

FOIA MARKER

This is not a textual record. This is used as an administrative marker by the William J. Clinton Presidential Library Staff.

Collection/Record Group: Clinton Presidential Records
Subgroup/Office of Origin: Counsel Office
Series/Staff Member: Jonathan Young
Subseries:

OA/ID Number: 40194
FolderID:

Folder Title:
Digital Divide - General Correspondence

Stack:	Row:	Section:	Shelf:	Position:
S	112	1	5	3



Gregory W. McQuerter
Chairman & CEO
gmcquerter@edapta.com

Edapta, Inc.
5752 Oberlin Drive
Suite 100
San Diego, CA
92121
www.edapta.com
858 .452 .9345 T
858 .535 .0241 TTY
858 .453 .0864 F

Dear Jonathan,

If you can take a moment out of your busy day on June 6, you'll get a chance to see the Digital Divide narrow dramatically — right in front of your eyes.

That's the day Edapta will take center stage at one of the world's biggest computer tech events — JavaOne, June 6-9, in San Francisco — to turn the traditional computer paradigm on its ear. No longer do people have to conform to computers. Computers — or more precisely, network servers — can now “morph” to people.

Edapta will show how six wireless “accessor” devices (a PDA, a pager, and miscellaneous laptops) can call on remote network services — a coffeemaker, home environment controls, and an ATM.

The users who are operating the devices are significantly disabled. They can't see the device screens, can't keystroke buttons, or any of a host of other user constraints.

An estimated 27,000 software developers will see a blind person order a decaf latte from a laptop computer that reads braille. They'll see a quadraplegic voice-activate home environmental controls to adjust heating, lights and other services. At a later break-out session, other constrained users will get account balances, and extract cash, from an ATM.

Yes, there is a Digital Divide — an abyss if you're on the wrong side of it. And while Edapta can't put computers into everybody's hands, we can help assure that the millions of individuals who do have computers can optimally use them!

If you'd like to watch the online demo from the Sun web-site, please send me an email query, and I'll let you know the URL and time it will appear.



Gregory McQuerter
Chairman and CEO

Accessors



Personal Digital Assistant



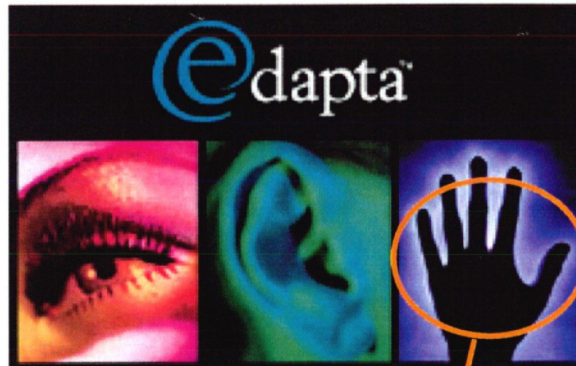
Messenger PDA



Braille-reader Laptop

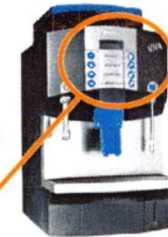


Standard Laptop



②

Services



Coffee Maker



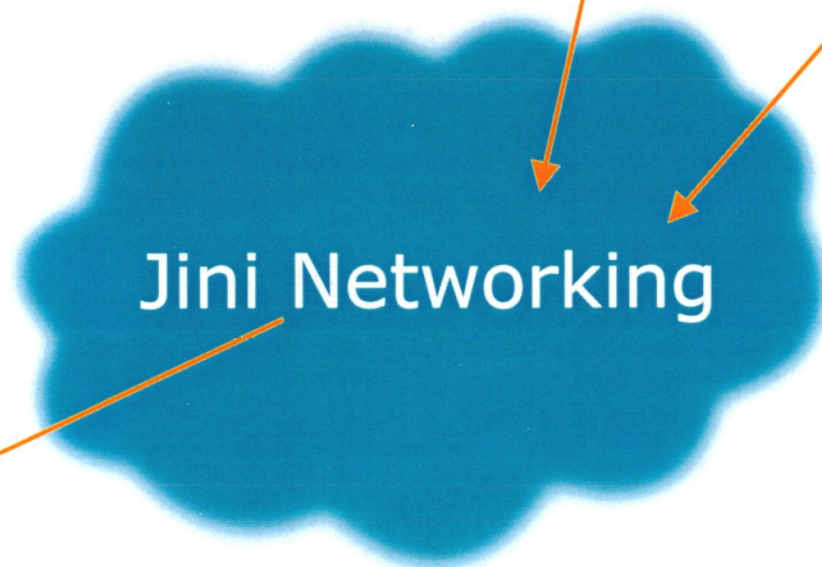
DVD Player



Home Entertainment Center

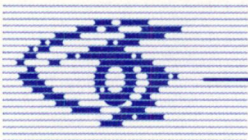


Air Conditioner



Jini Networking

Our Edapta Engine takes (1) the control functions of the network service (coffee maker) and matches it, on-the-fly, with the (2) user's constraint (in this case, physical disability) and the (3) display capabilities of the accessor device (laptop). It then matches the user's special need with the best alternative interface. In this case, it delivers a voice-activated Interface: "Select decaf."



LC Technologies, Inc.

Eyegaze Systems

<http://www.eyegaze.com>

9455 Silver King Court, Fairfax, VA 22031-4713
(703) 385-7133 * (703) 385-7137 Fax

September 28, 2000

Jonathan Young
White House Office of Public Liaison
230 EEOB
Washington, DC 20502

Dear Jonathan:

As a small player in a large event involving the President of the United States, I had a once-in-a-lifetime opportunity to get a view of how things work at the White House. The logistics of coordinating a bunch of people and equipment to all be at the right place at the right time to meet the President, and to fit that meeting in to his tight schedule, is a formidable task. You accomplished that task with grace and humor, and put together a wonderful event.

Thank you for all your hard work and patience helping me with our little part of the big picture. You were calm when I was not, and always seemed to find the time to talk to me in the midst of what I'm sure was chaos in your office.

Meeting President Clinton was an incredible honor for Dixon and me, one that we will never forget. Thanks for all you efforts in making it happen.

Sincerely,

Nancy Cleveland, RN, BSN
Medical Coordinator



Community Options, Inc.

16 Farber Road, Princeton, New Jersey 08540
Ph (609) 951-9900 Fax (609) 951-9112

Robert P. Stack, M.B.A.
President/CEO

President Clinton
ATTN: Photography Office – The White House
Room 475 Eisenhower Executive Office Building (EEOB)
1600 Pennsylvania Avenue NW
Washington, DC 20502

Dear President Clinton:

On behalf of Robert Stack, President/CEO of Community Options, Inc., I would like to request two copies of the photograph taken of President Clinton and Robert Stack on Thursday, September 21 at Mott Community College in Flint, Michigan. Mr. Stack participated in the “meet and greet” session following the President’s speech. Attached please find a recent picture of Robert Stack. I would greatly appreciate a copy of the photograph mailed to the following:

Rachel Fedor
Director of Public Relations
Community Options, Inc.
16 Farber Road
Princeton, NJ 08540

Please advise as to the method of payment required for the photographs. Should you have any questions, please call me at (609) 818-1597 or e-mail rachel.fedor@comop.org. Thanks very much for your time.

Sincerely,

Rachel Fedor
Director of Public Relations
Community Options, Inc.

cc: Jonathan Young





The Leading Disability Community

September 6, 2000

President Clinton
The White House
1600 Pennsylvania Avenue NW
Washington, DC 20500

Mr. President:

Thank you!

I believe your Digital Divide Initiative could serve as one of the most impactful accomplishments of your esteemed Presidency.

I am writing to request an interview on this landmark effort and to explain why I believe iCan.com – the leading online community for people with disabilities - is uniquely positioned to serve as the leading advocate to assist your efforts to bridge the Digital Divide and bring about the life-changing opportunities that web access offers people with disabilities.

iCan, based in Oakland County, Michigan, was created to inform, inspire and encourage interaction among the 54 million Americans with disabilities and all the businesses and organizations that seek to provide them with products and services. This extraordinary community of people have unique talents to share, and iCan is the forum through which they can live the life they've imagined.

Your support of the disability community, and the issues that impact our lives, has earned you credibility and gratitude from a segment of the population that has too often been ignored. My goal in interviewing you will be to highlight and celebrate your accomplishments and position them in the broader context of our national agenda. These accomplishments include:

- Your initiative to employ 100,000 people with disabilities.
- Patient Bill of Rights
- Health Care Reform/Prescription Drug Benefits.

As a leader in the disability community, an entrepreneur that has flourished in the economy that your administration helped create, and as an American who shares in your vision to bridge the digital divide, I thank you for considering this request.

Sincerely:

Heidi Van Arnem
iCan.com, Founder & CEO

Cc: Mark Kitchens, Director of Internet Communications
Jonathan M. Young, White House Office of Public Liason, Disability Policy

202-456-2685 - 1044 - TO: VICE-PRESIDENT AL GORE, the White House
From: JO WALDRON, Disabled American for the Nation, since 1987
202-456-6218 - TO: President Bill Clinton

Page 1 of 4

Michael Waldron

From: "Jo Waldron" <jwnco@home.com>
To: <vicepresident@whitehouse.net>
Sent: Monday, September 11, 2000 4:14
Subject: Fw: Meeting.

Dear Vice-President Gore:

First of all, I do want to let you know of the change in our travel schedule. We are now scheduled to be in D.C. for meetings on Monday, September 18th through September 20th.

We are scheduled to meet with FCC and the Bureau Chief's and Deputy Chief's, as well as the Commissioner's regarding the public announcement of our technology.

We would very much like to meet with you or even perhaps Dr. Elizabeth Cohen...I do remember her and her credentials.

I would very much like to have a joint announcement..especially considering the benefit to America's school children for hearing access with the internet and wireless technologies.

I will be leaving for the east coast late afternoon Thursday of this week, with arrival into D.C. on Sunday. Should you need to reach me by phone, please call 1-970-225-2437 or after Friday, 1-203-748-5596.

I do so look forward to hearing from you. Thank you, Jo Waldron, Disabled American for the Nation, since 1987

— Original Message —

From: Jo Waldron
To: vice-president@whitehouse.net
Sent: Tuesday, September 05, 2000 12:05 PM
Subject: Meeting.

Dear Vice-President (Soon To Be President!) Gore: **URGENT MESSAGE**

I am writing with urgency regarding a hopeful meeting with you the first part of the week of September 11th to September 13th, 2000. I would

9/11/00

very much appreciate twenty minutes of your time.

You may remember me from the past, I am Jo Waldron, Disabled American for the Nation, since 1987 when I was chosen by President Ronald Reagan to receive "The President's Trophy", and thus becoming the fourth woman chosen since President Harry Truman's days to represent American's with disabilities and the White House. I have represented every Presidential Administration since Reagan in a proactive stance regarding all the thousand's of speaking engagements I have done across this nation, including for the President's Committee on the Employment of People with Disabilities.

In that role, I have spent most of my life in advocacy...with achievement I might add, for American's with disabilities. I volunteered hundred's and hundred's of hours to the White House, to the various federal agencies, the telecommunications and computer industries, and of course to FCC. Including to former Chairman Hundt, in the realm of hearing aid interference issues, hearing access issues, and of course on Section 255 of the Telecom Act.

You may also remember me from the creation of a past device which allowed Miss America, Heather Whitestone to speak with Mrs. Clinton in her first wireless telephone phone call! Not to mention, the resulting press coverage.

Sir, I became very ill from antibiotics, spent over three months on life support, and two very long years in recovery, learning how to stand, walk, everything...all over again. Now...I am back. With my new business partners and long-time friends, we have created new products that are patent pending, and this is my first step back into real life!

The reasons behind my request for a meeting is simple. Given this new job that you are currently working towards...and given that our new inventions which are currently being manufactured, I would propose a joint effort to benefit a population that has long been left out of the Information/Communications Highway...American's with hearing disabilities.

We have invented products that are in manufacturing that allow people with hearing loss to hear as has never before been possible. Whether that be with a wireline phone, a cordless phone, or a wireless phone. Equally, one can access sound/voice from a multi-media computer or cassette/CD player (or anything with a standard headphone jack!)...think what that alone means to learning speech!

Believe me, I do know! Having spent over 17 years in speech therapy due to my deafness!

Sir, our new products are to be known as the "STAR" products. The first product, "InStar" which goes INSIDE the wireline phone, performs according to one to the top acoustical laboratories...better than any other product on the market!

We also have a peripheral device, "WorldStar" that allows HANDS-FREE usage of a wireless or cordless or PPS phone..again with the same high level of performance! We are currently under investigation to secure the placement INSIDE a wireless phone..we are already successful in the placement of "InStar" INSIDE of the cordless phones! "TechStar" is available for multi-media computer access....again, think what that will mean to America's schools...inclusion of children with hearing loss....as nothing is available today to allow that to happen! It takes a minute to learn a new word...versus four months in speech therapy! Again, I know this from experience.

I am trying to coordinate this joint announcement with your office, the FCC Chairman and Commissioner's, the FCC Bureau Chief's, to maximize on this technological announcement. My goal is simple....I want everyone who has a need to know, that there is not only a choice...both that it works! Perhaps this will cut the 35% suicide rate of children/adults with hearing loss. I spent 43 years of my life wanting to make telephone calls.....without using a TTY, thus I do know the value of that choice, and what technology has done to my life. It gave me one.

My partners, Grace Scire' and Jan Oljive will be coming with me to D.C. for the meetings. I respectfully request your assistance in meeting with us. It truly is for America's benefit. Also, just for the record...we have done this all on our own...with our own funds, and with the belief that we will succeed due to the severe need of not only people with hearing loss, but industry as well.

It goes with out saying the public, human interest side of this whole arena. I can't begin to tell you in mere' words what happens when you see a young child or adult hear for the first time. Hear their family members...I know I heard my Mom once..(she had a stroke 24 hours later)..but in that phone call, I heard her say the words, "I love you." You could apply one word to our products....Hope. We change lives...so shall we do this together?

Please let me know when we may meet with you. If you need to call, my phone number is 1-970-204-6614. I will be happy to prove to you this works, as I am considered totally deaf (off-the-chart)! I will be available at this number or through this email address through the 8th of this week.

Sir, I am determined to do this announcement. Just as that same determination has carried me through all the trying times in my life (including death defying..they resuscitated me 11 different times!!)...I would like to do this with you. I have already received communication from the Republican camp with interest. I believe in you, and with this powerful and positive message, I believe that the 60 million plus American's with hearing loss will really pay attention to the candidate who really cares about the people.

Thank You,

Jo Waldron
Disabled American for the Nation, since 1987.

NATIONAL ORGANIZATION ON
DISABILITY
www.nod.org

FACSIMILE TRANSMISSION

TO: Name: Jonathan Young
Fax number: 456 6218

FROM: Alan Reich

DATE: 18 Sept

TOTAL PAGES: 5

I send this to you now in the
event you haven't received copy
via messenger yet.

NATIONAL ORGANIZATION ON DISABILITY

www.nod.org

HONORARY CHAIRMAN

President George Bush

DIRECTORS

Michael R. Delaad, Chairman

Christopher Reeve, Vice Chairman

Alan A. Reich, President

Arlene E. Anns

Former Publisher

The McGraw-Hill Companies, Inc.

Phillip E. Oskman

Retired CEO, Hook SuperRx, Inc.

Henry B. Betts, M.D.

Past President/Medical Director

Rehabilitation Institute of Chicago

Richard Bishop, Esq.

Bertram S. Brown, M.D.

Forensic Medical Advisory Services

J. Harold Chandler

President and CEO

UnumProvident Corporation

Tony Cocchio

Hon. H. Brent Colee

Mayor, City of Selas

President, U.S. Conference of Mayors

Richard M. DeVos

N.O.D. Founding Chairman

Retired President, Amway Corp.

Edward Eckenhoff

President and CEO

National Rehabilitation Hospital

Stephen L. Feinberg

Chairman and CEO

Dorsal Industries

John D. Firestone

Former

Sabor Group

Bruce G. Freeman

Retired Chairman

Mantz & Lundy, Inc.

Stephen L. Hammerman

Vice Chairman of the Board

Merrill Lynch & Co., Inc.

Young Woo Kang, Ph.D.

President

International Education and

Rehabilitation Exchange Foundation

Peter B. Kovler

William J. Kupper

President and Publisher

Business Week

Kelsey Marshall

Advocate for Accessibility

Harold McGraw III

Chairman, President and CEO

The McGraw-Hill Companies, Inc.

Mercedese M. Miller

President, SBC/BTS, Inc.

James E. Oesterreicher

Chairman and CEO

J.C. Penney Company Inc.

John W. Patten

Retired President

Business Week Group

Itzhak Perlman

Jeffery P. Reich

President and CEO

Ketcher Capital Management

Kenneth Roman

Former Chairman and CEO

Ogilvy & Mather

E. John Rosenwald, Jr.

Vice Chairman

Bear Stearns & Co., Inc.

Alan Rubin

Director

Goodwill Global

Richard J. Salam, Esq.

Chairman

Enable America

Vincent A. Sarsl

Retired Chairman and CEO

PPG Industries, Inc.

Raymond Phillip Shafer

Former Governor of Pennsylvania

Counselor, Dunaway & Cross

Humphrey Taylor

Chairman, The Harris Poll

Kymre Interactive, Inc.

W. Reid Thompson

Retired Chairman

Potomac Electric Power Company

Jack Valent

President and CEO

Motion Picture Association

of America, Inc.

Reverend Harold Wilke

Director, The Healing Community

Robert J. Sander II Esq., Counsel

Powers, Pyles, Sutter & Neville, P.C.

CONGRESSIONAL SPONSORS

Sen. Max Cleland, GA

Sen. William H. Frist, M.D., TN

Sen. Judd Gregg, NH

Sen. Tom Harkin, IA

Sen. Daniel K. Inouye, HI

Sen. Edward M. Kennedy, MA

Rep. Michael N. Castle, DE

Rep. Julian C. Dixon, CA

Rep. Steny H. Hoyer, MD

Rep. Major R. Owens, NY

Rep. John E. Porter, IL

Rep. Henry Waxman, CA

September 15, 2000

VIA MESSENGER

Mr. Jonathan Young

Office of Public Liaison

The White House

Washington, DC

Dear Jonathan:

Knowing that the President is delivering a speech next week on the digital divide, I hasten to send you the enclosed information from the 2000 N.O.D./Harris Survey of Community Participation. You will find important information on internet usage by people with disabilities, and how it has great potential to improve their participation levels and thus their overall quality of life.

We would be most pleased if you could encourage the mention of these findings, which are so vital to our community, in the President's talking points – with attribution to N.O.D.

Should you have any questions about the survey information, please do not hasten to call Mary Dolan or me at 202-293-5960.

With all best wishes,

Sincerely,



Alan A. Reich
President

Enclosure

cc: Mr. Humphrey Taylor, Chairman, The Harris Poll

It's ability, not disability, that counts.

CHAPTER 4: IMPACT OF THE INTERNET ON COMMUNITY PARTICIPATION

The Internet has had a significant impact on community participation and quality of life both for people with and without disabilities. However, perhaps due to their lower levels of participation to begin with, it has had a decidedly more dramatic impact on those with disabilities, especially those with less severe disabilities.

The Internet appears to be a powerful counterweight to social isolation for people with disabilities. As shown below, it is most effective at extending the reach of people with disabilities to others in like circumstances and at helping people with disabilities become better informed about the world around them.

TIME SPENT ONLINE

On average, in a typical week, people with disabilities spend 30 hours online (34 hours for people with severe disabilities and 26 hours for people with slight or moderate disabilities). However, people without disabilities spend significantly less time online, an average of 18 hours per week. A modest majority (58%) of people with disabilities spend more than 15 hours per week online, compared to 37% of people without disabilities. (Table 11A)

Similarly, 56% of people with disabilities spend more than 8 hours per week writing, sending, or receiving e-mail, compared to 36% of people without disabilities. In fact, people with disabilities spend an average of 17 hours per week using e-mail, compared to 10 hours for people without disabilities. (Table 12)

IMPACT OF THE INTERNET ON QUALITY OF LIFE

It is not surprising, therefore, due to the amount of time people with disabilities spend online, that almost half (48%) say that the Internet has significantly improved their quality of life. Only 27% of people without disabilities say the same. (Table 13A)

Age has a different effect on Internet use for people with and without disabilities. For people with disabilities, those who are younger tend to use the Internet more often.

However, those who are older are more likely to say the Internet has significantly improved their quality of life. The opposite is true for people without disabilities – Internet usage increases with age, but those who are younger are more likely to say the Internet has significantly improved their quality of life. (Tables 11B & 13B)*

IMPACT OF THE INTERNET ON COMMUNITY PARTICIPATION

The following outlines in more detail the differences between those with and without disabilities in terms of how the Internet has allowed them to become more informed about and connected to their communities.

Be Better Informed about the World

Not surprisingly, the Internet has dramatically influenced the ability of people with disabilities to know more about the world around them. A noteworthy 93% say the Internet has increased their ability to be better informed. In fact, 52% of those with disabilities credit the Internet as significantly increasing their ability to be better informed, while only 39% of those without disabilities say the same. (Tables 14A & 14B)

Reach Out to People with Similar Interests and/or Experiences

The Internet also seems to be very effective in helping people with less severe disabilities to reach out to other people with similar interests and/or experiences. A modest majority (52%) say the Internet has significantly increased their ability to do this whereas only 30% of people without disabilities and 34% of people with severe disabilities say the same. (Tables 14A & 14B)

Communicate and Socialize with Friends and Relatives

There is little or no difference between people with disabilities and people without disabilities in terms of how much the Internet has affected their ability to socialize with close friends, relatives and neighbors, nor is there much difference between people with less severe or more severe disabilities. Perhaps this is due to the fact, as mentioned earlier, that the frequency of socializing is almost equivalent among all three groups to begin with.

* Caution should be used when drawing conclusions from these charts as some of the results are based on small base sizes.

Approximately 8 out of 10 people in all three groups say it has somewhat or significantly increased their ability to do this. (Tables 14A & 14B)

Feel Connected to the World

Likewise, the Internet has allowed approximately 4 out of 10 people with and without disabilities to feel significantly more connected to the world around them, and almost 5 out of 10 to feel somewhat more connected. These findings vary only very slightly between people with more or less severe disabilities. (Tables 14A & 14B)

Participate in Community Organizations, Local Politics, Volunteer Work

The Internet has had a comparable, and very modest, impact on people with and without disabilities with regard to participating in local politics, volunteer work, or more generally, in organizations in the community. More than 8 out of 10 people with disabilities (whether more or less severe) and people without disabilities say the Internet has not affected at all their ability to do any of these three activities. This may be explained by the fact that the Internet is seen more as a communication tool and less as a vehicle of participation. Participation may be viewed more as an in-person activity and not associated as strongly with the Internet. (Tables 14A & 14B)

However, these findings suggest that as people with disabilities are spending a considerable amount of time online, the Internet represents a valuable and underutilized resource for community organizations to engage people with disabilities in politics, volunteering, and other civic activities.

NATIONAL ORGANIZATION ON
DISABILITY
www.nod.org

HONORARY CHAIRMAN

President George Bush

DIRECTORS

Michael R. Deland, Chairman

Christopher Reeve, Vice Chairman

Alan A. Reich, President

Arlene E. Anns

Former Publisher
The McGraw-Hill Companies, Inc.

Phillip E. Beekman

Retired CEO, Hook SuperRx, Inc.

Henry B. Betts, M.D.

Past President/Medical Director
Rehabilitation Institute of Chicago

Richard Bishop, Esq.

Bertram S. Brown, M.D.

Forensic Medical Advisory Services

J. Harold Chandler

President and CEO

UnumProvident Corporation

Tony Coelho

Hon. H. Brent Coles

Mayor, City of Boise

President, U.S. Conference of Mayors

Richard M. DeVos

N.O.D. Founding Chairman

Retired President, Amway Corp.

Edward Eckenhoff

President and CEO

National Rehabilitation Hospital

Stephen L. Feinberg

Chairman and CEO

Dorsar Industries

John D. Firestone

Partner

Secor Group

Bruce G. Freeman

Retired Chairman

Marts & Lundy, Inc.

Stephen L. Hammerman

Vice Chairman of the Board

Merrill Lynch & Co., Inc.

Young Woo Kang, Ph.D.

President

International Education and

Rehabilitation Exchange Foundation

Peter B. Kowler

President and Publisher

Business Week

Kelsey Marshall

Advocate for Accessibility

Harold McGraw III

Chairman, President and CEO

The McGraw-Hill Companies, Inc.

Mercedes M. Miller

President, SERD/BTS, Inc.

James E. Oesterreicher

Chairman and CEO

J.C. Penney Company, Inc.

John W. Patten

Retired President

Business Week Group

Itzhak Perlman

Jeffery P. Reich

President and CEO

Reicher Capital Management

Kenneth Roman

Former Chairman and CEO

Ogilvy & Mather

E. John Rosenwald, Jr.

Vice Chairman

Bear Stearns & Co., Inc.

Alan Rubin

Director

Goodwill Global

Richard J. Salem, Esq.

Chairman

Enable America

Vincent A. Sarni

Retired Chairman and CEO

PPG Industries, Inc.

Raymond Phillip Shafer

Former Governor of Pennsylvania

Counselor, Dunaway & Cross

Humphrey Taylor

Chairman, The Harris Poll

Harris Interactive, Inc.

W. Reid Thompson

Retired Chairman

Potomac Electric Power Company

Jack Valenti

President and CEO

Motion Picture Association

of America, Inc.

Reverend Harold Wilke

Director, The Healing Community

Robert J. Saner II Esq., Counsel

Powers, Pyles, Sutter & Verville, P.C.

CONGRESSIONAL SPONSORS

Sen. Max Cleland, GA

Sen. William H. Frist, M.D., TN

Sen. Judd Gregg, NH

Sen. Tom Harkin, IA

Sen. Daniel K. Inouye, HI

Sen. Edward M. Kennedy, MA

Rep. Michael N. Castle, DE

Rep. Julian C. Dixon, CA

Rep. Steny H. Hoyer, MD

Rep. Major R. Owens, NY

Rep. John E. Porter, IL

Rep. Henry Waxman, CA

September 15, 2000

VIA MESSENGER
Mr. Jonathan Young
Office of Public Liaison
The White House
Washington, DC

Dear Jonathan:

Knowing that the President is delivering a speech next week on the digital divide, I hasten to send you the enclosed information from the 2000 N.O.D./Harris Survey of Community Participation. You will find important information on internet usage by people with disabilities, and how it has great potential to improve their participation levels and thus their overall quality of life.

We would be most pleased if you could encourage the mention of these findings, which are so vital to our community, in the President's talking points – with attribution to N.O.D.

Should you have any questions about the survey information, please do not hasten to call Mary Dolan or me at 202-293-5960.

With all best wishes,

Sincerely,



Alan A. Reich
President

Enclosure

cc: Mr. Humphrey Taylor, Chairman, The Harris Poll

It's ability, not disability, that counts.

CHAPTER 4: IMPACT OF THE INTERNET ON COMMUNITY PARTICIPATION

The Internet has had a significant impact on community participation and quality of life both for people with and without disabilities. However, perhaps due to their lower levels of participation to begin with, it has had a decidedly more dramatic impact on those with disabilities, especially those with less severe disabilities.

The Internet appears to be a powerful counterweight to social isolation for people with disabilities. As shown below, it is most effective at extending the reach of people with disabilities to others in like circumstances and at helping people with disabilities become better informed about the world around them.

TIME SPENT ONLINE

On average, in a typical week, people with disabilities spend 30 hours online (34 hours for people with severe disabilities and 26 hours for people with slight or moderate disabilities). However, people without disabilities spend significantly less time online, an average of 18 hours per week. A modest majority (58%) of people with disabilities spend more than 15 hours per week online, compared to 37% of people without disabilities. (Table 11A)

Similarly, 56% of people with disabilities spend more than 8 hours per week writing, sending, or receiving e-mail, compared to 36% of people without disabilities. In fact, people with disabilities spend an average of 17 hours per week using e-mail, compared to 10 hours for people without disabilities. (Table 12)

IMPACT OF THE INTERNET ON QUALITY OF LIFE

It is not surprising, therefore, due to the amount of time people with disabilities spend online, that almost half (48%) say that the Internet has significantly improved their quality of life. Only 27% of people without disabilities say the same. (Table 13A)

Age has a different effect on Internet use for people with and without disabilities. For people with disabilities, those who are younger tend to use the Internet more often.

However, those who are older are more likely to say the Internet has significantly improved their quality of life. The opposite is true for people without disabilities – Internet usage increases with age, but those who are younger are more likely to say the Internet has significantly improved their quality of life. (Tables 11B & 13B)*

IMPACT OF THE INTERNET ON COMMUNITY PARTICIPATION

The following outlines in more detail the differences between those with and without disabilities in terms of how the Internet has allowed them to become more informed about and connected to their communities.

Be Better Informed about the World

Not surprisingly, the Internet has dramatically influenced the ability of people with disabilities to know more about the world around them. A noteworthy 93% say the Internet has increased their ability to be better informed. In fact, 52% of those with disabilities credit the Internet as significantly increasing their ability to be better informed, while only 39% of those without disabilities say the same. (Tables 14A & 14B)

Reach Out to People with Similar Interests and/or Experiences

The Internet also seems to be very effective in helping people with less severe disabilities to reach out to other people with similar interests and/or experiences. A modest majority (52%) say the Internet has significantly increased their ability to do this whereas only 30% of people without disabilities and 34% of people with severe disabilities say the same. (Tables 14A & 14B)

Communicate and Socialize with Friends and Relatives

There is little or no difference between people with disabilities and people without disabilities in terms of how much the Internet has affected their ability to socialize with close friends, relatives and neighbors, nor is there much difference between people with less severe or more severe disabilities. Perhaps this is due to the fact, as mentioned earlier, that the frequency of socializing is almost equivalent among all three groups to begin with.

* Caution should be used when drawing conclusions from these charts as some of the results are based on small base sizes.

Approximately 8 out of 10 people in all three groups say it has somewhat or significantly increased their ability to do this. (Tables 14A & 14B)

Feel Connected to the World

Likewise, the Internet has allowed approximately 4 out of 10 people with and without disabilities to feel significantly more connected to the world around them, and almost 5 out of 10 to feel somewhat more connected. These findings vary only very slightly between people with more or less severe disabilities. (Tables 14A & 14B)

Participate in Community Organizations, Local Politics, Volunteer Work

The Internet has had a comparable, and very modest, impact on people with and without disabilities with regard to participating in local politics, volunteer work, or more generally, in organizations in the community. More than 8 out of 10 people with disabilities (whether more or less severe) and people without disabilities say the Internet has not affected at all their ability to do any of these three activities. This may be explained by the fact that the Internet is seen more as a communication tool and less as a vehicle of participation. Participation may be viewed more as an in-person activity and not associated as strongly with the Internet. (Tables 14A & 14B)

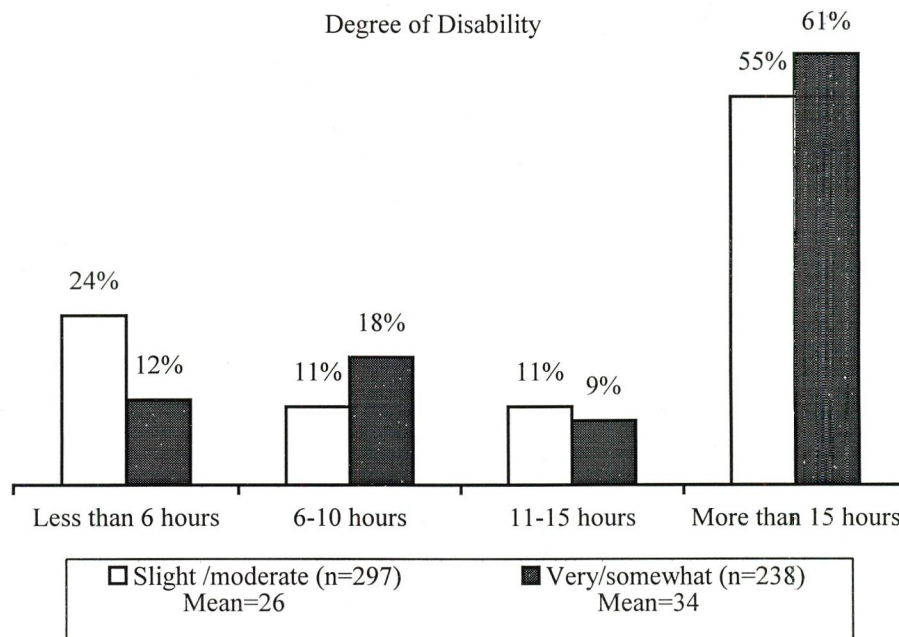
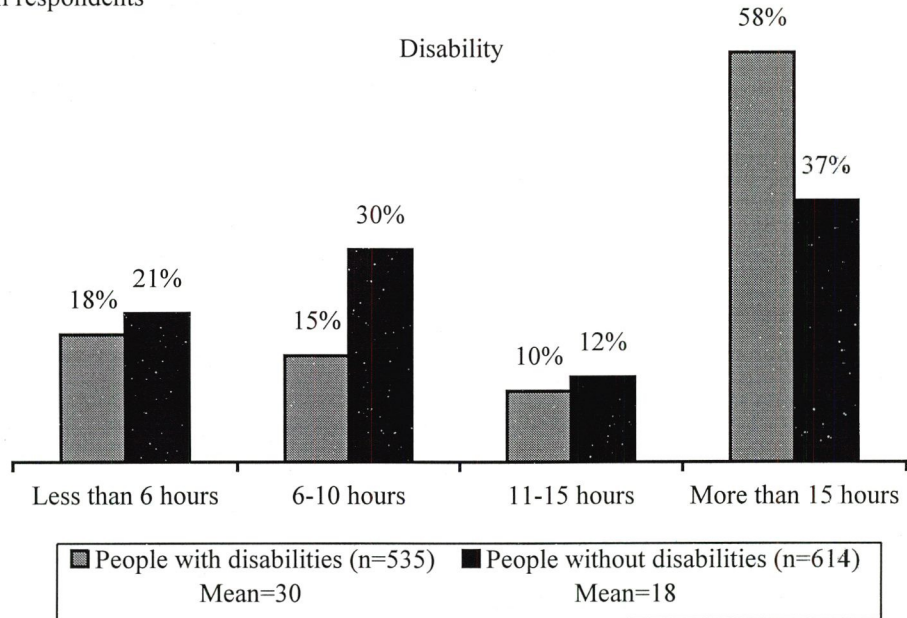
However, these findings suggest that as people with disabilities are spending a considerable amount of time online, the Internet represents a valuable and underutilized resource for community organizations to engage people with disabilities in politics, volunteering, and other civic activities.

Table 11A
Hours Per Week Spent on the Internet

The majority of people with disabilities who are online spend more than 15 hours per week on the Internet. On average, people with very or somewhat severe disabilities who are online are spending almost twice as much time on the Internet as people without disabilities who are online.

Q501 Excluding e-mail, how many hours a week do you spend on the Internet or World Wide Web?

Base: All respondents



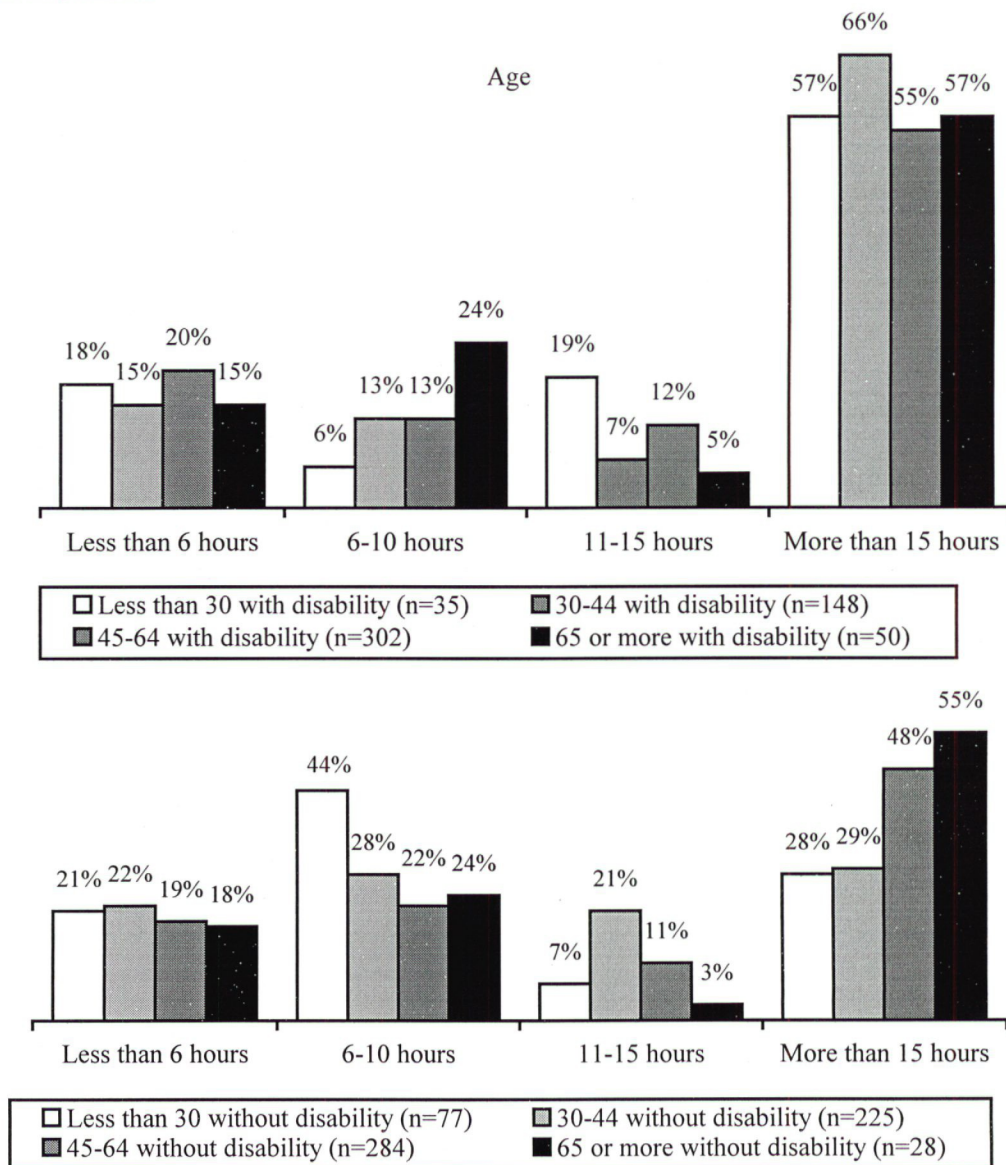
Note: The bases in these charts are unweighted; the percentages are weighted.

Table 11B
Hours Per Week Spent on The Internet - Age*

For people with disabilities, those who are younger tend to use the Internet most often. For people without disabilities, older people spend the most time online.

Q501 Excluding e-mail, how many hours a week do you spend on the Internet or World Wide Web?

Base: All respondents



Note: The bases in these charts are unweighted; the percentages are weighted.

* Caution should be used when drawing conclusions from these charts as some of the results are based on small base sizes.

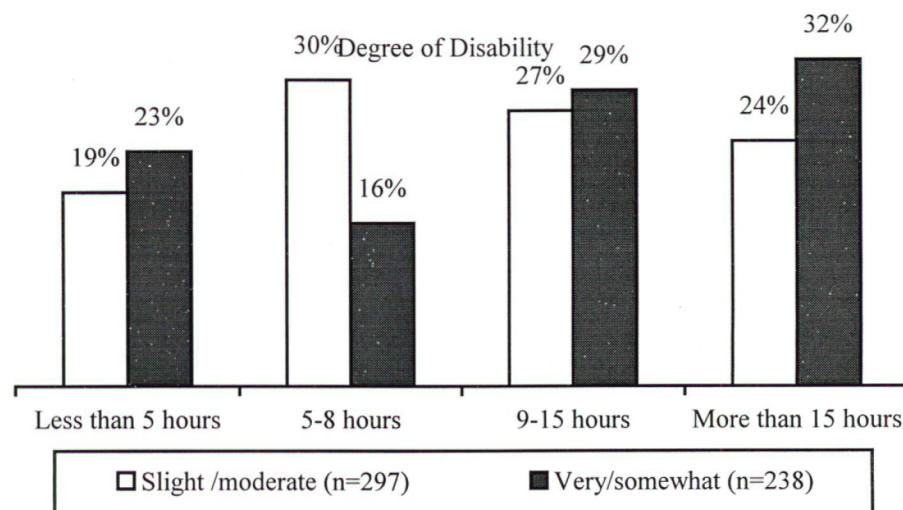
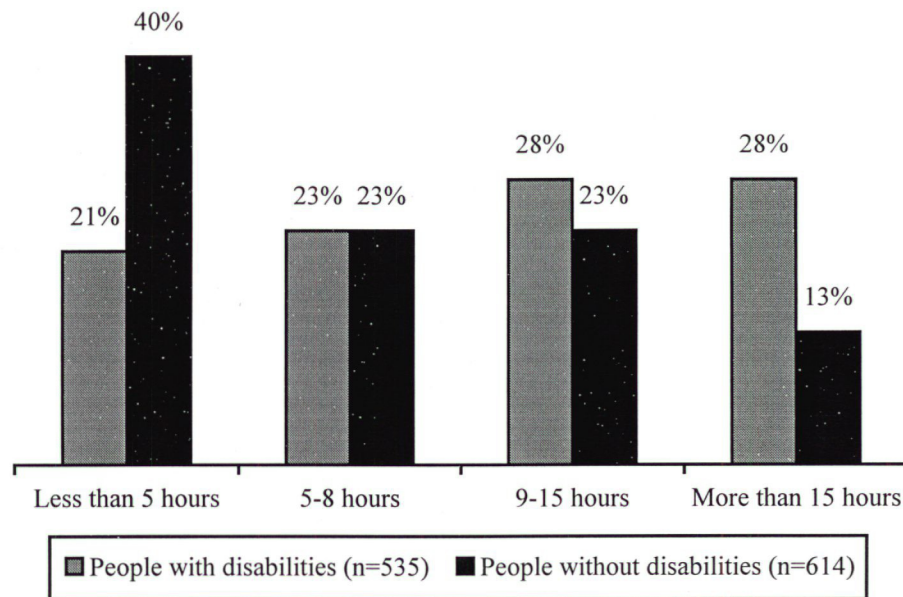
Table 12
Hours Per Week Spent Working With E-Mail

On average, people with disabilities spend 17 hours per week using e-mail, compared to 10 hours for people without disabilities.

Q505 How many hours a week do you spend either writing, reading, sending or receiving e-mail?

Base: All respondents

Disability



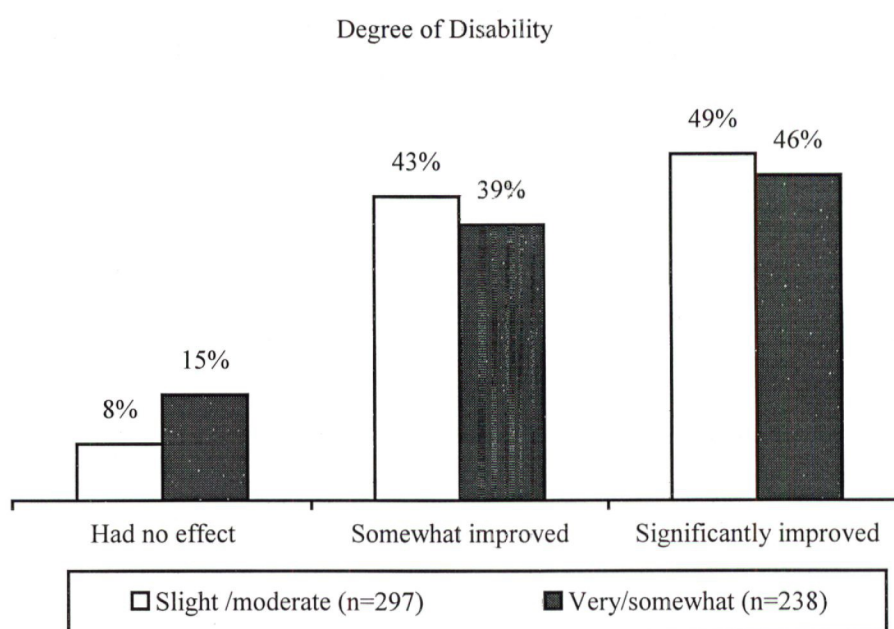
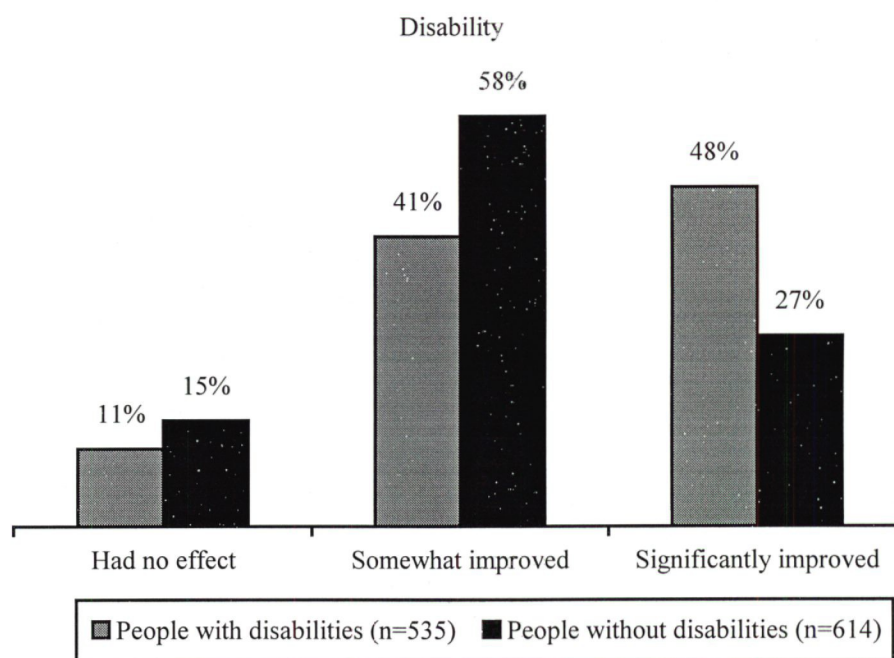
Note: The bases in these charts are unweighted, the percentages are weighted.

Table 13A
Effect of Internet on Quality of Life

Almost half of people with disabilities believe the Internet has significantly improved the quality of their lives compared to only one-quarter of those without disabilities.

Q510 Has the Internet significantly improved, somewhat improved, or had no effect on your quality of life?

Base: All respondents



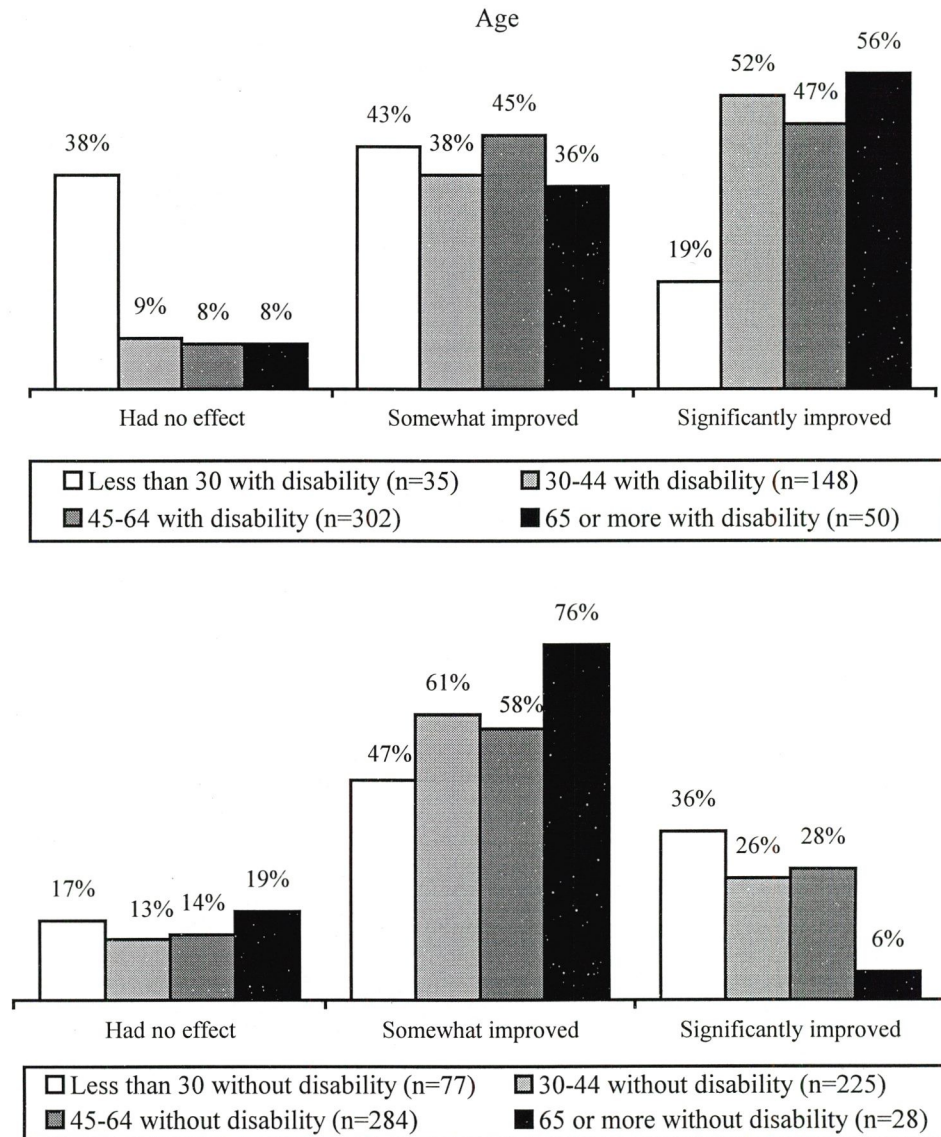
Note: The bases in these charts are unweighted; the percentages are weighted.

Table 13B
Effect of the Internet on Quality of Life - Age*

For people with disabilities, the Internet has more significantly improved the quality of life for those who are younger (i.e., less than 30).

Q510 Has the Internet improved, somewhat improved, or had no effect on your quality of life?

Base: All respondents



Note: The bases in these charts are unweighted; the percentages are weighted.

* Caution should be used when drawing conclusions from these charts as some of the results are based on small base sizes.

Table 14A
Effect of the Internet on Community Participation - Disability

The majority of people with disabilities say the Internet keeps them better informed about the world, more so than people without disabilities.

Q525 Specifically, how has the Internet affected your ability to do each of the following?

Base: All respondents (n=297 people with slight/moderate disabilities) (n=238 people with very/somewhat severe disabilities)

	Not Affected At All %	Somewhat Increased %	Significantly Increased %
Communicate and socialize with close friends, relatives or neighbors			
<i>People with disabilities</i>	21	37	42
<i>People without disabilities</i>	20	31	49
Reach out to people who have similar interests and/or experiences			
<i>People with disabilities</i>	27	31	42
<i>People without disabilities</i>	30	41	30
Participate in organizations in my community			
<i>People with disabilities</i>	85	11	4
<i>People without disabilities</i>	85	14	1
Be better informed about the world around me			
<i>People with disabilities</i>	7	41	52
<i>People without disabilities</i>	11	49	39
Feel connected to the world around me			
<i>People with disabilities</i>	10	46	44
<i>People without disabilities</i>	12	49	38
Participate in local politics			
<i>People with disabilities</i>	87	10	2
<i>People without disabilities</i>	81	12	7
Participate in volunteer work			
<i>People with disabilities</i>	83	15	2
<i>People without disabilities</i>	90	8	2

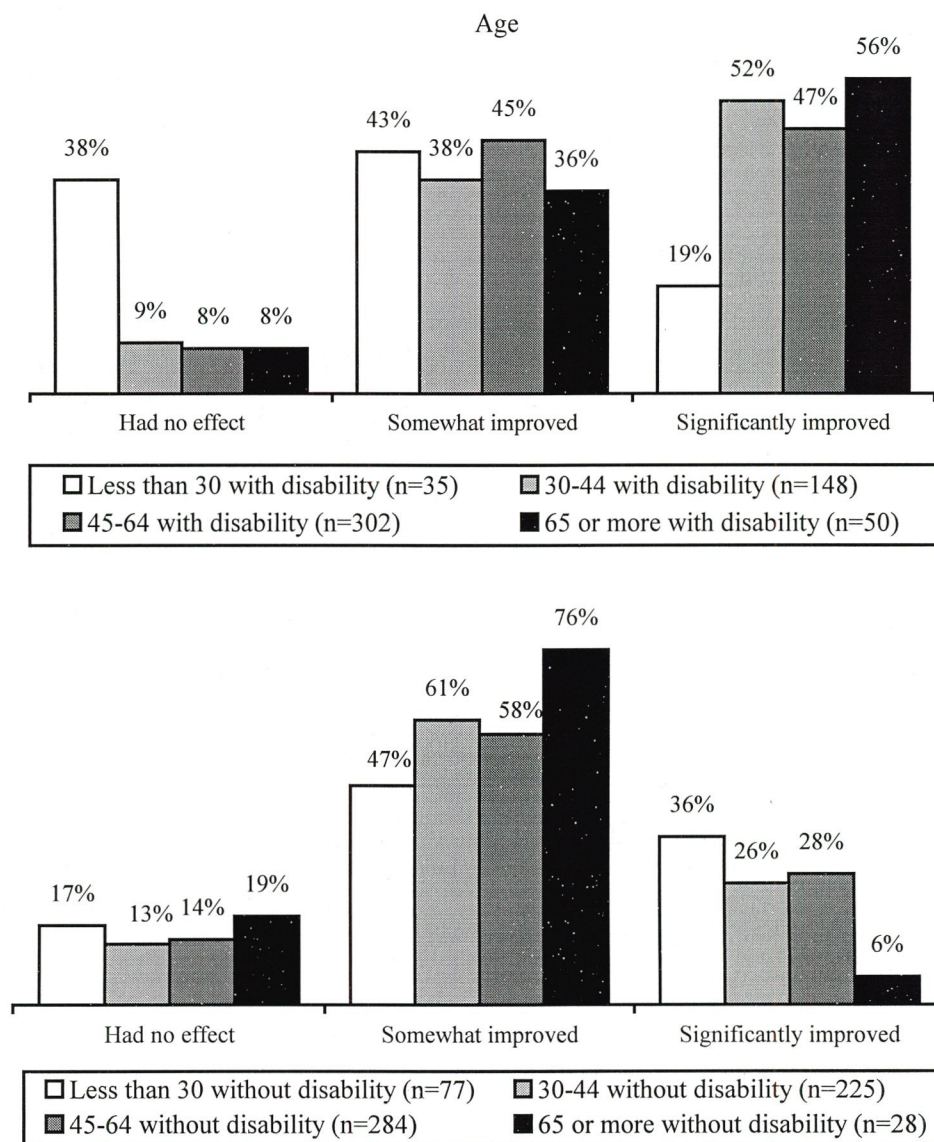
Note: The bases in this table are unweighted; the percentages are weighted.

Table 13B
Effect of the Internet on Quality of Life - Age*

For people with disabilities, the Internet has more significantly improved the quality of life for those who are younger (i.e., less than 30).

Q510 Has the Internet improved, somewhat improved, or had no effect on your quality of life?

Base: All respondents



Note: The bases in these charts are unweighted; the percentages are weighted.

* Caution should be used when drawing conclusions from these charts as some of the results are based on small base sizes.

Table 14A
Effect of the Internet on Community Participation - Disability

The majority of people with disabilities say the Internet keeps them better informed about the world, more so than people without disabilities.

Q525 Specifically, how has the Internet affected your ability to do each of the following?

Base: All respondents (n=297 people with slight/moderate disabilities) (n=238 people with very/somewhat severe disabilities)

	Not Affected At All %	Somewhat Increased %	Significantly Increased %
Communicate and socialize with close friends, relatives or neighbors			
<i>People with disabilities</i>	21	37	42
<i>People without disabilities</i>	20	31	49
Reach out to people who have similar interests and/or experiences			
<i>People with disabilities</i>	27	31	42
<i>People without disabilities</i>	30	41	30
Participate in organizations in my community			
<i>People with disabilities</i>	85	11	4
<i>People without disabilities</i>	85	14	1
Be better informed about the world around me			
<i>People with disabilities</i>	7	41	52
<i>People without disabilities</i>	11	49	39
Feel connected to the world around me			
<i>People with disabilities</i>	10	46	44
<i>People without disabilities</i>	12	49	38
Participate in local politics			
<i>People with disabilities</i>	87	10	2
<i>People without disabilities</i>	81	12	7
Participate in volunteer work			
<i>People with disabilities</i>	83	15	2
<i>People without disabilities</i>	90	8	2

Note: The bases in this table are unweighted; the percentages are weighted.

Table 14B
Effect of the Internet on Community Participation – Degree of Disability

The Internet has helped people with slight or moderate disabilities reach out to others with similar interests much more than it has for people with very or somewhat severe disabilities

Q525 Specifically, how has the Internet affected your ability to do each of the following?

Base: All respondents (n=297 people with slight/moderate disabilities) (n=238 people with somewhat/very severe disabilities)

	Not Affected At All	Somewhat Increased	Significantly Increased
	%	%	%
Communicate and socialize with close friends, relatives or neighbors			
<i>Slightly/moderate</i>	20	31	48
<i>Very/somewhat</i>	21	43	36
Reach out to people who have similar interests and/or experiences			
<i>Slightly/moderate</i>	21	28	52
<i>Very/somewhat</i>	32	34	34
Participate in organizations in my community			
<i>Slightly/moderate</i>	82	12	5
<i>Very/somewhat</i>	87	10	3
Be better informed about the world around me			
<i>Slightly/moderate</i>	4	48	47
<i>Very/somewhat</i>	10	34	56
Feel connected to the world around me			
<i>Slightly/moderate</i>	10	45	45
<i>Very/somewhat</i>	10	48	42
Participate in local politics			
<i>Slightly/moderate</i>	89	9	2
<i>Very/somewhat</i>	85	12	3
Participate in volunteer work			
<i>Slightly/moderate</i>	83	13	3
<i>Very/somewhat</i>	83	16	1

Note: The bases in this table are unweighted; the percentages are weighted.

910 16th Street NW, Suite 600
Washington, DC 20006
Phone: (202) 293-5960
Fax: (202) 293-7999

**National Organization
on Disability**

Fax

To: Jonathan Young

From: Jim Dickson

Fax: (202) 456-6218

Pages: 2

Phone:

Date: February 9, 2000

Re: Digital Divide

CC:

☐ **Urgent**

☐ **For Review**

☐ **Please Comment**

☐ **Please Reply**

☐ **Please Recycle**

NATIONAL ORGANIZATION ON DISABILITY

www.nod.org

February 9, 2000

Mr. Jonathan Young
VIA FACSIMILE
(202) 456-6218

Dear Jonathan:

Congratulations on the Administration's focus on closing the digital divide. It is particularly wide for people with disabilities. According to a poll conducted in January by Harris Interactive and provided to the National Organization on Disability, 64% of the population as a whole use a computer, while only 47% of people with disabilities use a computer. In addition, 40% of the population as a whole has access to online services, the world wide web and the internet compared to only 28% of people with disabilities. We are providing this information to you to help close the digital divide. I understand that within the Administration you will credit N.O.D. and Harris Interactive as the source and further understand that in any external comments by the President if the data is cited N.O.D. and Harris Interactive will not receive credit.

Kindest Regards,



Jim Dickson -af
Vice President and Director
VOTE! 2000 Campaign

HONORARY CHAIRMAN

President George Bush

DIRECTORS

Michael R. Daland, Chairman
Christopher Reers, Vice Chairman

Alan A. Reich, President

Arlene E. Aune

Former Publisher
The McGraw-Hill Companies, Inc.

Phillip E. Barkman

Retired CEO, Hewlett-Packard, Inc.

Henry B. Bette, M.D.

Past President/Medical Director
Rehabilitation Institute of Chicago

Richard Bishop, Esq.

Bertalan S. Brown, M.D.

Former Medical Advisory Services

J. Harold Chandler

Chairman, President and CEO
UnumProvident Corporation

Tony Conliffe

Richard M. DeVos

N.O.D. Founding Chairman

Retired President, Airway Corp.

Edward Eckenhoff

President and CEO

National Rehabilitation Hospital

Stephen L. Feinberg

Chairman and CEO

Deputy Industries

John D. Fleetsome

Partner

Secor Group

Bruce C. Freeman

Retired Chairman

Martins & Family, Inc.

George H. Gallep, Jr.

Chairman

The George H. Gallup

International Institute

Stephen L. Hammerman

Vice Chairman of the Board

Merrill Lynch & Co., Inc.

Young Woo Kang, Ph.D.

President

International Education and

Rehabilitation Exchange Foundation

Kelsey Marshall

Advocate for Accessibility

Harold McGraw III

Chairman and CEO

The McGraw-Hill Companies, Inc.

Mercedes M. Miller

President, BKD/BSN, Inc.

James E. Osterreicher

Chairman and CEO

I.C. Penney Company, Inc.

John W. Patten

Retired President

Business Week Group

Itzhak Perlman

Jeffrey P. Reich

President and CEO

Reicher Capital Management

Kenneth Roman

Former Chairman and CEO

Ogilvy & Mather

E. John Rosenwald, Jr.

Vice Chairman

Reed Stearns & Co., Inc.

Alan Riebs

Director

Goodwill Global

Kim Saxe-Johnson

Director

The National Group of Companies

Vincent A. Barni

Retired Chairman and CEO

PPG Industries, Inc.

Raymond Philip Shafer

Former Governor of Pennsylvania

Councilor, Dunaway & Cross

Humphrey Taylor

Chairman, The Harris Poll

Harris Interactive, Inc.

W. Reid Thompson

Retired Chairman

Potomac Electric Power Company

Jack Valenti

President and CEO

Motion Picture Association

of America, Inc.

Hon. Wellington E. Webb

Mayor, City of Denver

President, U.S. Conference of Mayors

Reverend Harold Wilke

Director, The Healing Company

Robert J. Baker II Esq., Counsel

Powers, Pyles, Suiter & Verrill, P.C.

CONGRESSIONAL SPONSORS

Sen. Max Baucus, GA

Sen. William H. Frist, M.D., TN

Sen. Judd Gregg, NH

Sen. Tom Harkin, IA

Sen. Daniel K. Inouye, HI

Sen. Edward M. Kennedy, MA

Rep. Michael N. Castle, DE

Rep. Julian C. Dixon, CA

Rep. Steny H. Hoyer, MD

Rep. Major R. Owens, NY

Rep. John E. Porter, IL

Rep. Henry Waxman, CA

It's ability, not disability, that counts.

910 Sixteenth Street, NW • Washington, DC 20006 • 202-293-5960 • Fax: 202-293-7999 • TDD: 202-293-5968



September 6, 2000

President Clinton
The White House
1600 Pennsylvania Avenue NW
Washington, DC 20500

Mr. President:

Thank you!

I believe your Digital Divide Initiative could serve as one of the most impactful accomplishments of your esteemed Presidency.

I am writing to request an interview on this landmark effort and to explain why I believe iCan.com – the leading online community for people with disabilities – is uniquely positioned to serve as the leading advocate to assist your efforts to bridge the Digital Divide and bring about the life-changing opportunities that web access offers people with disabilities.

iCan, based in Oakland County, Michigan, was created to inform, inspire and encourage interaction among the 54 million Americans with disabilities and all the businesses and organizations that seek to provide them with products and services. This extraordinary community of people have unique talents to share, and iCan is the forum through which they can live the life they've imagined.

Your support of the disability community, and the issues that impact our lives, has earned you credibility and gratitude from a segment of the population that has too often been ignored. My goal in interviewing you will be to highlight and celebrate your accomplishments and position them in the broader context of our national agenda. These accomplishments include:

- Your initiative to employ 100,000 people with disabilities.
- Patient Bill of Rights
- Health Care Reform/Prescription Drug Benefits.

As a leader in the disability community, an entrepreneur that has flourished in the economy that your administration helped create, and as an American who shares in your vision to bridge the digital divide, I thank you for considering this request.

Sincerely:

Heidi Van Arnem
iCan.com, Founder & CEO

Cc: Mark Kitchens, Director of Internet Communications
Jonathan M. Young, White House Office of Public Liason, Disability Policy



The Leading Disability Community

870 BOWERS STREET • BIRMINGHAM • MICHIGAN • 48009

TO: Jonathan Young

FROM: Heidi Van Arman

COMPANY:
(202) 456-6218

DATE: 10/8/2000

FAX NUMBER:

TOTAL NO. OF PAGES INCLUDING COVER:

PHONE NUMBER:

SENDER'S PHONE NUMBER
(248) 594-4226

RE:

SENDER'S FAX NUMBER:
(248) 594-2034

NOTES/COMMENTS:-