and committed leaders are the key to successfully fulfilling our mission and making our customer values a daily reality at Lanterman Regional Center. Over the years, we've been fortunate to have many members of our community take on the responsibilities of leadership. The Center is always looking for new leaders.

*Are you willing to commit your time and energy to play an active, hands-on role as a leader in the next phase of Lanterman's development?*

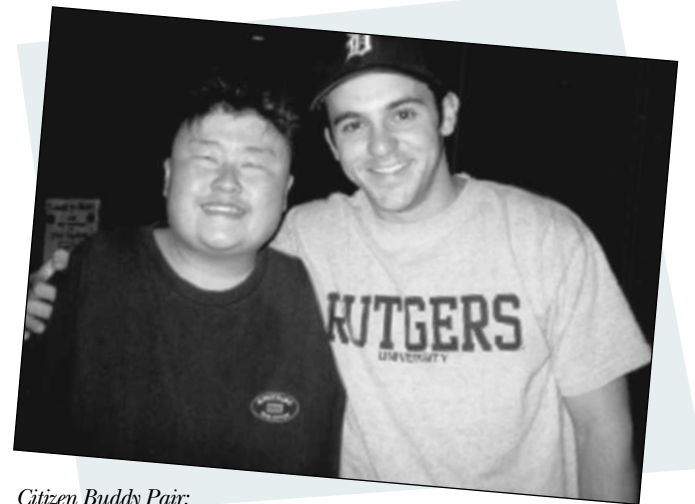
If you are, then you might just want to attend the Second Lanterman Leadership Forum... *Our Community Values in Action*. The forum will take place April 6-7, 2001 at the Glendale Hilton. You'll have a chance to impact our future direction in a number of critical areas, including Community Living Options/Housing, Employment, Information/Technology, Community Awareness/Marketing, Health & Wellness, and Education.

Attendance is by invitation only, but we have reserved a few spaces for people like you, our next leaders. If you're interested, please contact Training and Development at ext. 720 by February 1, 2001.

## Give the Gift of Friendship

Volunteer with Best Buddies to become a friend to an adult with a developmental disability. This is a unique and exciting volunteer opportunity. You'll be volunteering simply by being a friend.

Best Buddies was founded in 1989 by Anthony Kennedy Shriver. Anthony is the son of Eunice Shriver, founder of the Special Olympics. Best Buddies, a rapidly growing international non-profit organization, is dedicated to enhancing the lives of people with developmental disabilities by providing opportunities for one-to-one friendships and integrated employment.



Citizen Buddy Pair:  
Jonathan Kang, Lanterman Consumer with actor Fred Savage.

The Best Buddies Citizens Program is available to the Lanterman community through a \$50,000 performance incentive contract funded by Frank D. Lanterman Regional Center. The Best Buddies Citizens Program matches volunteers from the corporate and civic community in one-to-one friendships with adults with developmental disabilities. Buddy Pairs are matched by age,

BEST BUDDIES®



gender, location and common interests. Citizen Buddies (volunteers) are asked to see their Buddy (a consumer) twice a month and maintain weekly contact by phone, e-mail or mail. The Best Buddies Citizens Program hosts quarterly group events for the Buddy Pairs to meet and have a good time.

We have over 60 consumers from the Frank D. Lanterman Regional Center waiting to be matched in a meaningful relationship! Best Buddies can organize a presentation for your religious group, office, or club. To apply to be a Citizen Buddy or to setup a presentation, call Kari Kiyoi, — Citizens Program Manager, at 888-68-BUDDY or visit us at [www.bestbuddiesca.org](http://www.bestbuddiesca.org)

# You Spoke We Listened...

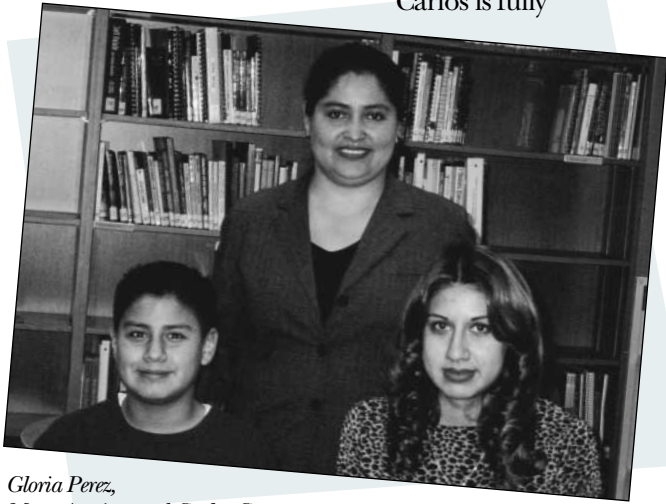
**Service Coordination** — Assist the consumer and family to understand the service system; develop an individualized plan reflecting the desired outcomes; identify appropriate, high quality services and supports; link the consumer/family to those services and supports; monitor and evaluate the plan to determine whether the consumer/family are getting the intended benefit and are satisfied.

Every day here at Lanterman, we strive to meet our community's expectations regarding service coordination. What follow are three concrete examples.

## Service Coordinators Attend IEP Meetings

Individual Education Plan Meetings (IEP's) have become a bit easier for Mara Aguirre and her son Carlos Castro, thanks to the presence of their Service Coordinator Gloria Perez.

Carlos is fully



Gloria Perez,  
Mara Aguirre and Carlos Castro.

included in a 5th grade class at Mayberry Elementary. Carlos and his mother had been having a difficult time getting the needed supports he needed in the classroom, specifically a one-to-one aide for the time Carlos is interacting socially, getting Assistive Technology in place both in the school and in the home, and getting Occupational Therapy reinstated from the school district.

"Gloria's presence is definitely noticed by the district. She is always willing to step in during delicate IEP meetings. She always keeps me well informed and is there early to talk through what our issues and concerns are. She has been lots of help and has given me lots of advice," says Mara. "My job is mainly to advocate for Carlos's educational needs and support the family during the IEP meeting," says Gloria. With Gloria's help, Carlos has received a one-to-one aide for social situations and a computer. The family continues to work with Gloria and other educational advocates to get OT reinstated.

Since 1995 Service Coordinators and educational advocates have attended 2,249 IEPs. Lanterman staff are always willing to help you

with IEPs, whether it's helping find books and resources on the process, answering your questions as you prepare for your meeting, referring you to an educational advocate, or attending the meeting. If you need support during an IEP, please contact your Service Coordinator.

## The Link Between Early Intervention and Neo-natal Intensive Care Units

For families who find themselves in the Neonatal Intensive Care Units (NICUs) of local hospitals, the worries and information overload can be overwhelming. Lanterman's Early Intervention Unit is working to help these families by connecting them immediately with the regional center. Four Service Coordinators, Zena Begin, Maria Romero, Rose Chacana, and Kelly Price-Martinez, make weekly visits to NICUs at Childrens Hospital Los Angeles, Glendale Adventist, Cedar-Sinai Medical Center and Glendale Memorial to meet with the discharge planning teams at each of the hospitals to expedite the assessment and eligibility process.

When the Duque family met Zena Begin at Glendale Memorial in January 1999, they were riding an emotional roller coaster. Their daughter Dominique had been born 27 weeks premature and the Duques were very unsure



Zena Begin, Rose Chacana,  
Kelly Price-Martinez and Maria Romero (not shown) are  
Lanterman's Early Intervention liaisons with local NICUs.

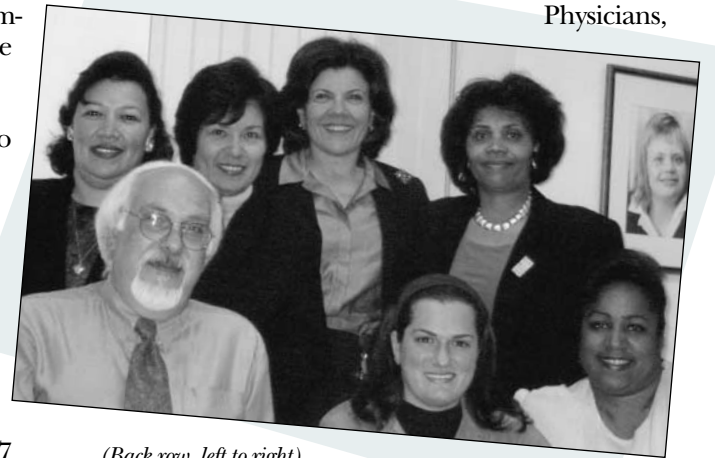
of what to do and what her long-term prognosis would be. By partnering with Lanterman and the hospital, Dominique received monthly monitoring from the Early Intervention Unit that assisted the family in aiding Dominique's

development. The Duque family continues to work with Dominique to bridge the gap between her functional age and her chronological age. Thanks to the immediate link made between the NICU and Zena, that gap is getting smaller for Dominique.

## Clinical Review Helps Consumers with Complex Health Issues

Established in 1998, Clinical Review is a multidisciplinary meeting where service coordination staff access a group of specialists to present complex health issues of individual consumers for discussion and recommendations.

Physicians,



(Back row, left to right)  
Silvia Flores, Leticia Reyes, Hasmig Mandossian, Gwen Jordan.  
(Front row, left to right) Dr. Avo Yetenekian, Dr. Mandy Moradi  
and Dr. Leslie Richard.

nurses, a dental hygienist, pharmacists, and psychologists are among those who participate

One example of how well this can work, is a recent referral from a Service Coordinator regarding an individual who expressed his strong desire to live either independently or in a supported situation, rather than in a residential placement. Of concern were his multiple health-related concerns like hypertension, diabetes and mental health issues that require many medical appointments. The team was able to make recommendations on the specific type of support, such as a visiting nurse to assist with recommendations on independent living that will help this consumer reach his goal. The Service Coordinator has located the needed services and as a result, the consumer is scheduled to move from the residential facility to an apartment by the end of this year.

If you know of, or are a person, who would like to be referred to Clinical Review, please contact your Service Coordinator.

## Performance Plan Finalized with Input from Lanterman Community

As many readers know, every five years the Department of Developmental Services (DDS) asks each regional center to work with its community to develop a performance plan. A performance plan describes the things (called objectives) that the center will achieve over the coming five years in ten different areas. The ten areas include things such as family support, community living options, and employment.

Lanterman's latest plan was due to DDS in November of this year. Therefore, throughout the first half of 2000 we did a number of things to find out from our community what our objectives should be. We used community meetings and focus groups to ask consumers, family members, and service providers, as well as regional center staff, what we should be doing during the period 2001-2005. After getting this input, our Strategic Planning Committee developed a draft plan.

In order to give everyone in the Lanterman community one more chance to comment the draft

plan, we developed a survey based on the plan's objectives. In late summer, we sent the survey to all families, adult consumers in supported or independent living, service providers, and regional center staff. The main question the survey asked was how important people thought the various objectives were.

What did we find out? We found out that, in general, people agreed that all the things we proposed to do were important. Below are some of the objectives that people thought were especially important:

- Help consumers and their families learn about employment options.
- Increase supports and develop new resources to give consumers more choices for where and how they live.
- Provide self-determination and self-advocacy training at the regional center.
- Work with generic agencies (like schools, Social Security, Department of Rehabilitation) to make sure consumers and families understand

them and can access them when they need them.

- Increase the number of children and young adults who have opportunities to attend school in regular classrooms with non-disabled peers.
- Conduct outreach to increase the number of health care providers who are willing to work with our consumers.
- Provide education and training focused on family support, such as Service Coordination and Advocacy Training (SCAT), Behavior Management, and Parenting Skills.
- Ensure that regional center funds are spent according to principles of good stewardship.

Based on the feedback from the survey, we have written the final version of the performance plan and submitted it to DDS. We want to thank everyone who attended one of our community meetings or responded to the survey. For more information on the plan, call the Family Resource Center at (213) 383-1300 ext. 730.

## La Curacao Provides Generous Donations to Lanterman's "Adopt A Family" Program

**L**a Curacao, Southern California's premier retail store for the Hispanic community, has joined the Lanterman "Adopt A Family" team to provide families who are financially strained with the basic items they need. Based in the Pico Union District, *La Curacao* is very involved in the community it serves, and committed to supporting young children and their families. Under the direction of Elsa Baruch, Community Relations Manager,



Francisca Arias, Marlina Sanchez, Elsa Baruch and Irvy Sanchez.

*La Curacao* has made donations to three Lanterman families, with plans to help more over the coming months and during the holiday season.

Francisca Arias and her family know first-hand the depth of *La Curacao's* commitment. Francisca is a single parent and the sole support for her two children, Irvy and Marlina Sanchez. Both children were born premature, and are Lanterman consumers. Francisca is also a dedicated volunteer at the regional center, and serves as the parent leader for the Spanish speaking Behavior Management Support Group. She is dedicated to the care of her children and to supporting other Spanish speaking families who have children with developmental disabilities.

The "Adopt A Family" program has been part of our community outreach for many years. Our Service Coordinators identify families who are financially strained and have basic needs not supported through government funds. All referrals are then reviewed and assistance coordinated by Jacquelyn Ashman, Lanterman's Director of Human Resources.

*La Curacao* is making a difference, and we at Lanterman greatly appreciate their generosity to families that have children with developmental disabilities. If you would like more information on the "Adopt A Family" program, please contact your Service Coordinator or Jacquelyn Ashman at (213) 383-1300 ext. 684.

## Lanterman Launches Family Grief Project

**O**ne of the most difficult realities for parents and families is the chronic, ongoing grief that often accompanies a lifetime of caring and advocating for a child with a developmental disability. For these families, each day can bring an unexpected moment of loss. Even more, there are few — if any — opportunities available for people to express this ever-present grief. And too often, this interferes with the efforts of both parents and professionals in doing what is best for the child.

Recognizing this, and prompted by our commitment to continually help build better relationships between parents and the professionals with whom they interact, we have launched the Family Grief Intervention and Training Project.

The project is the first of its kind in the country and is being developed by Lanterman in collaboration with Maria Trozzi, Director of the Good Grief program at Boston University, and Dr.

T. Berry Brazelton, creator of the *Touchpoints* model of child development.

Assisting them are Maureen Wilson, Lanterman Director of Training & Development, and an advisory committee of parents and professionals.

The benefits of the Family Grief Intervention and Training Project will be:

- The creation of a model that maps some of the expected times when the family of a child with a developmental disability may experience grief.
- The development of a training curriculum and instructional video to enhance communications skills of professional so that they feel comfortable recognizing and talking with families about grief issues, and offering them appropriate guidance in expressing their grief.
- Development of an instructional video to help parents and service providers understand the grief process.
- Train and assist volunteer parents who will offer parent-to-parent support groups
- Training and assistance for support group facilitators who will lead parent support groups that focus on grief issues.

For more information, please contact Maureen Wilson at 213/383-1300, ext. 719.



Maria Trozzi speaks to staff at a presentation on *The Family Grief Intervention Project*.



Dr. Mandy Moradi, Dr. Leslie Richard, Dr. T. Berry Brazelton, Maria Trozzi, Dr. Josh Sparrow and Maureen Wilson during the *Family Grief Intervention and Training Project Advisory Committee Meeting*.

## Board Member Profiles



### Ana Villaseñor de Rivas

**T**here are some individuals whose warmth and enthusiasm energize everything they do and everyone around them. Ana Villaseñor is one such person. Just ask the people she encounters every day at her job at Vons in Montrose, or the members of our Lanterman community.

A committed and active graduate of the Lanterman Summer Leadership Institute, she's been

a member of our Board of Directors since 1997. She's also served on the Consumer Advisory Council, helping others realize their personal goals.

In addition to her job at Vons, Ana works as a Food Demonstrator at Costco. Both employers praise Ana for her excellent and efficient work. And when she's not working or volunteering, Ana enjoys living in her own apartment in Glendale.



### Bill Dykens

**O**ne of Lanterman's recent additions to the Board is a familiar face — Bill Dykens — who's returning for a second term of service. He was previously on the Board from 1991-97. "I'm really pleased to be back on the Board," he says, "especially since I can bring a sense of continuity and past experience to new Board members."

A Lanterman consumer for many years, Bill applies his computer skills as a Legal Clerk in the Los Angeles City Attorney's office. He's also active in the community making presentations to people with disabilities who want to join the work force. In addition, Bill's a Board Member of APSE, and Vice President of the Hilltop Colony Homeowners Association.

An active advocate for those with disabilities, Bill is returning to the Board because "I like being involved and helping consumers, particularly to ensure that they receive the services they need. As a consumer myself, and past member of the Board, I have a wide range of expertise which I believe can add to the Board and the people to whom we provide services."

When he's not working or involved with Lanterman, Bill has many interests, among them travel and going to the movies. He's also an entrepreneur in a part-time business with a friend selling ceramics. His dream, he says, would be to grow his business to the point "where I can hire people with disabilities." Odds are he will.

# Lanterman's Assistive Technology Project

Joining Families, Consumers and Technology Together for a Brighter Future

## Opening the Door Ever So Slightly

**G**ary Edwards is a tall, handsome man who makes a lasting impression. When you first meet Gary he carefully takes you in with his eyes—as though conducting a private study of your intent and purpose. If you didn't know Gary, you might greet him and wait for a response. In that moment of silent expectation much is revealed. Not only is Gary deaf, he is also autistic.

In our first meeting Gary was with his mother, Theresa Edwards. He glanced from me to his mother who signed and spoke my greeting. "Gary, this is Martin Sweeney. He says, 'Hello.'" In a flash the communication passed and Gary signed to me his welcome. Together, the three of us would start the process of exploring, considering, acquiring and learning how best to use technology on Gary's behalf.

Gary is 43-years old and attends the *Center for Communicative Development* where he had some prior experience with computers. He had carefully watched as others used the computers and then in turn had taught himself. These were old Apple IIe machines but Gary found great interest and pleasure in being able to express himself in ways which were not previously available to him.

In contacting the Assistive Technology Project (ATP), Theresa was looking for the next step for Gary, something that would include Gary's interest in computers. In the initial consulta-

tion it was clear that Gary had the ability and motivation to do a great many things with a computer. "Before getting the computer, the only real interest Gary had was in listening to his music," explained Theresa. [Although deaf, Gary has a great passion for listening to music on his CD player and headset.] "Now, as soon as he comes home from school he spends between two and three hours independently on the computer. It has made a big, big difference to Gary."

In addition to playing games, Gary enjoys using the computer to draw and paint pictures, many of which he has printed and displayed at the Center. It has also become a basis for social interaction as Gary has found the computer to be a source of mutual interest between him and his 15-year-old nephew, Thomas. This, explains Gary's mother, is a significant change for Gary who in the past would typically wait for others to interact with him.

"I tell you, Gary has changed. I don't know whether the computer has anything to do with it," explains Theresa, "but just this past weekend, while visiting at the hospital with family, Gary got up and greeted everyone with a hand-

shake. He's never before initiated or done that by himself."

Theresa also describes Gary's interest in the Internet and how she is carefully showing him how to safely "surf the Net." These are all skills that Theresa is picking up as a member of the Adult Computer Education classes offered as part of the ATP partnership with the Los Angeles Unified School District's Division of Adult and Career Education. Theresa attends weekly classes and then transfers those skills along to Gary.

Theresa tells a story about when they were online together and received an *Instant Message* from Gary's Aunt. "You should have seen his face, his eyes just lit up like a Christmas tree!"

It's impossible to measure just how a computer has affected Gary's life. Certainly, he enjoys the games and many of the software programs but has it helped encourage his social development? Has it opened his world just a bit? One may never know for certain but it's not such a stretch to think it has helped push open that door ever so slightly. For more information on the Assistive Technology Project, call Marty Sweeney at (213) 383-1300, ext. 722.



# "Parenting the Child with Special Needs"

A Course for Parents of Special Needs Children, Birth to Five Years of Age

**"P**arenting the Child with Special Needs" is a five week, two-hour's per session course designed to provide parents the best possible foundation for raising a child with special needs. The focus is on children birth to five years of age.

The parenting curriculum targets new parents and parents who want to enhance their child rearing skills and maximize their child's potential. The curriculum is parent-centered and it focuses on increasing parental confidence in addition to skill building. The program encourages parents to draw from their existing strengths, as well as providing them with accurate information to help fill gaps in their knowledge.

The "Parenting the Child with Special Needs" program offers access to a great spectrum of knowledge about children with special needs and child development. In addition to learning from the instructor, the program is designed to support the more informal, rich learning that takes place when parents come together in a group to share information and resources. The exchange of information and experiences is a critical part of the parenting program. As much as possible, homogenous groups are organized so that parents have the opportunity to share their experiences with other parents who are at the same parenting stage and/or have children with similar special needs.



Graduates of the Spanish Autism Parenting Class.

The five, two-hour session parenting course includes the following:

- Developmental stages and milestones
- Intervention and therapy that support child development
- Supporting child development in the family
- Planning and setting goals for your child
- Appropriate expectations and boundaries in behavior management
- Advocating for your child
- Making connections with resources and support

The most recent parenting course was held in *September 2000* and it was a great success. The course was organized for Spanish speaking families with children from two to five years of age

with Autism. A total of 19 parents graduated from the five, two-hour session parenting course. Alfredo Kerzman, M.S.W., conducted the September course in the Spanish language. The courses are conducted by skilled and experienced instructors that have been contracted by Lanterman Regional Center to offer classes in both English and Spanish in convenient locations in Lanterman's service area. The "Parenting the Child with Special Needs" program is funded by Lanterman Regional Center. If you are interested in attending the parenting training course you can contact your Service Coordinator or Olivia Hinojosa, Family Support Specialist in the Family Resource Center at (213) 383-1300, ext. 705.

# We Need You! Board Targets Four Bold Initiatives

**W**e in the Lanterman community continually are seeking to provide the best and highest quality services and supports for our consumers and their families, to enhance and expand existing services, and to anticipate the ever-evolving needs and priorities of the people we serve.

To that end, our Board of Directors has decided to launch strategic initiatives in four major areas over the next five years. These initiatives will reach well beyond what the Center has agreed to accomplish in its performance plan with the State. The four areas, with the

Board's initial thoughts on what the initiatives will seek to accomplish, are:

**Housing** — The goal would be provide what is necessary to allow individuals with disabilities to live in residences of their choice, in neighborhoods of their choice, with people of their choice, and in safety.

**Employment** — People are often judged by what they do for a living. In that respect, individuals with disabilities often are both limited and devalued. The goal of this initiative is to provide access to real jobs with real pay and

real responsibilities for all consumers who want them.

**Public Awareness/Marketing** — Lanterman and the other regional centers, as well as service providers, are too often secrets to too many people in the community at large. This lack of understanding and awareness of people with disabilities often leads to intolerance and discrimination. The goal is to develop ways to educate the larger society on a continuous basis about the needs, desires and accomplishments of individuals with developmental disabilities, and thereby promote their acceptance by society as a whole.

**Information/Technology** — People with developmental disabilities and their families cannot make appropriate decisions and choices without complete and accurate information. This initiative would focus on the development, expansion and maintenance of the information resources already a part of Lanterman Regional Center, including improved access to computers and other technology, and on ways to improve and expand usage of and access to those information and technology resources.

“The original concept of regional centers made a huge change in the world of developmental disabilities,” says Chair of Lanterman’s Strategic Planning Committee Philip Grant, “and we now are approaching another major shift leading to ever-greater independence, self-determination and choice for people with disabilities. These initiatives will focus our efforts at Lanterman on breaking out of tradition and creating new paradigms of independence, self-determination and choice for people with disabilities and their families and acceptance and inclusion of those with disabilities as valued members of our community.”

## Help Make Initiatives 2001 A Reality

**W**e need you! These initiatives are big and bold and go beyond what we have tried in the past. They go way beyond what the Lanterman staff can do. These must be *community* efforts. They can only be accomplished with the help of our community. These are not something the Board can do alone or even with the help of a few volunteers or the regulars who always volunteer. We need you! Don't think that you cannot help because you have no specialized knowledge, or you are too busy, or no one knows you, or you have no money, or your English is not so good, or you never went to college. We need people with commitment and desire. We need people who share these dreams. We need people who want to make the world a better place for people with disabilities, for your children, for all of us. We want to transform what the Lanterman community offers. But to do it, we need lots of people with lots of heart. We need everyone to participate. We need you! Without you these things will not happen. We need you!

If you like to think boldly, explore possibilities, and are willing to work hard to make things happen — we are looking for you! The first step in making the Board's *Initiatives 2001* — Housing, Employment, Public Awareness/Marketing, and Information/Technology — bold new realities for our Lanterman community is focused on the volunteer vision and commitment of individuals like you. First we need to decide on specific goals in each area which will require input from many people. Then we need to figure out how to make those goals become realities. We need people to participate in all parts of this process. Even if you just want to contribute some ideas, pick up the phone and volunteer to do that. Don't say no! Don't just ignore us. Pick up the phone and call. Please contact us at 213/383-1300, x605 and join the *Initiatives* team.

**WE NEED YOU! EVERY ONE OF YOU.**

# UCLA NURSING

VOLUME 17 FALL 2000 PUBLISHED BY THE UCLA SCHOOL OF NURSING

## NURSE-MANAGED SYSTEM AIMS TO IMPROVE CARE FOR DEVELOPMENTALLY DISABLED

In the past decade, several thousand Californians with developmental disabilities and chronic health disorders have been moved from state-run institutional settings into state-licensed community-based residential facilities and homes. While these new settings included access to health care services, many of the primary care providers for this population lack basic understanding of health promotion and disease prevention, and lack the skills needed to meet the specific needs of developmentally disabled people. Some evidence suggests that this is leading to preventable hospitalizations and higher rates of death.

A UCLA School of Nursing study headed by Dr. Mary Ann Lewis test the ability of a nurse-managed system of care to prevent unnecessary hospitalizations and emergency room visits for developmentally disabled people living in community settings. Two advanced practice nurses (APNs), Joan Earle Hahn and Dale Perry, will conduct health assessments of people served by facilities in the Lanterman Regional Center Foundation. The advanced practice nurses will provide follow-up care to those who need it in collaboration with Dr. Roy Young, professor of medicine at UCLA and Dr. Charles E. Lewis, professor of medicine, nursing and public health. The two APNs will educate the residents about self-care, and teach the staff at the Lanterman facilities how to conduct a “Head-to-Toe” assessment — an instru-

**TWO ADVANCED PRACTICE NURSES, JOAN EARLE HAHN (SEATED) AND DALE PERRY, CONDUCT HEALTH ASSESSMENTS OF CLIENTS SERVED BY FACILITIES IN THE LANTERMAN REGIONAL CENTER FOUNDATION.**



ment previously developed by Lewis as a way to look at a person's health status systematically. In addition, they will educate the staff to utilize health care protocols, developed by Lewis and colleagues in conjunction with a national advisory board, for providing care to a developmentally disabled population.

Lewis notes that individuals with developmental disabilities are at high risk for significant health problems due to multiple disorders, some of which are genetic. Often, these problems are compounded by communication difficulties. About one-third of the Lanterman population is mentally retarded and not able to communicate when something is wrong; most have some degree of cognitive disability. So if the direct care-giver does not detect it, a minor problem can become major — a skin infection can rage out of control; a cold can become pneumonia; diabetes, undiagnosed, can lead to complications; a broken bone can go unnoticed; or, in the case of the mentally retarded residents, lack of fluids, particularly during hot weather can lead to dehydration.

“Our goal is to teach these direct care-givers to be more observant of physical symptoms and behaviors that indicate physical distress, so that they'll be better able to detect problems that need to be attended to,” Lewis explains.

*Reprinted with permission from Dr. Mary Ann Lewis, UCLA School of Nursing*

The Health Assessment project for preventing hospitalizations was made possible due to a \$296,976 Incentive Performance Contract funded by Lanterman Regional Center to the Schools of Nursing and Public Health at the University of California at Los Angeles. This project proposal will: (1) improve health outcomes; (2) reduce hospitalizations, ER and urgent care visits with the attendant risks of further disability or death; and (3) have profound implications for implementing changes in licensing regulations and Medi-Cal funding for health services for people with developmental disabilities. If you would like any more information on our Health and Wellness Initiatives please contact Gwen Jordan, Director of Clinical Services at (213) 383-1300, extension 707.

# 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](http://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:**

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## 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. English, 10:30 a.m. – 11:30 a.m. Spanish  
Lanterman Regional Center, FRC  
3303 Wilshire Blvd., Suite 700  
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, 10:30 a.m. – 11:30 a.m. Spanish  
Lanterman Regional Center, FRC  
3303 Wilshire Blvd., Suite 700  
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  
10:00 a.m. – 12:00 p.m. English & Spanish  
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. Contact your Service Coordinator to register.**

English (10 consecutive Wednesdays)  
January 10 – March 14, 2001, 7:00 p.m. – 9:00 p.m.  
Burbank Center for the Retarded  
230 E. Amherst Dr., Burbank, CA  
Presenters: Behavioral Specialist

*For Information and Dates call (213) 383-1300 ext. 705*

### SERVICE COORDINATION AND ADVOCACY

This training is a 10-hour course for Lanterman families to better enable them to advocate for and assist their family member with a disability.

Cost: No cost

Presenters: SCAT Faculty

*Reservations (213) 383-1300 ext. 705*

**ENGLISH (5 CONSECUTIVE TUESDAYS)**

February 6 – March 6, 2001, 9:30 a.m. – 11:30 a.m.  
Glendale Location To Be Announced

**SPANISH & KOREAN**

Date, Time & Location To Be Announced

### 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-adolescence 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.

January 17 – April 4, 2001, (Twelve consecutive Wednesdays)  
6:30 p.m. – 8:30 p.m.

Shriner's Hospital, 3160 Geneva St., 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.

January 17 – February 21, 2001

(Six consecutive Wednesdays concurrent with Teen Talk)

6:30 p.m. – 8:30 p.m.

Shriner's Hospital, 3160 Geneva St., Los Angeles, CA

**Contact your Service Coordinator to register.**

### RECOGNIZING CHILD ABUSE

For Parents  
January 22, 2001  
6:00 p.m. – 8:00 p.m.

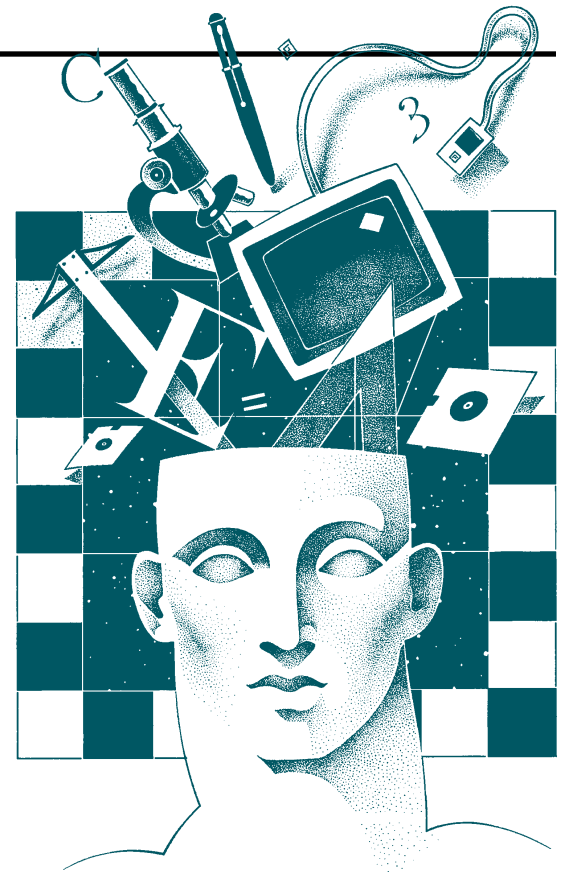
Lanterman Regional Center  
3303 Wilshire Blvd., Suite 700, Los Angeles, CA

This 1 hour service provider in-service will help parents recognize signs of child abuse in young children with developmental disabilities.

Cost: No cost

Presenter: UAP-Childrens' Hospital Staff

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



## 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.

### GUIDELINES FOR DIABETIC-TYPE II CARE

For Service Providers

January 9, 2001, 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 understand their role in the care of a consumer with Diabetes-Type II. Class meets requirements for 2 hrs CEU's for Title 17 & Title 22.

Cost: No cost.

Presenter: Clinical Services 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**

### RECOGNIZING CHILD ABUSE

For Early Childhood Service Providers

February 5, 2001, Time and Location To Be Announced

This 1 hour service provider in-service will help community early childhood program staff recognize signs of child abuse in young children with developmental disabilities.

Cost: No cost.

Presenter: UAP-Childrens' Hospital Staff

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

### TOPICS TO BE ANNOUNCED

For Service Providers

February 13, & March 13, 2001, 10:00 a.m. – 12:00 p.m.

Lanterman Regional Center

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

Class meets requirements for 2 hrs CEU's for Title 17 & Title 22.

Cost: No cost.

Presenter: To be announced.

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**

## You Spoke We're Listening...

sent in mid-November. These surveys were tailored to specific groups that included families, consumers, service providers and staff. The response was great! Now that we have your input we will be tabulating the results and developing a comprehensive training plan to guide us for the next two years. The results from the survey will provide information that will help us to design training that is useful to you.

If you did not receive an assessment survey, please call the Training and Development Unit at (213) 383-1300 ext. 720.

### ADULT SIBLING SUPPORT GROUP

Call for details  
**Contact: Olivia Hinojosa (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**

### 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**

### AUTISM SOCIETY OF AMERICA

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

### BEHAVIOR MANAGEMENT PARENT SUPPORT GROUP

Call for details  
**Contact: Olivia Hinojosa (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 Hinojosa (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: 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**

### 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**  
**Lourdes Tabullo (213) 383-1300 Ext. 543**  
**Patricia Rodriguez (213) 383-1300 Ext. 544**

### HOLLYWOOD / WILSHIRE PARENT SUPPORT GROUP

Lanterman Regional Center  
 3303 Wilshire Blvd., Ste. 700  
 Monthly – 3rd Tuesday, 10:00 a.m.  
**Contact: Jessye Davis (213) 383-1300 Ext. 549**  
**Ramon Martinez (213) 383-1300 Ext. 568**

### 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: Joe Perales (213) 383-1300 Ext. 592**

### 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)  
 Shriner's 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**

## NEW GROUPS

### DE MI FAMILIA A SU FAMILIA

#### GRUPO PARA FAMILIAS CON NIÑOS CON AUTISMO

(Spanish-Speaking Support Group for Parents with Children with Autism)  
 Lanterman Regional Center  
 3303 Wilshire Blvd., Ste. 700  
 Primero y ultimo miercoles de cada mes  
 9:30 a.m. – 11:30 a.m.  
**Contact: Yudy Mazariegos (213) 384-5204**  
**Carlos Duque (213) 383-1300 Ext. 570**  
**Romi Castillo (323) 463-3678**

#### GRUPO PARA FAMILIAS CON NIÑOS CON PRADER-WILLI

(Spanish-Speaking Support Group for Parents with Children with Prader-Willi)  
 Shriner's Hospital  
 3360 Geneva St. (Virgil & Third St.), Los Angeles  
 Weekly – Friday's, 7:00 p.m. – 9:00 p.m.  
**Contact: Mercedes Rivera (213) 383-4402**

## 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.**

### GLENDALE REGION

Second Tuesday of the month  
 6:30 – 8:00 p.m.  
**John Stack Ext. 620**

### HOLLYWOOD/WILSHIRE/CENTRAL 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.  
**M.J. Kienast Ext. 617**

## Lanterman Self-Advocacy Groups

### MID-WILSHIRE SELF-ADVOCACY GROUP

Lanterman Regional Center  
 3303 Wilshire Blvd. Suite 700  
 Monthly – First Monday, 4:00 p.m. – 6:00 p.m.  
**Contact: Erick Homiak (323) 654-7146**

### THE ACHIEVERS

711 E. Maple St., Glendale, CA 91205  
 Call for Dates and Times  
**Contact: Jack Riggie (818) 848-1246**

### PASADENA SELF-ADVOCACY GROUP

529 N. Hill Ave., Pasadena, CA 91106  
 Call for Dates and Times  
**Contact: Ara Bezjian (626) 793-1989**  
**bezara@visto.com**

### VILLA ESPERANZA SELF-ADVOCACY GROUP

2116 E. Villa, Pasadena, CA 91107  
 Call for Dates and Times  
**Contact: Kelly White (626) 449-2919**

*If you would like more information on Lanterman's Self-Advocacy Groups, please contact John Stack at (213) 383-1300 ext. 620.*

*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***

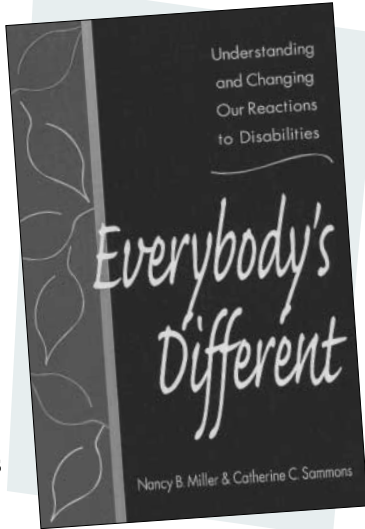
# New Resources In The FRC Library

These are just a few of the new items now available in the FRC:

## *Everybody's Different; Understanding and Changing Our Reactions to Disabilities*

by Nancy B. Miller & Catherine C. Sammons

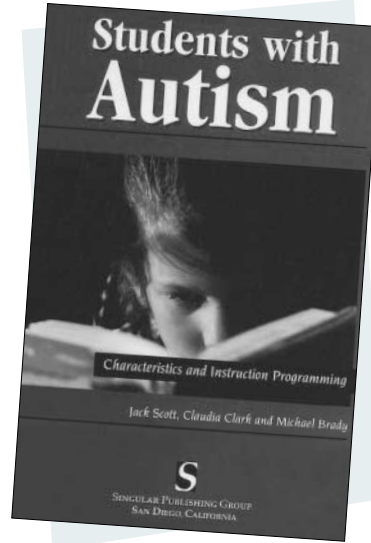
This is a must for anyone interested in the acceptance of the disabled, as well as for professionals and providers. The authors not only walk non-disabled readers through their emotions and reactions to individuals with disabilities or differences, but also takes them through each different type of disability or difference such as movement, behavioral, and non-visible differences. They also help readers to guide children's reactions to disabilities.



## *Students with Autism*

by Jack Scott, Claudia Clark, & Michael Brady

Covering issues related to instructional programming, *Students with Autism* focuses on the social, behavioral, cognitive and academic abilities of students with autism. The book also looks at program development and service delivery models that are designed to overcome these issues.



## Does Your Child Use Sign Language to Communicate?

If they do, we want to hear from you! Lanterman is helping families whose children use sign language to create social interaction groups for their kids. If you are interested in meeting other families and children who use sign language, please contact Sandy Danaha at (213) 383-1300 ext. 536.

## 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>  
To contact *Viewpoint* Editors, send e-mail to [frc@lanterman.org](mailto:frc@lanterman.org) or call (213) 383-1300 Ext. 716.

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