

FOIA MARKER

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Digital Divide - Other Possible Destinations

Stack:

S

Row:

112

Section:

1

Shelf:

5

Position:

3

TRIP SITES

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ATLANTA, GA

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Center for Rehabilitation Technology & GATE (Global Assistive Technology Explorer) Web Site. Georgia Tech's CRT will develop and sustain the Global Assistive Technology Explorer (GATE), a comprehensive, up-to-date, easy-to-use national public Internet site on disability-related resources. GATE will increase the availability of and access to information about Assistive Technology, services, and resources for individuals with disabilities.

Georgia High School High Tech. The High School/High Tech Program provides opportunities for students with disabilities to explore exciting careers in science, mathematics and technology. With both public and private funding and the cooperation of businesses, federal and state agencies, not-for-profit organizations, and local school districts, HSHT uses site visits, mentoring, shadowing, and paid summer internships all provide students with

opportunities to learn more about careers in scientific, engineering and technology-related fields. Georgia's HSH program is one of the most active and extensive programs in the country. One group of students was recently honored at the Air and Space Museum for its successful design and execution of a Space Shuttle butterfly experiment.

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MADISON, WI

Trace Research and Development Center and University of Wisconsin. Founded in 1971, Trace has been a pioneer in the field of technology and disability. It is currently working on ways to make standard information technologies and telecommunications systems more accessible and usable by people with disabilities. This work is primarily funded by the National Institute on Disability and Rehabilitation Research of the Department of Education. Among its major endeavors:

Rehabilitation Engineering Research Center on Information Technology Access. This RERC covers access by individuals with all types, degrees, and combinations of disabilities to a wide range of new and emerging information technologies, including: computers; information transaction machines (e.g., ATMs, kiosks, fare machines, point-of-sale devices and smartcards); home and pocket information appliances (e.g., PDA's); internet technologies (XML, XSL, HTML, CSS, SMIL, etc.); intranets; and 3-D and immersive environments. To address all these areas, the RERC works cooperatively with other researchers, consumers, and industry to change the way information technologies are designed and deployed.

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Wisconsin/Madison Chambers of Commerce. During the July 7 Spirit of ADA Torch Relay event in Madison, chambers of commerce throughout the state were active supporters and participants. Statewide, Wisconsin is a leader in hiring people with disabilities. With one of the lowest unemployment rates in the country for decades, its area business have been innovative in finding ways to bring people with disabilities into the economic mainstream.

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CompTIA Educational Foundation. The CompTIA Educational Foundation was established along with JOBS+ to encourage and foster careers in IT. The Foundation raises money from individuals and companies in the IT industry and secures government funding/grants to establish training programs for under-represented populations in the IT industry. Its first grant came from DOL/VETS to provide IT training, certification and job placement to individuals recently separated from the military, including veterans with disabilities.

MIAMI, FL

Willow CyberCenter Networks. Willow is a for-profit corporation offering telecommuting customer service. Willow is an innovative example of public-private partnering. Companies participating in the Network (the Clients) save money by reducing overhead costs, including training of personnel and high turnover rates. Each individual CyberAgent is responsible for financing his or her own home office, estimated at around \$2,500, but government subsidies help individuals get their businesses started, and the State of Florida offers public school classrooms for training the CyberAgents. Willow's primary role is to develop a network of corporate clients and recruit a pool of qualified CyberAgents, and to provide a web-based software application whereby clients register the hours they need staffed and CyberAgents sign up for the posted hours.

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from work. Moreover, becoming an independent entrepreneur offers a level of individual reward that far exceeds working for minimum wage.

NEW YORK CITY, NY (AND SCOTTSDALE, AZ)

Phase2Solutions. Located in Scottsdale, Arizona, Phase 2 Solutions, is a 24 hour call center devoted to providing the best turn key services to the wireless industry on an outsource basis. Customer service, customer retention and loyalty campaigns are their specialty. With more than five years of experience in the wireless industry, Phase 2 Solutions has maintained a 98% service level on all of their loyalty and customer service campaigns. Phase2Solutions has collaborated with the National Telecommuting Institute to hire 8 people with disabilities (of a total staff of 300) in New York City, who take calls for the Arizona-based call center. Phase2Solutions is the winner of the 1997 Arthur Anderson best Practices Award.

The remote labor force has worked so well for Phase2Solutions that Larry Willett, President of Phase2Solutions, has decided to hire 24 additional home-based individuals with disabilities, most of whom are also expected to live in New York City. This decision has not been made public and could be announced on the digital divide tour as an example of small business leadership in hiring people with disabilities.

National Telecommuting Institute. NTI is a nonprofit organization specializing in the job development, recruitment, training and placement of individuals who need home-based work. It trains people with disabilities through distance-learning programs for telecommuting employment opportunities. NTI has teamed with the New York Division of Vocational Rehabilitation to train dozens of job candidates, some of whom have been hired by Phase2Solutions in Phoenix.

New York State's Vocational and Educational Services for Individuals with Disabilities (VESID). VESID referred New York participants to NTI and has covered the costs of their home-based equipment and their initial training in computers and customer service skills. The Mission of the Office of Vocational and Educational Services for Individuals with Disabilities (VESID) is to promote educational equity and excellence for students with disabilities while ensuring that they receive the rights and protection to which they are entitled; assure appropriate continuity between the child and adult services systems; and provide the highest quality vocational rehabilitation and independent living services to all eligible persons as quickly as those services are required to enable them to work and live independent, self-directed lives.

RESEARCH TRIANGLE PARK, NC

IRMC Workgroup on Accessibility. The Workgroup was created in 1999 to explore how all state services can be made available to both clients and employees despite any physical disabilities. The Work Group will research and recommend policies designed to ensure that all electronic services are available to all citizens. The work group is comprised of state

employees, vendors of technology services, and advocates for the disabled. Major partners include PSINet, IBM, Red Hat, Nortel, and SAS; UNC, NC State, and Duke; and Goodwill Industries and Virtual Buddies. North Carolina has already shown itself as a leader in the Access of high speed internet connections, with the leadership of Governor Hunt, Senator Edwards, and Erskin Bowles.

PSINet Accessibility Center of Excellence (ACE). Through ACE, PSINet provides consulting services for technology accessibility including education and training, technical assessment, quality assurance reviews, technical proposal reviews, and strategic technology planning.

Virtual Buddies. The organization takes donated computers and Internet accounts, and places them in the homes of low-income people with different disabilities. The program is also developing a manual about distance learning through the Internet.

SEATTLE, WA

University of Washington Center for Technology and Disability Studies. The U.W. Statewide Center for Technology and Disability Studies (UWCTDS) is a member of the Washington Assistive Technology Alliance (WATA). WATA was created through DOEd grant funding to the Washington Division of Vocational Rehabilitation. The purpose of WATA is to increase awareness of and access to assistive technology (AT) for people of all ages with all kinds of disabilities. UWCTDS provides information and referral services to individuals with disabilities, their families and care givers, employers, educators, health care and social service providers, and others, with respect to AT devices and services, funding, and related issues. The Center also provides training and consultation. UW, with DOEd funding, has collaborated with several public and private entities to promote the development of assistive technologies, using the internet to aid children with learning disabilities, and the employment of people with disabilities.

The center also provides AT Training to professionals and consumers, including undergraduate and graduate level courses in regular and compressed formats, as well as continuing education and in-service training, and consumer forums and workshops. Over 250 professionals and consumers have participated in this training during the past three years. During the next several years, the Center will focus on reaching out to members of rural communities and individuals from under-represented populations in addition to continuing the current training programs. Training has been provided in the general areas of Augmentative and Alternative Communications, Seating and Positioning, Computer Access, Advanced Computer Applications, Switching and Alternative Access, and Legal Psycho Social Issues in AT.

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NEW YORK CITY, NY (AND SCOTTSDALE, AZ)

Phase2Solutions. Located in Scottsdale, Arizona, Phase 2 Solutions, is a 24 hour call center devoted to providing the best turn key services to the wireless industry on an outsource basis. Customer service, customer retention and loyalty campaigns are their specialty. With more than five years of experience in the wireless industry, Phase 2 Solutions has maintained a 98% service level on all of their loyalty and customer service campaigns. Phase2Solutions has collaborated with the National Telecommuting Institute to hire 8 people with disabilities (of a total staff of 300) in New York City, who take calls for the Arizona-based call center. Phase2Solutions is the winner of the 1997 Arthur Anderson best Practices Award.

The remote labor force has worked so well for Phase2Solutions that Larry Willett, President of Phase2Solutions, has decided to hire 24 additional home-based individuals with disabilities, most of whom are also expected to live in New York City. This decision has not been made public and could be announced on the digital divide tour as an example of small business leadership in hiring people with disabilities.

National Telecommuting Institute. NTI is a nonprofit organization specializing in the job development, recruitment, training and placement of individuals who need home-based work. It trains people with disabilities through distance-learning programs for telecommuting employment opportunities. NTI has teamed with the New York Division of Vocational Rehabilitation to train dozens of job candidates, some of whom have been hired by Phase2Solutions in Phoenix.

New York State's Vocational and Educational Services for Individuals with Disabilities (VESID). VESID referred New York participants to NTI and has covered the costs of their home-based equipment and their initial training in computers and customer service skills. The Mission of the Office of Vocational and Educational Services for Individuals with Disabilities (VESID) is to promote educational equity and excellence for students with disabilities while ensuring that they receive the rights and protection to which they are entitled; assure appropriate continuity between the child and adult services systems; and provide the highest quality vocational rehabilitation and independent living services to all eligible persons as quickly as those services are required to enable them to work and live independent, self-directed lives.

RESEARCH TRIANGLE PARK, NC

IRMC Workgroup on Accessibility. The Workgroup was created in 1999 to explore how all state services can be made available to both clients and employees despite any physical disabilities. The Work Group will research and recommend policies designed to ensure that all electronic services are available to all citizens. The work group is comprised of state

employees, vendors of technology services, and advocates for the disabled. Major partners include PSINet, IBM, Red Hat, Nortel, and SAS; UNC, NC State, and Duke; and Goodwill Industries and Virtual Buddies. North Carolina has already shown itself as a leader in the Access of high speed internet connections, with the leadership of Governor Hunt, Senator Edwards, and Erskin Bowles.

PSINet Accessibility Center of Excellence (ACE). Through ACE, PSINet provides consulting services for technology accessibility including education and training, technical assessment, quality assurance reviews, technical proposal reviews, and strategic technology planning.

Virtual Buddies. The organization takes donated computers and Internet accounts, and places them in the homes of low-income people with different disabilities. The program is also developing a manual about distance learning through the Internet.

SEATTLE, WA

University of Washington Center for Technology and Disability Studies. The U.W. Statewide Center for Technology and Disability Studies (UWCTDS) is a member of the Washington Assistive Technology Alliance (WATA). WATA was created through DOEd grant funding to the Washington Division of Vocational Rehabilitation. The purpose of WATA is to increase awareness of and access to assistive technology (AT) for people of all ages with all kinds of disabilities. UWCTDS provides information and referral services to individuals with disabilities, their families and care givers, employers, educators, health care and social service providers, and others, with respect to AT devices and services, funding, and related issues. The Center also provides training and consultation. UW, with DOEd funding, has collaborated with several public and private entities to promote the development of assistive technologies, using the internet to aid children with learning disabilities, and the employment of people with disabilities.

The center also provides AT Training to professionals and consumers, including undergraduate and graduate level courses in regular and compressed formats, as well as continuing education and in-service training, and consumer forums and workshops. Over 250 professionals and consumers have participated in this training during the past three years. During the next several years, the Center will focus on reaching out to members of rural communities and individuals from under-represented populations in addition to continuing the current training programs. Training has been provided in the general areas of Augmentative and Alternative Communications, Seating and Positioning, Computer Access, Advanced Computer Applications, Switching and Alternative Access, and Legal Psycho Social Issues in AT.



Robert Leneway <bob.leneway@wmich.edu>

08/29/2000 09:52:22 AM

Record Type: Record

To: Jonathan M. Young/WHO/EOP

cc:

Subject: Fwd: Re: Presidential visit

Jonathan,

Just to let you know that the university has assigned two of their best web staff to insure that the www.editu.org site is accessible and ready for examination. In the process they are now completely redoing it. Also, a primary link with the site has been with Smartforce.com, the leading provider of IT courseware in the world with over 1300 courses now developed. They are by far the leading player in the industry and have over \$22,000,000 dollars in contract with the federal government. They have previously donated the use of their courseware (\$300,000 per year estimated value) for all of the fifty or so ARPCT programs in the US through the Editu.org site.

Smartforce.com is also working closely with the US Dept of Ed and others to bring their products into compliance with 508, and are working with several groups to establish standards. Also, given a visit by the President, it appears that they are prepare to provide him with an additional offer from the private sector on behalf of training people with disabilities for IT careers (see attached).

Also in response to the visit, IBM and Lotus are prepared to make additional contribution of about \$60,000 donation for the latest on-line collaborative learning software, Lotus Learning Space, Anytime Version 4.0. I believe that we could line up additional partners as well if we knew for sure that he was visiting. We are also having discussions with Monster.com and Taskstream.com about what they might be able to offer to the cause.

Also, you asked about www.arpct.org being down. I found out that the site which is currently housed on a server at Michigan State University is currently being transferred to a high capacity server.

Once up, I am sure that you will find that site to be highly accessible, as its designer Noel Estrabrook is legal blind.

As to what the President might see if he would come to Kalamazoo, located in the heart of S.W. Michigan, would be almost any thing that you would want him to see.

Western Michigan University itself is located only about 10 miles from the Battle Creek Kalamazoo International airport (AZO) and a

student body of 27,000. Miller Auditorium seats about 4500 and many performing artists come here for the opportunity to perform there. It is the primary site for Gilmore International Piano festival every other year.

With the second largest comprehensive vocational rehabilitation training centers in the US and the home of the Michigan Center for the Blind, and one of the largest blind rehabilitation training programs in the US, the disability community in concert with the business community will be well represented and can provide excellent stories as needed. He may also wish to visit the University state of art computer center exclusive set aside for use by people with disabilities. In cooperation with the Engineering and OT Department, innovative accommodation and research and training is conducted on behalf of people with disabilities.

Attached is also a photo of Larry Cook, a former graduate of the local rehab training program, a quadriplegic that was honored at VP Gore's teleconference on creating 21st century training for 21st century jobs held in Washington in January 1999. Larry is a database manager, who is an excellent spokesperson for what people with disabilities given the right kind of training and support can do.

Please let me know if you need additional information.
Hope to see you soon.

Bob Leneway
PT3 Director

Received: from gw.wmich.edu by UCS5.CC.WMICH.EDU; Thu, 24 Aug 2000 21:13:05 -0400

Received: from eeyore.cc.wmich.edu (PMDf_BATCH@eeyore.cc.wmich.edu [141.218.20.103]) by gw.wmich.edu (8.10.2/8.10.2) with ESMTP id e7P1D5P27529 for <lenewayr@groupwise.wmich.edu>; Thu, 24 Aug 2000 21:13:05 -0400 (EDT)

Received: from CONVERSION-DAEMON by WMICH.EDU (PMDf V5.2-33 #39524) id <01JTD24XVDKG94DPA6@WMICH.EDU> for lenewayr@groupwise.wmich.edu (ORCPT rfc822;bob.leneway@vmh.cc.wmich.edu); Thu, 24 Aug 2000 21:13:04 EDT

Received: from gw.wmich.edu ("port 61167"@gw.wmich.edu [141.218.1.100]) by WMICH.EDU (PMDf V5.2-33 #39524) with ESMTP id <01JTD24XKGEG96VNS2@WMICH.EDU> for lenewayr@groupwise.wmich.edu (ORCPT rfc822;bob.leneway@vmh.cc.wmich.edu); Thu, 24 Aug 2000 21:13:04 -0400 (EDT)

Received: from amrsctlm02.smartforce.com ([209.180.142.126]) by gw.wmich.edu (8.10.2/8.10.2) with ESMTP id e7P1D3P27525 for <bob.leneway@wmich.edu>; Thu, 24 Aug 2000 21:13:03 -0400 (EDT)

Date: Thu, 24 Aug 2000 21:06:57 -0400

From: willard_scott@smartforce.com

Subject: Re: Presidential visit

To: Robert Leneway <bob.leneway@wmich.edu>

Message-id: <OFD597B8A8.9EE36FF5-ON85256946.0005FB3D@smartforce.com>

MIME-version: 1.0

X-Mailer: Lotus Notes Release 5.0.2a (Intl) 23 November 1999

Content-type: text/plain; charset=us-ascii

Content-transfer-encoding: 7BIT

X-MIMETrack: Serialize by Router on amrsctlm02/SmartForce(Release 5.0.4a |July 24, 2000) at 08/24/2000 06:07:08 PM

It is very possible an executive with our company would be able to be present.

I have also been led to believe we would like to turn your program into a foundation grant and provide the full services of the new e-learning system of My SmartForce. I suggest this is definitely worth investigating as it would include the full mentoring services capabilities.

Willard J. Scott
Dir Business Development
SmartForce Federal Div
703-758-8166 phone
703-758-9891 fax
703-283-1630 cell
wscott@smartforce.com

"Robert
Leneway" To: <willard_scott@smartforce.com>
<bob.leneway@wmich.edu> cc: <David.England@wmich.edu>
wmich.edu> Subject: Presidential visit

08/21/00
07:15 PM

Willard,
Just got a call from Jonathan Young of the White House staff (202)456-7032 who indicated that on Sept 21, President Clinton may visit us and make a "major announcement" concerning the digital divide and people with disabilities. One of the reasons for selecting Kalamazoo (other than Michigan is important state for November) is that he wants to highlight our partnership with both IBM and Smartforce.com on behalf of people with disabilities as well as other companies to improve the community access and narrow the digital divide for people with disabilities. Jonathan said if you have any questions please call his office directly.

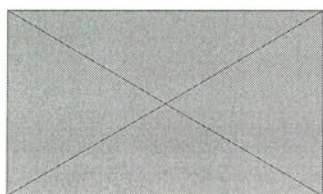
The decision is not final, but it looks good for a possible visit here. If this happens, could you come out and represent Smarforce.com or arrange for someone else to come like your manager and/or CEO. Better yet, bring them along.

I need to let Jonathan know on Tuesday which companies might be represented if he comes to visit.

Willard, how is your summer going? It is always interesting here.

Bob

 - warning.txt



Over \$1.1 million awarded to help prepare WMU students to promote the integration of technology into school curriculum

Release #9900- 7/20/2000, 2000 -- Contact: Mark Schwerin; mark.schwerin@wmich.edu

KALAMAZOO—A national effort to promote better use of technology in the classroom has landed more than \$1.1 million in grants for Western Michigan University's College of Education and a mention by President Bill Clinton.

The two grants to WMU are part of 122 new federal grants totaling \$43 million that were announced recently by President Clinton in a weekly radio address. In announcing the 122 grants, Clinton singled out two grants as examples -- one at WMU and the other at San Diego State University. The President reported to the nation that "a grant to Western Michigan University, for example, will be used to build partnerships with business leaders and local school districts to help future teachers use technology in the classroom."

Funded through the Preparing Tomorrow's Teachers to Use Technology (PT3) program, the 122 grant recipients are joining forces with more than 900 partners across the country, uniting colleges and universities with elementary and secondary schools, community-based organizations and technology companies. The U.S. Department of Education is funding these program to fuel a nationwide movement for improved teacher preparation and enhanced readiness of new teachers to effectively guide learning in technology and information rich environments. The U.S. Department of Education has estimated that America's schools have invested over 30 billion dollars in the last several years to improve their technology infrastructures. Thus, it is also imperative that new teachers graduating from teacher preparation programs, like that offered by WMU's are prepared to maximized these investments to improve classroom learning. During the next decade, it is estimated by the U.S. Department of Education that more than 2.2 million new teachers proficient in the use and integration of technology in newly emerging learning

environments within schools must be recruited to replace retiring teachers and to accommodate growth in expanding communities.

-more-

(Over \$1.1 million awarded to promote technology in the classroom) –

Grants to WMU are to a consortium between the university, local schools and high tech business led by the University's Merze Tate Center for Research on School Reform and Dr. Robert Leneway, a senior principal research associate in the center and the project's director. The first grant is among 110 awards to implement specific teacher preparation improvements at colleges and universities around the country. The WMU initiative with support from several colleges including Education, Arts and Sciences, Fine Arts, along with the Office of Information Technology, is designed to help ensure that all WMU students who certified to become teachers will meet the newly published national technology standards for teachers using and integrating technology in classrooms.

WMU is also a participant along with 4 other universities and colleges as partners in a second catalyst, Preparing Tomorrow's Teachers to Use Technology grant this year. This partnership is part of a \$2,054,922 national grant awarded to the ThinkQuest Foundation of Armonk, New York, and is one of 12 awarded as catalysts to expand teacher preparation innovations and teacher certification reforms. Both types of grants are awarded for three years and are part of a federal commitment of \$128 million. Additional matching commitments will come from partners, totaling \$130 million over the life of all of the 122 grants.

The primary grant to WMU is an implementation grant of about \$1.1 million over three years. The WMU portion of the Thinkquest catalyst grant is for \$15,000 a year or \$45,000 over three years. The total of both grants over three years is \$1,153,211. WMU also is joining hands with the ThinkQuest Foundation, which in the past has collaborated with sponsors to offer scholarships and other prizes to high school and elementary school students who develop collaborative Web projects. ThinkQuest now is extending its initiatives to pre-service schoolteachers.

WMU is calling its primary implementation grant project, Collaborative Learning & Teaching Through Technology (CLT3) and is joining together with high-tech corporations, a foundation that promotes student use of the Internet and 50 southwest Michigan schools. Corporate partners are IBM and Microsoft. Microsoft is donating licensing fees for two student computer labs to the tune of \$50,000 a year, giving students access to many of Microsoft's products. IBM is awarding a \$200,000 equipment and materials grant to develop a national on-line support center for preparing people with disabilities for careers in information technology along with the teachers that serve

-more-

(Over \$1.1 million awarded to promote technology in the classroom) –

them. In addition to the Project Director, Dr. Howard Poole has been identified to work with the College of Education students and faculty and Dr. Allen Carey-Webb will work with faculty from the other WMU colleges involved with preparing future teachers. An additional faculty member will be hired to work with about 700 WMU intern teachers per year along with their supervising teachers located in about 12 Southwest Michigan school districts.

"One of the things that is happening is that technology standards have changed," Leneway says, "so that as technology evolves, what may have been a minimum standard 10 years ago is no longer enough. Too often we continue to model the use of the 20th century blackboard to teach 21st century skills needed for 21st century jobs." "The beginning of the 20th century saw the invention of the tractor as a tool to greatly increase the efficiency of the production of food; the beginning of the 21st century is seeing the revolution of the Internet and communication technology as a tool to greatly increase the efficiency of production and sharing of information and creation of knowledge. "

"With this national grant initiative ", says Leneway, "the U.S. Department of Education is recognizing that education is rapidly moving from a Teacher-Student model of learning to a new model of networked learning communities, with 'big ' learners (teachers) and "small "learners (students) linked together through technology to each other as well as other learning networks." These networks may include other students and teachers from other schools as well as other collaborative groups and public and corporate representatives

as needed from other networked learning organizations located throughout the world. "Through these two complementary grant partnership programs with the ThinkQuest Foundation, the U. S. Department of Education and southwest Michigan partner schools along with others, Western Michigan University as a whole can help take a leadership role in the development and creation of a new model for education and collaborative learning in our new 21st century."

The WMU-led Implementation project will promote the use of collaborative and interactive technology to help ensure that more than 800 WMU graduating pre-service teachers meet and practice rigorous standards when it comes to using technology in the classroom. Independent periodic assessment, student and faculty feedback, faculty development and pre-service education curriculum support on the new ISTE/NCATE standards, a portable wireless learning lab, and web based electronic portfolios are possible strategies that will be used to carry out ~~the~~ this massive three year effort.

We want to be sure that students have an opportunity to not only learn and practice the use of technology at Western, but also to demonstrate the use of it in their student teaching. "What we're hoping to do is ensure that every student who graduates from Western ~~meets~~ demonstrates effective technology use as support for student minimum technology competency skills. The schools are telling us that they need teachers who are competent in the use of technology. And in order to ~~do~~ accomplish that, we are going to be working with the faculty and the students who are preparing to become teachers along with their supervising Intern teachers in the area schools." Leneway says it's vitally important that new teachers be able to keep pace with the march of technology. In particular, the Internet is having a profound effect on education, making classrooms -more geared toward learning through interactive technology and collaborative communication.

The ThinkQuest grant partnership with WMU and four teacher preparation program will help provide guidance and training for teams of WMU students, K-12 students, supervising teachers and WMU faculty in developing interactive, collaborative learning modules that can be included as part of the ThinkQuest Internet library visited by over three million users every month. Other first year ThinkQuest partner schools that will be

encouraged to link with WMU teams include: University of Pacific, Knox College, Eastern Connecticut State College, and City College of New York.

For more information on ThinkQuest please go to www.ThinkQuest.com. For more information on Preparing Tomorrow's Teachers to Use Technology, please go to www.PT3.org.



United Cerebral Palsy Associations, Inc.
1660 L Street, N.W., Suite 700
Washington, DC 20036
800.USA.5UCP • 202-776.0406
Fax 202.776.0414
<http://www.ucp.org>

August 23, 2000

Jonathan M. Young
Associate Director
Office of Public Liaison
The White House
Washington, DC

Dear Jonathan:

UCP of Chicago is one of the leading organizations in the nation with regard to the provision of assistive technologies and initiatives reducing the digital divide for people with disabilities.

As a key affiliate of the UCP national organization, UCP of Chicago is addressing the assistive technology and digital divide issues through replicative programs.

UCP of Chicago and UCPA, Inc. are partners in an important assistive technology project, Infinitec, Inc, whose mission is to advance independence and promote inclusive opportunities for children and adults with disabilities through technology.

Infinitec programs include the following major components:

- Providing information through its state of the art website, **www.infinitec.org**. To date there have been over one million hits on the website; averaging 3,500 hits daily from people seeking, information about assistive technology.
- Provision of printed, audio and video information materials through **the Infinitec Disability Answer Network (IDAN)**. Information provided for people with disabilities, their families and caregivers via "reading rooms."
- Providing inclusive education strategies and assistive technology resources for Chicago state agencies through the "all-learners website, www.infinitec.all-learners.
- **The Assistive Technology Exchange Network (ATEN)** recycles computers and other technology, which has been donated by corporations and individuals to benefit learners with disabilities. The program has 50,000 pieces of technology, plus nearly 8,400 complete computer systems, being donate at no cost to learners in public schools; 490 schools and 210 towns throughout the state of Illinois.

- Provision of assistive technology equipment to learners with disabilities statewide. This involves equipment loans through **Infinitec coalitions** – provide equipment to approximately 300 school districts across Illinois. UCP Chicago received a matching grant of a million dollars for the purchase of assistive technology equipment to match the coalition loan pools.

UCP of Chicago has developed a fabulous program in both assistive technology and Internet services that is a model that can be replicated throughout the country. The model represents an interactive partnership between UCP of Chicago and over 300 school districts.

Additional programs include a durable medical equipment exchange network wherein agencies and school districts post available equipment allowing consumers to search on-line by key word for the type of equipment they need which is made available to them at no cost.

A new program on line should be launched this Fall in partnership with Internet TV, Inc. whereby UCP will provide 50 one hour assistive technology training program available on demand through the Internet to provide needed training support for teachers, therapists and administrators, consumers and parents interested in assistive technology training.

Dr. Paul Dulle, Executive Director of UCP of Chicago would be available to visit with White House staff as early as next week if necessary.

Jonathan, as always UCP National and one of our most prestigious affiliates would go out of our way to assist you and support your efforts in preparing for a potential visit.

Please do not hesitate to call me if we can be of further assistance. In addition, please be on the look out for the package of materials that will be sent by messenger to you this afternoon.

Sincerely,



Paul T. Burke
Director, Marketing and Communications

National Telecommuting Institute, Inc.

Specializing in Homebased Training and Job Placement for Individuals with Disabilities

FAX COVER SHEET

Number of Pages (including cover sheet) 3

DATE: 8/18/00

TO: Jonathan Young

COMPANY: White House

FAX #: (202) 456-0362

FROM: M. J. Willard

If you do not receive the indicated number of pages, please call (617) 787-4426. (415) 389-1703

* * * * *

MESSAGE: best # to reach me

Let me know if you need anything
else.

a non-profit corporation

1505 Commonwealth Avenue • Boston, Massachusetts 02135
Telephone: (617) 787-4426 • Fax (617) 787-3806 • TDD: (617) 787-4160

National Telecommuting Institute, Inc.

Specializing in Homebased Training and Job Placement for Individuals with Disabilities

MEMORANDUM

TO: Jonathan Young, White House Disability Liaison

FROM: M.J. Willard, Director, National Telecommuting Institute
Contact - (415)389-1703; e-mail - mjwillard@nti.org

RE: Potential Project to be Highlighted During President Clinton's Digital Divide Tour

DATE: August 18, 2000

Telecommuting by Home-based Individuals with Disabilities

Within the past six months, Phase2Solutions, a Scottsdale, Arizona call center serving the customer needs of wireless telecommunications companies, hired 14 individuals with disabilities to work from their homes handling customer inquiries. Eight of these 14 individuals live and work thousands of miles from Phase2Solutions in New York City. These eight New Yorkers were trained via distance education methods.

The Announcement

The remote labor force has worked so well for this company that Larry Willett, President of Phase2Solutions has decided to hire 24 additional home-based individuals with disabilities, most of whom are also expected to live in New York City. This decision has not been made public and could be announced by President Clinton as an example of the efforts being made by private sector companies to bridge the digital divide.

The Company

Phase2Solutions is a rapidly growing call center service bureau with 300 employees and is projected to employ 350 employees by the end of this year. Phase2Solutions is the winner of the 1997 Arthur Anderson Best Business Practices Award. More information about the company can be found at their website: www.phase2solutions.com.

Partners in this Public/Private Telecommuting Initiative

National Telecommuting Institute (NTI) is a nonprofit organization specializing in the job development, recruitment, training and placement of individuals who need home-based work.

a non-profit corporation

1505 Commonwealth Avenue • Boston, Massachusetts 02135
Telephone: (617) 787-4426 • Fax (617) 787-3806 • TDD: (617) 787-4160

New York State's Vocational and Educational Services for Individuals with Disabilities (VESID) is the state agency which referred New York participants to NTI and which has covered the costs of their home-based equipment and their initial training in computers and customer service skills.

Sites for a Potential Visit by President Clinton

- New York City - VESID can provide space in New York City to enable disabled telecommuters, President Clinton, his staff, and the press to gather. (Approval pending. Individual needed to give official approval will be back next week.)
- Scottsdale, Arizona (approximately 30 minutes from the Phoenix, Arizona airport). Scottsdale is the headquarters for Phase2Solutions and where their call center is located. In addition, six individuals with disabilities also work from their homes in the Scottsdale/Phoenix area.

Human Interest Stories on Disabled Participants

I am in the midst of gathering information so that I can select several participants with particularly compelling human interest stories. I will get back to you with details.

201 I.U. Willels Road
Albertson, NY 11507
Phone: 516 465-1491
Fax: 516 747-2046

ABILITIES, INC.**AT: NATIONAL CENTER FOR DISABILITY SERVICES**

Fax

To: Jonathan Young From: Judy Young
Fax: (202) 456-0362 Date: 8/31/2000
Phone: 1 Pages: 4
Re: _____ CC: _____

☒ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• **Comments:**

Enclosed are the materials I discussed with you over the phone. As I mentioned, we would like to be considered as a potential site for President Clinton's visit.

Also, the information on our CEO is attached. Please feel free to call me if you have any questions. Thank you.

Judy

Thank you for giving us the opportunity to provide input into President Clinton's initiative to raise awareness, standards and partnerships within the private sector to bridge the digital divide between people with disabilities and their access to technology.

We suggest the National Center for Disability Services as the venue for President Clinton to convene a meeting of CEO's of our nation's leading technology companies. We believe that the National Center for Disability Services is uniquely qualified to host such an event because of its access to corporate leaders and its ability to demonstrate assistive technology in action.

The Center offers state of the art meeting facilities with live video/broadcasting capabilities (see attached); and an assistive technology center used by people with disabilities and their employers to identify potential accommodations for their current and future workers with disabilities. A visit to the Center will also provide President Clinton the opportunity to speak directly to individuals with disabilities who receive training at our facility and to hear from our Founder, Dr. Henry Viscardi who has been special advisor to US Presidents from Roosevelt to Reagan on all matters related to employment and equality for people with disabilities.

The National Center for Disability Services is located just 23 miles east of Manhattan and has hosted dignitaries and professionals from all over the world, including the Emperor and Empress of Japan.

By way of background the Center was founded as Abilities, Inc. in 1952 to demonstrate the competitive work potential of disabled veterans from World War II and the Korean War. Through our efforts and the efforts of others to promote employment of persons with disabilities, concerned business and government leaders convened the first White House Conference on Employment of the Handicapped in 1977. As a result of this conference the Industry-Labor Council was established at our organization as the permanent resource to corporations who require assistance in their efforts to recruit and retain workers with disabilities. The ILC, later renamed the National Business & Disability Council, which is comprised of more than 150 of our nation's leading companies remains the only membership driven organization dedicated to the issues of employment of people with disabilities in the private sector (see attached). Recognition of the Center's influence on private business to increase employment among people with disabilities, the ILC/NBDC received the prestigious Exemplary Public Interest Contribution Award (EPIC) from the US Department of Labor in 1995.

Concerned with the continuing high level of unemployment among people with disabilities, a new business-led initiative, the *Able to Work Consortium* was announced by Microsoft CEO, Bill Gates at NBDC's Annual Conference in 1999. After focusing on identifying and disseminating Best Practices, the AtW Consortium during its second year is launching a national internship program for college graduates with disabilities.

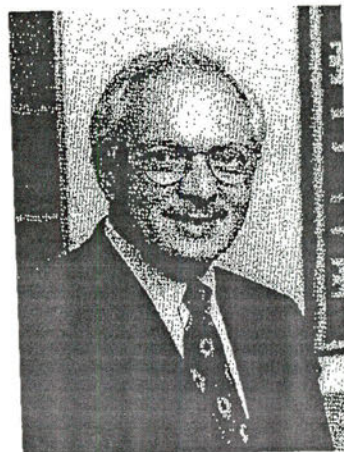
During the 10th Anniversary Celebration of the passing of the Americans with Disabilities Act on July 26, 2000, Mrs. Clinton referred to this private initiative, specifically mentioning Microsoft and Ford Motor Company.

The Center has always maintained close working relationships with private corporations. The most recent collaboration includes Verizon/Bell Atlantic's Assistive Technology Loan Program and Train for 2000 (see attached). Both efforts focused on the use of technology as an accommodation and as a tool in today's workplace.

The day to day operations of the Center provides the full spectrum of what we believe President Clinton is looking for: technology, accessibility and equality for people with disabilities. In consideration of this venue, we would welcome a visit by you or anyone on your staff to experience the Center's facilities and programs. We are available at your convenience and look forward to hearing from you.

EDMUND L. CORTEZ

President and Chief Executive Officer
National Center for Disability Services
and Abilities, Inc.
201 I.U. Willets Road
Albertson, NY 11507



Edmund L. Cortez was elected President and Chief Executive Officer of the National Center for Disability Services (NCDS) in September of 1994.

Prior to joining the NCDS, Mr. Cortez was Assistant Commissioner of the Office of Vocational and Educational Services for Individuals with Disabilities, the New York State agency responsible for vocational rehabilitation. Previously, he had been responsible for policy and program development for the Office of Education of Children with Handicapping Conditions, after serving as supervisor of special education for the State Education Department, with responsibility for Long Island and Westchester. He began his career as a classroom teacher of children both with and without disabilities. Mr. Cortez played a major role in the reorganization and revitalization of the State's services assisting individuals with disabilities to find employment.

Mr. Cortez uses the forces of dialogue and mutual respect to create an environment that ensures the greatest number of people with disabilities directly benefit from the expertise found at NCDS. This approach has allowed the Center to expand its programs in selected communities beyond its traditional service area and to also develop new partnerships with business, school, and employment programs.

Since assuming leadership of NCDS, Mr. Cortez has spearheaded the development of the National Business & Disability Council, which is comprised of nearly 200 corporate members with headquarters throughout the nation that collectively employ approximately 600,000 workers with disabilities. He also founded the Nathaniel H. Kornreich Technology Center and the Mary Jean and Frank P. Smeal Learning Center. The Kornreich Center showcases state-of-the-art technology while providing information demonstrations, technology evaluations, and training on assistive technology for adults and children with disabilities. The Smeal Learning Center is a unique training facility that offers fully accessible technology and multi-media resources. Training seminars and teleconferencing capabilities at the Smeal Center allow the National Center to provide opportunities for the worldwide community to find solutions to issues and challenges facing people with disabilities.

In addition to his responsibilities as the NCDS President and CEO, Mr. Cortez serves on the Boards of the Long Island Association, RCEPP (Region II Rehabilitation Continuing Education Program), and the Nassau County Sports Commission.

A graduate of Wesleyan University with a degree in Psychology, Mr. Cortez earned a Master's degree in Special Education at Western Maryland University and took further studies at New York University leading to certification as a school administrator and supervisor.

TRIP SITES

The five principal goals for the trip may be viewed along a spectrum with two general themes: at one end are strategies to promote the accessibility of information technology in product design and internet standards; at the other end are strategies for getting information technology into the hands of people with disabilities and providing educational and employment opportunities. The following possible tour sites address these themes in varying degrees. One strategy might be to focus one site visit predominantly on the accessibility of technology, and the other site on education, employment, and other applications of technology.

ATLANTA, GA

Shepherd Center Telerehabilitation Program. The Shepherd Center is a specialty hospital serving people with disabilities resulting from impairments that affect the central nervous system, such as spinal cord injuries and brain injuries. Through grants from the Department of Commerce's Technology Opportunities Program (TOP) and the Department of Education's National Institute on Disability and Rehabilitation Research (NIDRR), and partnerships with EarthLink, Cyber-Care, Siemens Corporation, the Marcus Foundation, ReBoot, and the Georgia Institute of Technology, the Shepherd Center is now expanding the scope of patient treatment through telerehabilitation. Under this new program, patients will be provided a personal computer with a customized platform supporting videoconferencing, remote monitoring of vital health measurements, Internet access, multimedia instructional materials. The program will improve community reintegration (including return to work), bridge the gap of services for people in remote areas, reduce secondary complications, and incur lower overall health care and support costs.

Georgia Tools for Life (ReBoot). This is a statewide, non-profit computer recycling program operated mostly by people with disabilities for distribution to people with disabilities, refurbishing nearly 1,000 computers in 1999. The machines are evaluated, repaired (if necessary), loaded with software, and then provided free-of-charge with follow-up training. The program, called ReBoot, is located in Stone Mountain, GA, at the Friends of Disabled Adults and Children (FODAC), and trains individuals in ten centers located around the state.

Center for Rehabilitation Technology & GATE (Global Assistive Technology Explorer) Web Site. Georgia Tech's CRT will develop and sustain the Global Assistive Technology Explorer (GATE), a comprehensive, up-to-date, easy-to-use national public Internet site on disability-related resources. GATE will increase the availability of and access to information about Assistive Technology, services, and resources for individuals with disabilities.

Georgia High School High Tech. The High School/High Tech Program provides opportunities for students with disabilities to explore exciting careers in science, mathematics and technology. With both public and private funding and the cooperation of businesses, federal and state agencies, not-for-profit organizations, and local school districts, HSHT uses site visits, mentoring, shadowing, and paid summer internships all provide students with

opportunities to learn more about careers in scientific, engineering and technology-related fields. Georgia's HSH program is one of the most active and extensive programs in the country. One group of students was recently honored at the Air and Space Museum for its successful design and execution of a Space Shuttle butterfly experiment.

BOSTON, MA

Web Accessibility Initiative (WAI). An International effort hosted by the World Wide Web Consortium (W3C) to make the Web accessible for people with disabilities, WAI ensures support for accessibility in core Web technologies; develops guidelines for Web sites, browsers, authoring tools; develops tools & educational materials; and is funded in part by NSF. Housed at MIT with a cutting-edge media laboratory, WAI brings together web related industries, researchers, web designers and consumers from around the world.

WGBH National Center for Accessible Media (NCAM). WGBH leads the country in accessible media applications, including closed captioning and descriptive vide service. Among its many programs and initiatives:

Motion Picture Access Project. With NIDRR funding, this project has developed systems to make movie theaters accessible to deaf, hard-of-hearing, blind, and visually impaired audiences through hidden captions and descriptions. These systems are in place at Disney theme parks, Imax theaters, General Cinema theaters.

Access to Physics Interactive Video Tutor (PIVOT). With support from the National Science Foundation and the Mitsubishi Electric America Foundation (MEAF), NCAM is collaborating with MIT on a new accessible Web-based multimedia physics curriculum called "Physics Interactive Video Tutor" (PIVOT). The site incorporates captioning, audio description and aural Web browsing features. Resulting guidelines will be shared with distance learning curriculum developers and specialists.

Captioning and Description for Digital Television. The DTV Access Project, funded by the U.S. Department of Education (NIDRR) endorses open technical standards and creates test materials to support the delivery of captions and descriptions in professional and consumer digital television systems. Additional funding from the Corporation for Public Broadcasting Television Future Fund enables outreach to public television stations on access-compatible equipment configurations, and the creation of customizable materials for stations to communicate their continuing leadership on access issues.

CD-ROM Access Project. Funded by the National Science Foundation, this project is researching and developing access technologies that make CD-ROMs accessible to blind and visually impaired users. Resulting authoring guidelines and prototypes will be shared with publishers and developers.

Bell Atlantic.com. Bell Atlantic's Accessible e-commerce Web site demonstrates the commitment to Universal Design Principles and implementation of W3C Content Accessibility Guidelines.

Allaire Corporation's HomeSite authoring tool. Demonstrates how easy it is to convert inaccessible Web pages and how easily accessible Web pages can be built.

CHICAGO, IL

UCP of Greater Chicago. UCP Chicago provides learning opportunities to people with disabilities, their families and teachers and other service providers through seminars and classes, on an individual consultation basis, and through Web sites. The development of UCP Chicago's training and education programs is guided by learner needs. Individuals and agencies are encouraged to specify their learning/training goals so that UCP Chicago's trainers can develop appropriate programs for them.

Training and education are available in assistive technology applications (both hardware and software) and AT intervention strategies, including curriculum adaptations; Internet access; personal management; disability rights; and other areas. Programs are offered at UCP Chicago's downtown Chicago facility, at ATEN in Tinley Park, Ill., at Infinitec West in Villa Park, Ill., and "on location" in partnership with other human service agencies and schools.

National Cristina Foundation. UCP of Greater Chicago has recently been supported by donated equipment from the National Christina Foundation. NCF encourages corporations and individuals to donate surplus and used computers, software, peripherals and related business technology. NCF directs those donations to training and educational organizations. All the organizations are pre-screened and qualified grass-roots partners of NCF. All donated equipment is distributed to these organizations free. With the help of corporations, individual donors, volunteers, and practitioners, NCF participates in building community based solutions to benefit the millions of people with disabilities, individuals who are economically disadvantaged, and students at risk.

INDIANAPOLIS, IN

Easter Seals Crossroads Rehabilitation Center. Since its founding in 1936, Easter Seals Crossroads has grown into the largest outpatient rehabilitation facility in the State of Indiana. With over 170 employees serving over 2300 men, women, and children annually, Easter Seals Crossroads continues to grow and serve the central Indiana community. Among its leading programs:

Ruth Lilly Assistive Technology Center. This center provides augmentative communication training to both children and adults, offers information technology training for adults as part of vocational rehabilitation, and provides computer training for seniors. Easter Seals has partnered with Microsoft to help meet the information

technology needs of people with disabilities. In 1998 Microsoft awarded Easter seals a \$1 million software grant to link its 105 affiliates and 430 program service sites.

Employment Services Division. Crossroads Rehabilitation Center offers a comprehensive program of employment services for adults with disabilities seeking jobs. Services are designed to fit the individual skills and needs of each person in the program. Each person works with his or her own employment services representative who understands the individual's skills, aptitudes and job desires. The representative helps the job seeker by providing information on effective resume writing, interviewing and job seeking strategies. Representatives may also provide assistance in arranging job interviews between qualified applicants and businesses looking for an individual to fill a particular job position. The Employment Services program also acts as an employment service to businesses seeking qualified job applicants to fill positions. At any given time, a company may call and ask for assistance in filling a wide variety of positions.

KALAMZOO, MI

Western Michigan University. In cooperation with IBM, Smartforce.com and Monster.com along with the Association of Rehabilitation Programs in Computer Technology (ARPCT) are about to launch a national on-line support center for preparing people with disabilities for IT careers. The corporate partners have already donated over half million in this project to bring CBT IT training to homebound and other individuals with disabilities.

Michigan Career and Technical Institute. MCIT is the second largest comprehensive vocational rehabilitation training center in the nation. It trains over 800 individuals per year in a 10 different technology related areas at its Planwell campus and many more through its statewide ITV network. It offers two-year residential technical training for people with disabilities seeking new career opportunities. It is operated by the state-federal vocational rehabilitation program and would present lots of great visual images and stories related to the topic in question.

Disability Resource Center of Southwest Michigan. This Center for Independent Living has been very active in advocating along with Senator Carl Levin for improved access to the Internet for people with disabilities.

MADISON, WI

Trace Research and Development Center and University of Wisconsin. Founded in 1971, Trace has been a pioneer in the field of technology and disability. It is currently working on ways to make standard information technologies and telecommunications systems more accessible and usable by people with disabilities. This work is primarily funded by the National Institute on Disability and Rehabilitation Research of the Department of Education. Among its major endeavors:

Rehabilitation Engineering Research Center on Information Technology Access. This RERC covers access by individuals with all types, degrees, and combinations of disabilities to a wide range of new and emerging information technologies, including: computers; information transaction machines (e.g., ATMs, kiosks, fare machines, point-of-sale devices and smartcards); home and pocket information appliances (e.g., PDA's); internet technologies (XML, XSL, HTML, CSS, SMIL, etc.); intranets; and 3-D and immersive environments. To address all these areas, the RERC works cooperatively with other researchers, consumers, and industry to change the way information technologies are designed and deployed.

Rehabilitation Engineering Research Center on Access to Telecommunications. The focus of this RERC is to identify telecommunication access barriers in current and future technologies, work with others in the field to identify solution strategies, test them, implement any necessary standards, and assist industry in transferring the ideas into commercial products. Technologies being addressed by the RERC include: customer premises equipment of all types including phones, video phones, pagers, and messaging systems; telecommunication systems and services including voice mail; interactive voice response systems; network topologies; telecommunications standards; and next-generation multimedia telecommunication systems.

Universal Design / Disability Access Program. The National Computational Science Alliance (NCSA) is involved in the development of supercomputing systems and applications (including future internet); Trace's role is to help ensure that they are built in a manner that makes them more accessible for people with disabilities.

Universal Design Research Project. This project was designed to gain an understanding of why and how companies adopt universal design, and what factors are the most important in making this decision. In addition, factors which discourage or impede the adoption and successful practice of universal design are also being identified. A second objective is to determine what those outside of companies can do to support universal design within the companies.

University of Wisconsin Division of Information Technology. This office supplies all of the technology resources for the university, including High-Tech classrooms and adaptive computer equipment. Beyond its support of assistive technology, UW's integration of disability into its curriculum is exemplary: there are over 100 courses that incorporate disability content. In one engineering course for first and second-year students, students assigned with a design project developed accessible designs that have been implemented in the community.

Wisconsin/Madison Chambers of Commerce. During the July 7 Spirit of ADA Torch Relay event in Madison, chambers of commerce throughout the state were active supporters and participants. Statewide, Wisconsin is a leader in hiring people with disabilities. With one of the lowest unemployment rates in the country for decades, its area business have been innovative in finding ways to bring people with disabilities into the economic mainstream.

Tech Works. The CompTIA Educational Foundation, Wisconsin Department of Workforce Development, Division of Vocational Rehabilitation (DVR) and the Madison Area Technical College have come together to develop *Tech Works*, a model project to identify, train, certify and place individuals with disabilities in information technology careers that will be tested locally and disseminated nationally. Although the program has not yet been fully funded, there is a possibility it could be ready for launch in time for the trip..

CompTIA's JOBS+ Program. The Computing Technology Industry Association is a not-for-profit trade association of more than 10,000 companies and professional IT members in the rapidly converging computing and communications market. CompTIA is committed to improving the Information Technology (IT) industry by addressing its most critical need, a shortage of qualified, entry-level information technology workers. CompTIA's **JOBS+** workforce development initiative is the vehicle that unites the industry and provides a concentrated effort to create a solution to the skills gap and shortage of qualified workers. CompTIA, through its **JOBS+** program, has a goal to recruit, train, certify and place 200,000 new employees in entry-level, information technology positions nationwide.

CompTIA Educational Foundation. The CompTIA Educational Foundation was established along with JOBS+ to encourage and foster careers in IT. The Foundation raises money from individuals and companies in the IT industry and secures government funding/grants to establish training programs for under-represented populations in the IT industry. Its first grant came from DOL/VETS to provide IT training, certification and job placement to individuals recently separated from the military, including veterans with disabilities.

MIAMI, FL

Willow CyberCenter Networks. Willow is a for-profit corporation offering telecommuting customer service. Willow is an innovative example of public-private partnering. Companies participating in the Network (the Clients) save money by reducing overhead costs, including training of personnel and high turnover rates. Each individual CyberAgent is responsible for financing his or her own home office, estimated at around \$2,500, but government subsidies help individuals get their businesses started, and the State of Florida offers public school classrooms for training the CyberAgents. Willow's primary role is to develop a network of corporate clients and recruit a pool of qualified CyberAgents, and to provide a web-based software application whereby clients register the hours they need staffed and CyberAgents sign up for the posted hours.

CyberAgents average between \$13 and \$18 an hour (well above the so-called "living wage"), and sometimes make as much \$25 per hour. Agents can earn so much more at the same time clients increase their profits because the Clients typically face dramatic overhead costs in maintaining call centers. For people with disabilities, being a CyberAgent offers additional benefits. For many people, the time and costs associated with transportation to work can be prohibitive. Working out of the home actually enables individuals to increase their social lives because they spend so much less time and energy in preparing for and traveling to and

from work. Moreover, becoming an independent entrepreneur offers a level of individual reward that far exceeds working for minimum wage.

NEW YORK CITY, NY (AND SCOTTSDALE, AZ)

Phase2Solutions. Located in Scottsdale, Arizona, Phase 2 Solutions, is a 24 hour call center devoted to providing the best turn key services to the wireless industry on an outsource basis. Customer service, customer retention and loyalty campaigns are their specialty. With more than five years of experience in the wireless industry, Phase 2 Solutions has maintained a 98% service level on all of their loyalty and customer service campaigns. Phase2Solutions has collaborated with the National Telecommuting Institute to hire 8 people with disabilities (of a total staff of 300) in New York City, who take calls for the Arizona-based call center. Phase2Solutions is the winner of the 1997 Arthur Anderson best Practices Award.

The remote labor force has worked so well for Phase2Solutions that Larry Willett, President of Phase2Solutions, has decided to hire 24 additional home-based individuals with disabilities, most of whom are also expected to live in New York City. This decision has not been made public and could be announced on the digital divide tour as an example of small business leadership in hiring people with disabilities.

National Telecommuting Institute. NTI is a nonprofit organization specializing in the job development, recruitment, training and placement of individuals who need home-based work. It trains people with disabilities through distance-learning programs for telecommuting employment opportunities. NTI has teamed with the New York Division of Vocational Rehabilitation to train dozens of job candidates, some of whom have been hired by Phase2Solutions in Phoenix.

New York State's Vocational and Educational Services for Individuals with Disabilities (VESID). VESID referred New York participants to NTI and has covered the costs of their home-based equipment and their initial training in computers and customer service skills. The Mission of the Office of Vocational and Educational Services for Individuals with Disabilities (VESID) is to promote educational equity and excellence for students with disabilities while ensuring that they receive the rights and protection to which they are entitled; assure appropriate continuity between the child and adult services systems; and provide the highest quality vocational rehabilitation and independent living services to all eligible persons as quickly as those services are required to enable them to work and live independent, self-directed lives.

RESEARCH TRIANGLE PARK, NC

IRMC Workgroup on Accessibility. The Workgroup was created in 1999 to explore how all state services can be made available to both clients and employees despite any physical disabilities. The Work Group will research and recommend policies designed to ensure that all electronic services are available to all citizens. The work group is comprised of state

employees, vendors of technology services, and advocates for the disabled. Major partners include PSINet, IBM, Red Hat, Nortel, and SAS; UNC, NC State, and Duke; and Goodwill Industries and Virtual Buddies. North Carolina has already shown itself as a leader in the Access of high speed internet connections, with the leadership of Governor Hunt, Senator Edwards, and Erskin Bowles.

PSINet Accessibility Center of Excellence (ACE). Through ACE, PSINet provides consulting services for technology accessibility including education and training, technical assessment, quality assurance reviews, technical proposal reviews, and strategic technology planning.

Virtual Buddies. The organization takes donated computers and Internet accounts, and places them in the homes of low-income people with different disabilities. The program is also developing a manual about distance learning through the Internet.

SEATTLE, WA

University of Washington Center for Technology and Disability Studies. The U.W. Statewide Center for Technology and Disability Studies (UWCTDS) is a member of the Washington Assistive Technology Alliance (WATA). WATA was created through DOEd grant funding to the Washington Division of Vocational Rehabilitation. The purpose of WATA is to increase awareness of and access to assistive technology (AT) for people of all ages with all kinds of disabilities. UWCTDS provides information and referral services to individuals with disabilities, their families and care givers, employers, educators, health care and social service providers, and others, with respect to AT devices and services, funding, and related issues. The Center also provides training and consultation. UW, with DOEd funding, has collaborated with several public and private entities to promote the development of assistive technologies, using the internet to aid children with learning disabilities, and the employment of people with disabilities.

The center also provides AT Training to professionals and consumers, including undergraduate and graduate level courses in regular and compressed formats, as well as continuing education and in-service training, and consumer forums and workshops. Over 250 professionals and consumers have participated in this training during the past three years. During the next several years, the Center will focus on reaching out to members of rural communities and individuals from under-represented populations in addition to continuing the current training programs. Training has been provided in the general areas of Augmentative and Alternative Communications, Seating and Positioning, Computer Access, Advanced Computer Applications, Switching and Alternative Access, and Legal Psycho Social Issues in AT.

INTRODUCTION

On April 18, in Chicago, President Clinton made a public announcement: "in a couple of months we will have a part of this digital divide tour devoted solely to the potential that web accessibility offers to disabled Americans to participate more fully in the educational and economic life of the United States." Information Technology offers unprecedented potential to level the playing field for people with disabilities and offer greater participation in the education, economic, and social fabric of our nation. It also improves the likelihood of financial independence and economic self-sufficiency for people with disabilities.

The purpose of this memo is to: 1) provide background information about the digital divide for people with disabilities; 2) suggest themes for framing the President's trip; 3) discuss possible destinations and deliverables for the trip; and, 4) suggest a strategy meeting to discuss next steps.

I. BACKGROUND

A. EMPLOYMENT OF ADULTS WITH DISABILITIES

Administration Disability Policy currently centers on the need to increase employment opportunities for people with disabilities. Despite low overall unemployment rates, there is a staggering rate of unemployment for working-age people with "severe" disabilities -- in the range of 73.9% (according to data reported by the Census Bureau, based on the 1994-95 Survey of Income and Program Participation). The Administration has focused on how a *coordinated* and *holistic* approach is necessary to successfully increase employment rates. The availability of a job, for example, may be practically meaningless if an individual does not have a place to live, or transportation to get to a job, or health care, or adequate education and training, or assistive technology, etc.

The framework for the President's New Markets Initiative dovetails with the employment challenges for people with disabilities. In fact, the language the President used to explain the need for the work incentives legislation closely paralleled the way he discussed New Markets. "Even as we celebrate more than 18 million new jobs and a nationwide unemployment rate of 4.2 percent, the lowest in a generation..., 75 percent of Americans with disabilities remain unemployed," the President said on June 4, 1999. "This is not just a missed opportunity for Americans with disabilities. It's a missed opportunity for America. This is an era now of labor shortages, where companies go begging for employees they need to stay competitive in the global economy. And we simply cannot afford to ignore the potential of millions of potential workers simply because they have a disability."

The difficulty with making a direct link between the New Markets Initiative and people with disabilities was that they (fortunately) do not constitute geographically-concentrated markets. People with disabilities instead are a sort of "cyber-community" spread throughout the nation, who cut across every race, ethnicity, gender, sexual orientation, and religion. The New Markets

concept -- of being an untapped resource that could not only empower individuals but also help the economy -- was directly applicable to people with disabilities, but not concretely demonstrable. The President's Digital Divide initiative, however, makes a direct integration of people with disabilities possible.

B. OPL ACTIVITIES REGARDING DIGITAL DIVIDE FOR PEOPLE WITH DISABILITIES

In January, following the President's State of the Union Address, OPL began facilitating conversations with disability advocates about the Digital Divide for people with disabilities, and solicited examples of efforts already taking place to bridge the divide. Community representatives joined an OPL-wide Digital Divide briefing on February 22, and noted the specific needs of people with disabilities. OPL subsequently began hosting weekly conference calls with individuals interested in digital opportunities for people with disabilities, to identify the nature of the challenges and generate suggestions for how they could be addressed.

On March 10, as part of its outreach efforts to multiple constituencies regarding the Digital Divide, OPL hosted a briefing for the disability community. The discussion underscored the real gaps in access to computers and the internet for people with disabilities, and highlighted the possibilities of accessible information technology. In particular, technology experts noted the importance of "usability." They explained that when we speak of "universal accessibility" we tend to mean universal *availability* -- carrying an assumption that the products made available could also be used by all purchasers. But the availability of a given type of technology does not mean it is necessarily *usable* (more discussion of this concept below).

In addition to weekly conference calls since the March 10 meeting, OPL has met individually with a variety of groups -- corporate as well as non-profit -- to discuss possibilities for the President's Digital Divide Tour. Although there was some disappointment that disability issues did not get more fully integrated into the original tour, the disability community is excited about the President's announcement of an additional disability-related trip.

On Thursday, June 1, OPL convened a meeting of representatives from federal agencies to review possible federal initiatives to bridge the Digital Divide for people with disabilities.

C. OVERVIEW OF DIGITAL DIVIDE FOR PEOPLE WITH DISABILITIES

Although the disability community has recognized the benefits and importance of technology for many years, the Department of Commerce's high-profile consideration of the Digital Divide, has devoted little attention to the importance of information technology for people with disabilities.

A recent DoED-funded report, "Computer and Internet Use Among People with Disabilities," helps fill the disability void in *Falling Through the Net*. The study "demonstrates that gaps in computer and Internet use based on disability status are *just as large as those based on race and ethnicity* [emphasis added]." Its principle findings, based on Current Population Survey data include:

- 32.6% of people aged 15-64 with a work disability have a computer in their home (compared with 55.6% in same age range of the general population);
- 15.8% of people aged 15-64 with a work disability have Internet access at home (compared with 33.9% in same age range of the general population);
- 15.1% of people aged 15-64 with a work disability use the Internet either at home or elsewhere (compared with 42.3% in same age range of the general population);
- Disparities in computer ownership and Internet access among seniors with work disabilities parallel the 15-64 population.

The report also explains that, beyond the general gaps between people with disabilities and the general population, the disability community is similarly affected by general socio-economic factors:

- Disparities regarding computers and the Internet according to level of **education** among people with disabilities parallel the general population;
- Disparities regarding computers and the Internet according to level of **income** among people with disabilities parallel the general population.

The study also indicates similar usage patterns of the Internet for people with disabilities and the general population:

- Reasons for Internet use among people with disabilities are similar to the general population (e-mail and searching for information the two most common reasons);
- 17.0% of people with disabilities use the Internet to shop, pay bills, or for other commercial activity.

D. CURRENT PROJECTS AND INITIATIVES FOR BRIDGING THE DISABILITY DIGITAL DIVIDE

Examples of projects and programs across the country currently attempting to bridge the Digital Divide for people with disabilities include the following:

- **ABLE-NET Internet Service** specializes in offering affordable, accessible Internet Access for People with Disabilities in 31 States and Canada;
- The **CPB/WGBH National Center for Accessible Media (NCAM)** is collaborating with the Massachusetts Institute of Technology's Center for Advanced Educational Services to make an on-line interactive physics course accessible to students with disabilities;
- The **Web Accessibility Initiative** of the World Wide Web Consortium is developing standards for accessible web design;
- **Bancroft e-Solutions** seeks to identify job openings conducive to telecommuting and match with individuals working out of their home over the Internet.
- **CAST** is a leader in the development of the Universal Design for Learning educational paradigm, working to make the general educational curriculum accessible and educationally relevant for everyone;

- **DPI** (Disabled Programmers, Inc.) is a nonprofit agency working in partnership with Silicon Valley businesses and the community to prepare people with disabilities for competitive employment. Through adaptive computer access technology and career transition services, DPI creates opportunities for significant advances in universal access, social integration, and employment for people with disabilities;
- **Edapta**, a for-profit company, is developing third-party Internet solutions that would enable customization of Internet information according to one's visual and input preferences.
- **e-Transcribe**, started by Goodwill Industries of Hawaii, trains individuals with disabilities to become medical transcriptionists and provide them contract work to perform from their homes using an array of technology, including computers with voice activated software, the Internet, and Dictaphone equipment.
- **High School High Tech**, a program of the President's Committee on Employment of People with Disabilities, seeks to provide high school students with internships with high-tech companies and agencies, including Goddard Space Flight Center in the Washington, DC area. The program currently has projects in 10 states.
- The **Merze Tate Center for Technology and Educational Reform** at Western Michigan University is leading a public-private initiative to develop a national on-line support center to help facilitate the training of people with disabilities for employment in the fast growing computer industry.
- The **Motion Picture Access Project**, with initial funding from NIDRR, has developed digital technology that allows people who are deaf or blind to access closed-captioning or video descriptions in movie theaters.
- **Virtual Buddies** takes donated computers, and donated Internet accounts, and places them in the homes of low-income people with different disabilities. The program gives individuals largely isolated in their homes a way to communicate with others and enhance their education through distance learning.

II. THEMATIC FRAMEWORK

A. SUGGESTED THEMES FOR POTUS DISABILITY TRIP

The President's Disability Digital Divide trip will meet with the greatest success if it is situated in the broader context of employment of *people* with disabilities, not merely on the specific *technologies* that enable many people with disabilities to participate in the digital economy. Moreover, even the issues of technology access can be presented in the broader context of *usability* for all Americans. This framework will help ensure greater collaboration from the business community, which is in many respects fearful of a regulatory approach, and has even mobilized efforts against internet accessibility (for example, a February 9, 2000 congressional hearing on the subject). Two main themes are suggested for the framework for the trip:

Maintaining Economic Growth. The United States has reached its lowest unemployment in decades by dipping under 3.9%. While this is a great achievement, it also presents challenges for meeting labor shortages. Congress has issued visas for high technology workers because so many positions have gone unfulfilled. With unemployment among people with "severe"

disabilities exceeding 70%, not to mention underemployment of people with disabilities generally, people with disabilities represent an under-utilized reserve of American labor. Finding ways to encourage companies to hire and to mentor people with disabilities, and to work with the non-profit disability community to build awareness of job opportunities, is essential. One of the best ways of reducing the digital divide for people with disabilities is to increase employment, since income-level, as with the general population, is a strong determinant of access.

Availability & Usability. "Access" is generally discussed in terms of the availability of computers and the internet. Equally important is "usability," which applies to everyone. Individuals of all ages, backgrounds, and abilities have a variety of ways of accessing electronic information. Language, visual, motion, and hearing impairments have all been barriers that have presented substantial challenges. Some of the technologies originally designed to make electronic information usable to people with disabilities have wide applicability in the general population. The tools that have helped people with disabilities will make it easier for all Americans; developing more of them is the challenge and opportunity. Examples of "usability" include:

- Language translation software for documents;
- Speech Recognition software that eliminates the need to use a keyboard;
- "Audiotext" where the content of a document is verbally articulated for user to listen to;
- "Sticky keys" that make it easier for users who have difficulty using regular keyboards input information.

B. CONCEPTUAL POSSIBILITIES FOR DELIVERABLES

Ideally, a powerful package of announcements could focus on private-sector hiring commitments in collaborative partnerships with government and non-profit entities. Such an announcement would include:

- commitments to provide all necessary reasonable accommodations, including assistive technologies;
- commitments to accessible web design;
- mentoring/internship programs;
- design stage R&D for accessible products and software;
- new efforts at data collection and reporting regarding people with disabilities and information technology;
- education and training; and,
- efforts to provide hardware and software to people with disabilities.

This announcement could also be linked with implementation of the Ticket to Work and Work Incentives Improvement Act. Business and government entities could emphasize they want to make the legislation a reality by providing employment opportunities, and disability organizations could help by identifying people with disabilities who are able and ready to work.

III. DESTINATIONS AND DELIVERABLES

A. POSSIBLE DESTINATIONS FOR A TRIP

Willow CyberCenter Networks (Miami, FL). Willow is a web-based Network for telecommuting customer service operations, which is reaching out to people with disabilities to become an integrated component of its pool of CyberAgents representing people of all ages and backgrounds.

Web Accessibility Initiative, MIT, and WGBH (Boston, MA). WAI is working to help make websites more accessible; MIT is developing innovative internet-based, cross-disability instruction; and WGBH is creating captioning technologies in partnership with MIT and others.

Georgia Tools for Life and Georgia High School High Tech (Atlanta, GA). Georgia Tools for Life sponsors ReBoot, a computer recycling program for people with disabilities. Georgia's High School High Tech program is one of the most extensive in the country, providing high tech internship opportunities for disabled high school students.

Western Michigan University in (Kalamazoo, MI). Western Michigan University in cooperation with IBM, Smartforce.com and Monster.com along with the Association of Rehabilitation Programs in Computer Technology (ARPCT) are about to launch a national on-line support center for preparing people with disabilities for IT careers.

* More detailed information on each of these possibilities is available as requested.

B. POSSIBLE DELIVERABLES

OPL has been discussing a variety of deliverables with for-profit and not-for-profit entities. Most of the potential deliverables are still in planning stage, in part because people do not have a solid grasp of when the President's trip will take place; some lack certainty that the trip will in fact take place. Likely deliverables, however, include the following entities.

- **Procurement Central, Inc.** wants to announce a major commitment to hire thousands of people with disabilities for its web-based procurement data management centers (the CEO is a person with a disability);
- **Willow CyberCenter Networks** is exploring possible ways to build on their commitment to hiring people with disabilities as CyberAgents;
- Members of the **Able to Work Consortium**, a network of corporate business leaders, are exploring the possibility of hiring commitments;
- **NCR Corporation** submitted a proposal for the initial trip and is now putting together a new proposal (OPL met with NCR representatives on Friday, May 26);
- **The National Rehabilitation Hospital** is developing an initiative to provide low-end computers or web devices to patients with disabilities leaving the hospital and provide training in information technology;

- The President's Committee on Employment of People with Disabilities is seeking to expand its **High School High Tech** program, perhaps announcing new projects in additional states;
- **HalfthePlanet.com**, an internet portal for people with disabilities, is exploring an initiative to provide scholarships supporting design-stage engineering projects;
- **Edapta** has proposed using SSA's Access Seniors website as a test site for its Internet transformations;

* More detailed information on each of these possibilities is available as requested.

IV. Recommended Strategy Session

The following individuals would be ideal for a strategic planning meeting, tentatively scheduled for Thursday, June 22, at 11:00 AM.

***Judy Brewer:** Director of the World Wide Web Consortium's Web Accessibility Initiative, she is a leading expert in the mechanics of designing and developing standards for accessible websites.

Steve Jacobs: President of IDEAL, a non-profit at NCR Corp. dedicated to promoting the hiring of people with disabilities, he is an expert in a variety of accessible technologies, including information kiosks.

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CONCLUSION

President Clinton's Disability Digital Divide trip provides an outstanding opportunity to demonstrate the potential of technology in improving the educational, social, and economic lives of people disabilities, which can result in increased economic independence and self-sufficiency. Equally important, the New Markets framework offers a way to redefine the relationship between the disability and business communities. At a time when Clint Eastwood has publicized an adversarial relationship between people with disabilities (as represented by "parasitic attorneys") and the business community, the Digital Divide trip can help move both the disability and the business communities toward **a collaborative relationship based on win-win results.**

INTRODUCTION

On April 18, in Chicago, President Clinton made a public announcement: "in a couple of months we will have a part of this digital divide tour devoted solely to the potential that web accessibility offers to disabled Americans to participate more fully in the educational and economic life of the United States." Information Technology offers unprecedented potential to level the playing field for people with disabilities and offer greater participation in the education, economic, and social fabric of our nation. It also improves the likelihood of financial independence and economic self-sufficiency for people with disabilities.

The purpose of this memo is to: 1) provide background information about the digital divide for people with disabilities; 2) suggest themes for framing the President's trip; 3) discuss possible destinations and deliverables for the trip; and, 4) suggest a strategy meeting to discuss next steps.

I. BACKGROUND

A. EMPLOYMENT OF ADULTS WITH DISABILITIES

Administration Disability Policy currently centers on the need to increase employment opportunities for people with disabilities. Despite low overall unemployment rates, there is a staggering rate of unemployment for working-age people with "severe" disabilities -- in the range of 73.9% (according to data reported by the Census Bureau, based on the 1994-95 Survey of Income and Program Participation). The Administration has focused on how a *coordinated* and *holistic* approach is necessary to successfully increase employment rates. The availability of a job, for example, may be practically meaningless if an individual does not have a place to live, or transportation to get to a job, or health care, or adequate education and training, or assistive technology, etc.

The framework for the President's New Markets Initiative dovetails with the employment challenges for people with disabilities. In fact, the language the President used to explain the need for the work incentives legislation closely paralleled the way he discussed New Markets. "Even as we celebrate more than 18 million new jobs and a nationwide unemployment rate of 4.2 percent, the lowest in a generation..., 75 percent of Americans with disabilities remain unemployed," the President said on June 4, 1999. "This is not just a missed opportunity for Americans with disabilities. It's a missed opportunity for America. This is an era now of labor shortages, where companies go begging for employees they need to stay competitive in the global economy. And we simply cannot afford to ignore the potential of millions of potential workers simply because they have a disability."

The difficulty with making a direct link between the New Markets Initiative and people with disabilities was that they (fortunately) do not constitute geographically-concentrated markets. People with disabilities instead are a sort of "cyber-community" spread throughout the nation, who cut across every race, ethnicity, gender, sexual orientation, and religion. The New Markets

concept -- of being an untapped resource that could not only empower individuals but also help the economy -- was directly applicable to people with disabilities, but not concretely demonstrable. The President's Digital Divide initiative, however, makes a direct integration of people with disabilities possible.

B. OPL ACTIVITIES REGARDING DIGITAL DIVIDE FOR PEOPLE WITH DISABILITIES

In January, following the President's State of the Union Address, OPL began facilitating conversations with disability advocates about the Digital Divide for people with disabilities, and solicited examples of efforts already taking place to bridge the divide. Community representatives joined an OPL-wide Digital Divide briefing on February 22, and noted the specific needs of people with disabilities. OPL subsequently began hosting weekly conference calls with individuals interested in digital opportunities for people with disabilities, to identify the nature of the challenges and generate suggestions for how they could be addressed.

On March 10, as part of its outreach efforts to multiple constituencies regarding the Digital Divide, OPL hosted a briefing for the disability community. The discussion underscored the real gaps in access to computers and the internet for people with disabilities, and highlighted the possibilities of accessible information technology. In particular, technology experts noted the importance of "usability." They explained that when we speak of "universal accessibility" we tend to mean universal *availability* -- carrying an assumption that the products made available could also be used by all purchasers. But the availability of a given type of technology does not mean it is necessarily *usable* (more discussion of this concept below).

In addition to weekly conference calls since the March 10 meeting, OPL has met individually with a variety of groups -- corporate as well as non-profit -- to discuss possibilities for the President's Digital Divide Tour. Although there was some disappointment that disability issues did not get more fully integrated into the original tour, the disability community is excited about the President's announcement of an additional disability-related trip.

On Thursday, June 1, OPL convened a meeting of representatives from federal agencies to review possible federal initiatives to bridge the Digital Divide for people with disabilities.

C. OVERVIEW OF DIGITAL DIVIDE FOR PEOPLE WITH DISABILITIES

Although the disability community has recognized the benefits and importance of technology for many years, the Department of Commerce's high-profile consideration of the Digital Divide, has devoted little attention to the importance of information technology for people with disabilities.

A recent DoED-funded report, "Computer and Internet Use Among People with Disabilities," helps fill the disability void in *Falling Through the Net*. The study "demonstrates that gaps in computer and Internet use based on disability status are *just as large as those based on race and ethnicity* [emphasis added]." Its principle findings, based on Current Population Survey data include:

- 32.6% of people aged 15-64 with a work disability have a computer in their home (compared with 55.6% in same age range of the general population);
- 15.8% of people aged 15-64 with a work disability have Internet access at home (compared with 33.9% in same age range of the general population);
- 15.1% of people aged 15-64 with a work disability use the Internet either at home or elsewhere (compared with 42.3% in same age range of the general population);
- Disparities in computer ownership and Internet access among seniors with work disabilities parallel the 15-64 population.

The report also explains that, beyond the general gaps between people with disabilities and the general population, the disability community is similarly affected by general socio-economic factors:

- Disparities regarding computers and the Internet according to level of **education** among people with disabilities parallel the general population;
- Disparities regarding computers and the Internet according to level of **income** among people with disabilities parallel the general population.

The study also indicates similar usage patterns of the Internet for people with disabilities and the general population:

- Reasons for Internet use among people with disabilities are similar to the general population (e-mail and searching for information the two most common reasons);
- 17.0% of people with disabilities use the Internet to shop, pay bills, or for other commercial activity.

D. CURRENT PROJECTS AND INITIATIVES FOR BRIDGING THE DISABILITY DIGITAL DIVIDE

Examples of projects and programs across the country currently attempting to bridge the Digital Divide for people with disabilities include the following:

- **ABLE-NET Internet Service** specializes in offering affordable, accessible Internet Access for People with Disabilities in 31 States and Canada;
- The **CPB/WGBH National Center for Accessible Media (NCAM)** is collaborating with the Massachusetts Institute of Technology's Center for Advanced Educational Services to make an on-line interactive physics course accessible to students with disabilities;
- The **Web Accessibility Initiative** of the World Wide Web Consortium is developing standards for accessible web design;
- **Bancroft e-Solutions** seeks to identify job openings conducive to telecommuting and match with individuals working out of their home over the Internet.
- **CAST** is a leader in the development of the Universal Design for Learning educational paradigm, working to make the general educational curriculum accessible and educationally relevant for everyone;

- **DPI** (Disabled Programmers, Inc.) is a nonprofit agency working in partnership with Silicon Valley businesses and the community to prepare people with disabilities for competitive employment. Through adaptive computer access technology and career transition services, DPI creates opportunities for significant advances in universal access, social integration, and employment for people with disabilities;
- **Edapta**, a for-profit company, is developing third-party Internet solutions that would enable customization of Internet information according to one's visual and input preferences.
- **e-Transcribe**, started by Goodwill Industries of Hawaii, trains individuals with disabilities to become medical transcriptionists and provide them contract work to perform from their homes using an array of technology, including computers with voice activated software, the Internet, and Dictaphone equipment.
- **High School High Tech**, a program of the President's Committee on Employment of People with Disabilities, seeks to provide high school students with internships with high-tech companies and agencies, including Goddard Space Flight Center in the Washington, DC area. The program currently has projects in 10 states.
- The **Merze Tate Center for Technology and Educational Reform** at Western Michigan University is leading a public-private initiative to develop a national on-line support center to help facilitate the training of people with disabilities for employment in the fast growing computer industry.
- The **Motion Picture Access Project**, with initial funding from NIDRR, has developed digital technology that allows people who are deaf or blind to access closed-captioning or video descriptions in movie theaters.
- **Virtual Buddies** takes donated computers, and donated Internet accounts, and places them in the homes of low-income people with different disabilities. The program gives individuals largely isolated in their homes a way to communicate with others and enhance their education through distance learning.

II. THEMATIC FRAMEWORK

A. SUGGESTED THEMES FOR POTUS DISABILITY TRIP

The President's Disability Digital Divide trip will meet with the greatest success if it is situated in the broader context of employment of *people* with disabilities, not merely on the specific *technologies* that enable many people with disabilities to participate in the digital economy. Moreover, even the issues of technology access can be presented in the broader context of *usability* for all Americans. This framework will help ensure greater collaboration from the business community, which is in many respects fearful of a regulatory approach, and has even mobilized efforts against internet accessibility (for example, a February 9, 2000 congressional hearing on the subject). Two main themes are suggested for the framework for the trip:

Maintaining Economic Growth. The United States has reached its lowest unemployment in decades by dipping under 3.9%. While this is a great achievement, it also presents challenges for meeting labor shortages. Congress has issued visas for high technology workers because so many positions have gone unfulfilled. With unemployment among people with "severe"

disabilities exceeding 70%, not to mention underemployment of people with disabilities generally, people with disabilities represent an under-utilized reserve of American labor. Finding ways to encourage companies to hire and to mentor people with disabilities, and to work with the non-profit disability community to build awareness of job opportunities, is essential. One of the best ways of reducing the digital divide for people with disabilities is to increase employment, since income-level, as with the general population, is a strong determinant of access.

Availability & Usability. "Access" is generally discussed in terms of the availability of computers and the internet. Equally important is "usability," which applies to everyone. Individuals of all ages, backgrounds, and abilities have a variety of ways of accessing electronic information. Language, visual, motion, and hearing impairments have all been barriers that have presented substantial challenges. Some of the technologies originally designed to make electronic information usable to people with disabilities have wide applicability in the general population. The tools that have helped people with disabilities will make it easier for all Americans; developing more of them is the challenge and opportunity. Examples of "usability" include:

- Language translation software for documents;
- Speech Recognition software that eliminates the need to use a keyboard;
- "Audiotext" where the content of a document is verbally articulated for user to listen to;
- "Sticky keys" that make it easier for users who have difficulty using regular keyboards input information.

B. CONCEPTUAL POSSIBILITIES FOR DELIVERABLES

Ideally, a powerful package of announcements could focus on private-sector hiring commitments in collaborative partnerships with government and non-profit entities. Such an announcement would include:

- commitments to provide all necessary reasonable accommodations, including assistive technologies;
- commitments to accessible web design;
- mentoring/internship programs;
- design stage R&D for accessible products and software;
- new efforts at data collection and reporting regarding people with disabilities and information technology;
- education and training; and,
- efforts to provide hardware and software to people with disabilities.

This announcement could also be linked with implementation of the Ticket to Work and Work Incentives Improvement Act. Business and government entities could emphasize they want to make the legislation a reality by providing employment opportunities, and disability organizations could help by identifying people with disabilities who are able and ready to work.

III. DESTINATIONS AND DELIVERABLES

A. POSSIBLE DESTINATIONS FOR A TRIP

Willow CyberCenter Networks (Miami, FL). Willow is a web-based Network for telecommuting customer service operations, which is reaching out to people with disabilities to become an integrated component of its pool of CyberAgents representing people of all ages and backgrounds.

Web Accessibility Initiative, MIT, and WGBH (Boston, MA). WAI is working to help make websites more accessible; MIT is developing innovative internet-based, cross-disability instruction; and WGBH is creating captioning technologies in partnership with MIT and others.

Georgia Tools for Life and Georgia High School High Tech (Atlanta, GA). Georgia Tools for Life sponsors ReBoot, a computer recycling program for people with disabilities. Georgia's High School High Tech program is one of the most extensive in the country, providing high tech internship opportunities for disabled high school students.

Western Michigan University in (Kalamazoo, MI). Western Michigan University in cooperation with IBM, Smartforce.com and Monster.com along with the Association of Rehabilitation Programs in Computer Technology (ARPCT) are about to launch a national on-line support center for preparing people with disabilities for IT careers.

* More detailed information on each of these possibilities is available as requested.

B. POSSIBLE DELIVERABLES

OPL has been discussing a variety of deliverables with for-profit and not-for-profit entities. Most of the potential deliverables are still in planning stage, in part because people do not have a solid grasp of when the President's trip will take place; some lack certainty that the trip will in fact take place. Likely deliverables, however, include the following entities.

- **Procurement Central, Inc.** wants to announce a major commitment to hire thousands of people with disabilities for its web-based procurement data management centers (the CEO is a person with a disability);
- **Willow CyberCenter Networks** is exploring possible ways to build on their commitment to hiring people with disabilities as CyberAgents;
- Members of the **Able to Work Consortium**, a network of corporate business leaders, are exploring the possibility of hiring commitments;
- **NCR Corporation** submitted a proposal for the initial trip and is now putting together a new proposal (OPL met with NCR representatives on Friday, May 26);
- **The National Rehabilitation Hospital** is developing an initiative to provide low-end computers or web devices to patients with disabilities leaving the hospital and provide training in information technology;

- The President's Committee on Employment of People with Disabilities is seeking to expand its **High School High Tech** program, perhaps announcing new projects in additional states;
- **HalfthePlanet.com**, an internet portal for people with disabilities, is exploring an initiative to provide scholarships supporting design-stage engineering projects;
- **Edapta** has proposed using SSA's Access Seniors website as a test site for its Internet transformations;

* More detailed information on each of these possibilities is available as requested.

IV. Recommended Strategy Session

The following individuals would be ideal for a strategic planning meeting, tentatively scheduled for Thursday, June 22, at 11:00 AM.

***Judy Brewer:** Director of the World Wide Web Consortium's Web Accessibility Initiative, she is a leading expert in the mechanics of designing and developing standards for accessible websites.

Steve Jacobs: President of IDEAL, a non-profit at NCR Corp. dedicated to promoting the hiring of people with disabilities, he is an expert in a variety of accessible technologies, including information kiosks.

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TO: Jonathan Young
FROM: Susan Goodman 
RE: *Digital Divide Initiatives*
DATE: April 18, 2000

**United Cerebral Palsy
Associations**

1660 L Street, NW
Suite 700
Washington, DC
20036-5602

tel 800-USA-5UCP
tel 202-776-0406
tdd 202-973-7197
fax 202-776-0414

web: <http://www.ucp.org>
email: national@ucp.org

Jonathan, I have attached descriptions of and literature, where available, of programs and services that have an impact on the digital divide and people with disabilities. Please note that the Assistive Technology Exchange Network (ATEN) of United Cerebral Palsy of Greater Chicago has a very active program and reaches a large number of people in the Greater Chicago area.

In addition, I have enclosed information on programs in Pennsylvania, Tennessee and Maine. We believe that these programs are making great strides in increasing the availability of computers and Internet access to children and adults in their homes and in the community.

If you have questions or need additional information, please contact me at (202) 973-7141.

Susan Goodman, Esq.
Project Director

United Cerebral Palsy
1660 L Street, NW
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ASSISTIVE TECHNOLOGY EXCHANGE NETWORK Chicago, Illinois

The Assistive Technology Exchange Network (ATEN) located in a suburb of Chicago, Illinois provides access to technology through donations of used computers peripherals, alternative input devices and communication devices from corporate and individual sources. ATEN, a project of UCP of Greater Chicago, serves 210 communities in Illinois and to date has provided Illinois students with over 8100 computer systems, thousands of software programs, peripherals and other devices including printers, scanners, laser disc players, modems touch screens, communication devices and copiers.

ATEN also provides technology training opportunities for parents, teachers and other staff through a Drop-in Resource Center computer lab that gives visitors an opportunity to access the internet, explore a wide variety of adaptive equipment and software and browse resource materials. ATEN has established school to work partnerships for students with disabilities and has secured donations from over 500 national and local corporations, businesses and individuals including Kraft Foods, Searle Pharmaceuticals, McDonald's Corporation, and the ServiceMaster Company.

benefits

participation

ATEN offers access to assistive technology devices and services

- Facilitation of equipment exchange.
- Assistive technology information.
- Training/Inservice opportunities.
- Resource Training Lab with drop in center hours for teachers.

ATEN supports Illinois students

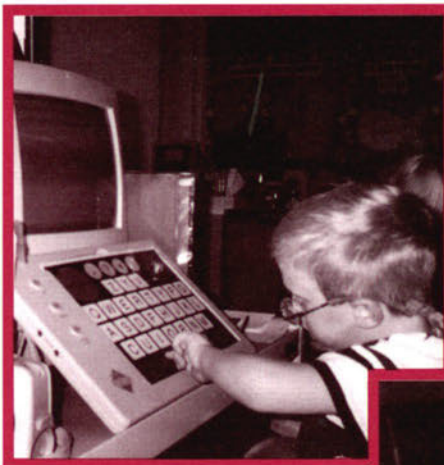
- ATEN recycles assistive technology to support the educational goals of Illinois students with disabilities served under IDEA, Part B, and/or to aid special-education administration.
- All equipment donated is free of charge to schools.

ATEN offers options

- Businesses, schools and individuals can donate unneeded equipment.
- Educators can access the technology their students need.
- Equipment donors can qualify for tax deductions.

ATEN is a program of United Cerebral Palsy of Greater Chicago (Infinitec) in partnership with the Illinois State Board of Education.

UCP Chicago is a 501.c.3 non-profit organization



school participation

Schools may participate in the sharing and exchanging of equipment and technical information. Schools may do this in two ways:

- 1** By contacting **ATEN** to request and receive needed computer equipment for educating students with disabilities.
- 2** By contacting **ATEN** to receive information or web sites for available technology and contact names of people who would be able to provide technical assistance.

Districts or schools can obtain participation forms from ATEN.



business individual participation

Businesses or individuals may donate equipment by contacting ATEN and providing a brief description of items to be donated. Equipment in working order is preferred.

Items donated may include but are not limited to:

- PC 486 or higher
- Macintosh computers
- Printers
- Monitors
- Modems
- Hard drives
- 3.5 disk drives
- CD-ROM drives
- Peripherals
- Software (original disks)
- Audio-visual equipment
- Communication devices
- Adaptive input devices
- Low-tech devices (switches, keyguards, etc.)

Donors are provided with documentation of their donation for tax deductions. Corporate donors may qualify for special tax benefits. Shipping cost may also be tax-deductible under applicable rules and regulations.

Visit Us On The Web...
www.ucpnet.org
www.infinitec.org



ATEN is a large, statewide, networking system for recycling valuable and much-needed assistive technology!

about us

Technology can help students with disabilities achieve success in education, employment, independent daily living, and recreation. A great deal of assistive technology exists - but access may be limited by cost, and a lack of information about and experience with technology.

Many Illinois students with disabilities can utilize assistive technology that is unused by school districts or discarded by businesses. For example:

- *Businesses replace equipment with newer models and store the old. Students with disabilities can use this equipment and businesses can get a tax deduction.*
- *A school district might have an augmentative communication device in storage that was once used by a student who graduated. Another special-education student in Illinois might be able to use that device.*

ATEN's goal is to:

Increase access to assistive technology through donations of used computers, peripherals, alternative input devices and communication devices from corporate and individual sources.

what

– to do with high-tech equipment you no longer need?

CALL:



toll-free phone
(800) 476-ATEN
(800) 476-2836

phone
(708) 444-ATEN
(708) 444-2836

fax
(708) 429-3981

e-mail
aten@theramp.net

address
ATEN
Willow Hall
7600 W. 183rd Street
Tinley Park, IL 60477



**assistive
technology
exchange
network**



A premier recycling program providing computers and assistive technology through a network of partners benefiting Illinois students in special education.



Assistive Technology Exchange Network

ATEN
c/o Howe Center
7600 W. 183rd Street
Tinley Park, IL 60477
toll free: 800-476-2836
phone: 708-444-2836
fax: 708-429-3981
e-mail: aten@theramp.net

ATEN
c/o John T. Trutter Center
UCPA of Greater Chicago
3145 So. 55th Avenue
Cicero, IL 60804
phone: 708-222-0648
fax: 708-863-1189

ATEN FACT SHEET

UNITED CEREBRAL PALSY ASSOCIATION OF GREATER CHICAGO - INFINITEC

The Assistive Technology Exchange Network (ATEN) is a program of United Cerebral Palsy Association of Greater Chicago's Infinitec project. The mission of UCPA/Infinitec is to advance the independence of people with disabilities, enrich their lives, provide support to their families, and advocate for their inclusion in every facet of community life. ATEN was established in June 1995 in partnership with the Illinois State Board of Education to improve the use of and access to technology that advances the independence of students with disabilities throughout Illinois Schools.

ECONOMIC VALUE

- ATEN returns approximately **\$3 in value for every \$1** invested.
- ATEN is a statewide program, which has placed equipment in over **490 schools and 210 cities** throughout Illinois.

EQUIPMENT GIVEN TO SCHOOLS

- ATEN has provided over **8,000 computer systems** (CPU, monitor, and keyboard) to schools to serve children receiving special education.
- ATEN has given schools over **45,000 miscellaneous items**. (including over \$150,000 worth of dedicated Assistive Technology Devices, overhead projectors, paper cutters and thousands of software programs.)
- ATEN guarantees the computers will work, or we will replace them.

DONORS

- ATEN has received computer donations from over **500 businesses and individuals**.
- ATEN provides donors with a tax benefit for their used computers.
- ATEN receives "in-kind" donations from businesses and individuals. i.e.:
 - Shipping by The ServiceMaster Company from any place in the United States.
 - Evaluation software from IBM and Compaq
 - Funding for a promotional Video about ATEN from NICOR Gas
 - Volunteer services from individuals, church groups, and community organizations.

PARTNERSHIPS

- ATEN provides "internships" for local students of all abilities in middle schools, high schools, community colleges and technical schools who are training for the workforce of the next century.
- ATEN has piloted a successful program for the Office of Rehabilitation Services providing over 150 computers to ORS clients.
- ATEN can provide computers to other populations with appropriate funding.
- ATEN partners with national and local organizations that have mutual goals. i.e.:
 - National Cristina Foundation
 - Easter Seals
 - Individuals with small community based programs

AWARDS

- ATEN is a national award winning model program.
 - 1998 Mutual of America Partnership Merit Finalist.
 - 1997 Interagency Committee on Employees with Disabilities - Non-profit Agency of the Year



Assistive Technology Exchange Network

ATEN
c/o Howe Center
7600 W. 183rd Street
Tinley Park, IL 60477
toll free: 800-476-2836
phone: 708-444-2836
fax: 708-429-3981
e-mail: aten@theramp.net

ATEN
c/o John T. Trutter Center
UCPA of Greater Chicago
3145 So. 55th Avenue
Cicero, IL 60804
phone: 708-222-0648
fax: 708-863-1189

BACKGROUND

The *mission* of **United Cerebral Palsy Association of Greater Chicago** is to advance the independence of people with disabilities, enrich their lives, provide support to their families, and advocate for their inclusion in every facet of community life.

ATEN is a program of United Cerebral Palsy Association of Greater Chicago – **Infinitec**, established in June of 1995 in partnership with the **Illinois State Board of Education**. Originally located on Chicago's inner city West Side, ATEN's main site has been located in Tinley Park, IL since August, 1998. The generosity of the **Howe Center/TPMHC** which provides housing facilities for the main program and the **John T. Trutter Center** in Cicero, IL which provides space for ATEN's small satellite program have enabled ATEN to continue to grow and maximize its potential.

ATEN is a statewide effort aimed at recycling valuable and much needed technology for education. ATEN's primary *goal* is:

To increase access to assistive technology through donations of used computers, peripherals, alternative input devices and communication devices from corporate and individual sources.

Simply speaking ATEN provides donated and refurbished computers to Illinois K-12 Schools that work with students with disabilities, regardless of socio-economic status and assist them in their task of preparing students for the challenge of living and working in a technological society.

OUTSTANDING COMMUNITY SERVICE

Currently, ATEN has served more than **490 schools** in Illinois providing computers and other technology that would otherwise not be available to students with disabilities. ATEN is truly a statewide program, serving schools in over **210 communities** from South Beloit in the north to Mounds in the south, Westville in the east and Quincy in the west. To date ATEN has provided Illinois students with **over 8,100 computer systems**, thousands of software programs, peripherals and other devices including printers, scanners, laser disc players, modems, touch screens, communication devices, and copiers.

ATEN also provides technology training opportunities for parents, teachers, and other staff through inservices & workshops, conference presentations and our Drop-in/Resource Center computer lab. The Drop-in/Resource Center gives visitors an opportunity to explore a wide variety of adaptive equipment & software for both a PC or a MAC computer, access the internet, and browse resource materials. In the past year, over 400 teachers and parents have received training through ATEN.

In June of 1998 ATEN also began a new program providing computers for adults with disabilities. This program is a partnership between ATEN and the **Department of Human Services/Office of Rehabilitative Services (DHS/ORS)**. Through this program ATEN has served more than **170 individuals in 40 different cities** in Illinois. Introductory microcomputer basics *training* was also provided to **more than 45 ORS clients** who requested training. These donations represent more than 25 ORS offices and 65 different ORS Counselors.

STAFF / TECHNICAL SCHOOLS AND COLLEGES

This program is operated with a small paid staff that includes 4 technicians. ATEN has established and is working to expand repair and training internships for technical students with institutions such as **DeVry Technical Institute**, **Taylor Business Institute** and other training entities developing A+ Computer Repair Certification Programs. These partnerships provide ATEN with an additional **20-40 volunteers, interns, and technicians** each semester while also providing on-the-job training and experience for future computer repair technicians and increasing the number of available computers for donations to Illinois students.

LOCAL K-12 SCHOOL PARTNERSHIPS

We have also established several school/work partnerships with K-12 programs including Braun School, Lockport HS (LASEC), North Star Academy, and Independence HS (SPEED) for students with disabilities. This guided work experience provides students with various disabilities from middle and high schools an opportunity to work in the ATEN computer repair lab, warehouse, and office.

CORPORATE AND INDIVIDUAL DONORS

ATEN has secured donations from over *500 national and local corporations, businesses and individuals* including Bestfoods Foodservice, Brunswick, Federal Aviation, Kraft Foods, McDonalds, Searle, The ServiceMaster Company and Waste Management. The non-profit 501(c)3 status of UCPA/ATEN allows corporations and other donors to receive a tax deduction for their equipment donations while schools are provided with needed equipment in a truly win, win partnership. Companies donating computer equipment within two years of its original purchase date can receive greater tax benefits under new laws recently enacted.

NATIONAL SUPPORTERS & PARTNERSHIPS

ATEN has established a partnership with the *National Cristina Foundation (NCF)* and is one of its Learning Network affiliates. NCF brings together organizations across the country with goals similar to ATEN's and helps develop models for recycling. NCF also makes contacts with national and local corporations for the benefit of its partners. Therefore ATEN is partnered with and benefits from the learning and experience of other exchange networks around the country.

OTHER PARTNERSHIPS

In addition to equipment donors, interns/volunteers, NCF and the Detwiler Foundation, ATEN has and continues to develop both long and short-term service partnerships and agreements with local and national organizations and businesses. These donors have provided services to ATEN that have enabled us to grow and provide the excellent services that we offer. ATEN Partners include *The Service Master Company*, and the Abilities Expo. These partnerships have provided ATEN with services that include free trucking services to pickup donations out of state, and exhibit booth space at no charge.

AWARDS

In September, 1997 ATEN was one of two non-profit organizations to receive the "*Not For Profit Agency of the Year Award*" from the *Interagency Committee on Employees with Disabilities (ICED)* for the work that ATEN has done in providing technology to schools throughout the state. ATEN is a vital and necessary link to technology for schools and students that might not be able to afford this technology without ATEN support. . This was also the first year the "non-Profit" category was honored by ICED.

Mutual of America also selected ATEN as one of its *1998 National Partnership Merit Finalist Winners*. This recognition was awarded to ATEN as a result of the many and varied partnerships ATEN has established with education, business and the community. ATEN has proven that we can all work together in a win, win situation for all.

QUALITY ASSURANCE

ATEN is a composite of the best technology exchange network programs in the United States. Some of the state programs reviewed while developing ATEN include CA, FL, IN, KS, OH, PA, TX, WI, and others. ATEN stands as the operational result of extensive research into what does and does not work. We recognize that organization is a critical component to successful distribution of large numbers of devices. Each donation is bar coded as it is received and is tracked through the system to the end recipient, our students. This makes it possible to manage inventory as well as be responsive to donor's who would like to know how and where their donation is being used. The evaluation, repair and upgrade systems used guarantee that every computer will work when received by a school. The effectiveness of these services are constantly evaluated through consumer surveys and feedback from recipients (schools), donors and the ATEN advisory board.

PROGRAM REPLICABILITY

As a member of NCF's Learning Network, ATEN has the opportunity to glean from and share a knowledge base with recycling groups from all over the country. The joint efforts of the Learning Network have resulted in the development of a manual for recycling programs irrespective of size. ATEN has also served as an individual model

for organizations in the United States and Canada. Staff from programs including AL, GA, IL, IN, OH, WI, and Canada have come to Chicago to visit ATEN and talk with ATEN staff about program development. We readily share information and programming, which have been put together through our research and experience.

SUMMATION

As we continue to refine and develop the program, production numbers continue to increase. Currently ATEN is realizing a more than 3:1 return on dollars invested in the program. This is possible because ATEN brings together the whole community in a joint effort where everybody wins. Children with disabilities in schools throughout Illinois now have increased access to technology - the great equalizer. Individuals, businesses and employers can support children and education while fulfilling some of their own needs, including helping to prepare future employees for work and gain tax benefits at the same time. Volunteers and students in technical schools and colleges training for future employment are receiving hands on real world experience. In essence ATEN is an excellent example of the "whole village" at work!

ATEN Corporate



Donors

June 30, 1995 – February 2000

AAA Price Tag & Specialty
 ABN Amro Bank
 Academic Computing Services
 ACCO USA
 Adam Labs
 Adbridon Co.
 Addison School District
 Advanced Media Group
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 American Hospital Assoc.*
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CNA Insurance Corp.
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 Flair Communications
 Fleet Business Credit
 Flex-Kleen
 Food Network, Inc.
 For All Kids Foundation
 Fox & Grove Chartered*
 Frank Lynn & Associates
 FSC Securitor CorporATION
 FSI
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 George Rogers Clark School
 Gerard Center
 Gladstone School
 Goldman Sachs & Co.*
 Golf Middle School
 Good Samaritan Hospital*
 Grabb & Ellis
 Great Lakes Stretch & Dock

Hadley School for the Blind
 Hannah Marine*
 Harper College
 Harper School
 Harris Bank
 Hawthorne Investors
 Heiting Tool & Die, Inc.
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 Hersher Associates, Ltd.
 Highcrest Middle School
 Hinsdale Central School
 Hinsdale South School
 Hoffmer & Hoffmer
 Home Depot
 Horton Insurance Agency, Inc.
 Howe Center/TPMHC
 Hu-Freidy
 I.T.S.
 IBM Corp.*
 Illinois Primary Care Health Assoc.
 Illinois Resource Center*
 Illinois State Board of Education*
 Image Bank, The
 Indo American Center
 Information Management Group
 InfoTech '97
 Inland Trading Company
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 Interlake Foundation
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 Jetson Midwest Mailers
 John Ford Health Forum
 John G. Shedd Aquarium
 John O. Bulter Company
 John Wilcox Insurance
 Jones Cable Stations
 JST Business Services
 K.R. Kleiner Co.
 Kemper Insurance Co.
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 Kimberly Stewart
 Kimberly-Clark
 Kraft Foods*
 Kraft Pizza Company*
 LADSE*
 Lake Zurich School
 LaSalle HS
 LASEC
 Lawrence Hall
 Lipschultz, Levin & Gray, L.L.C
 Lockport HS

** Indicates a company has given a donation on more than one occasion.*

Lockport Township HS
 Lotus Development Corp.*
 Lowell School
 Lucent Technologies*
 Malcolm X College West Side LC
 Manning Productions
 Marriott Hotels
 Marriott Project
 Mayslake Village
 McDonald's Corporation*
 MCG Management Compensation Grp.
 McMinn & Associates
 Meadow Lane School
 Medichem Research*
 Metropolitan Life
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 Mid America Real Estate Group
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 Sts. Patrick and Alphonsus
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 Taft School
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 TetraPak
 The Business Ledger*
 The Custom Companies
 The Eureka Company
 The Lane
 The ServiceMaster Company*
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 Time Warner Cable
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 Waste Management
 WBEZ
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 Wildwood School
 Wilmette JHS
 Wilmette Public Schools*
 Wilson UTC, Inc.
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** Indicates a company has given a donation on more than one occasion.*

ASSISTIVE TECHNOLOGY EXCHANGE NETWORK

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ASSISTIVE TECHNOLOGY EXCHANGE NETWORK

UNITED CEREBRAL PALSY
INFINITEC

DEPARTMENT OF HUMAN SERVICES
OFFICE OF REHABILITATIVE SERVICES

July 1998 – February 2000

Illinois Cities Served

*170 Computers
Donated to Clients*

*48 ORS/DHS
Clients Trained*

*40 Illinois
Cities Served*

*65 Counselors
Represented*

*Bellwood
Bethany
Bloomington
Carol Stream
Champaign
Chicago
Chicago Heights
Cicero
Decatur
Des Plaines
Downers Grove
Elgin
Elwood
Evergreen Park*

*Freeport
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Rock Island
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Rockford
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Romeoville
Schaumburg
Somonauk
Springfield
Urbana
Waukegan*

SCHOOLS SERVED

September 95 – February 2000

8,113 Computers Given to Schools

Over 494 Schools Served in 214 Cities

ABINGDON Abingdon HS	BRADLEY Bradley-Bourb. CHS	Beethoven Elementary Boone ES Bowen HS Brenneman ES Brownell Elementary Byford Elementary School Byron School Caldwell Elementary Carl Von Linne Carver Area HS Carver Primary Charles E. Hughes Elementary Chicago Lighthouse DC Chicago Public Schools Chicago Urban Day Sch. Chicago Voc. Sch. Children's Mem. TS Christopher Elementary School DH Williams Dr. Martin L. King Dulles Elementary Dumas ES Ella Flagg Young Englewood Tech. Prep. Academy HS Fernwood ES Fernwood PAF Field Elem School Florence B Price ES Foreman HS Franklin Learning Center Frazier ES Gladstone Elementary Garrett Morgan Elementary Gospel Music Found. Gresham ES Hansberry Hanson Park School Holden Elementary Hope ES Horace Mann School Humboldt IL Center for Rehab and Education. J. N. Thorp Elementary Jane A Neil ES Jewish Children's Bur John Foster Dulles John Whistler School Joseph Warren Kate S. Buckingham Kilmer School Elementary Kinzie ES Langston Hughes Elementary Lawndale Comm. Acad. Lincoln Park HS Logandale Mid. Sch.	Lowell ES Mahalia Jackson Elementary Sch. Malcolm X Westside LC Marconi Elementary Mary Alyce School Mason Elementary School May Elemenary Academy Monroe Dev., Ctr. Morgan Park HS Mt Vernon Elementary School Nettlehorst ES Nobel Elem. School North Center for Handicapped Children Norwood Park Elementary O'Keefe ES Our Lady of the Roses Owen Elementary Scholastic Acad. Patrick Henry ES Peck Elementary Phillips Academy HS Piccolo MS Pope Elem. Salem Christian Academy Simeon HS Sivart Sojourner South Shore FA Spalding St. Bernadette SE St. Francis School St. James St. Paul LS Stewart ES Stockton ES Suder Elem Sullivan HS Tazwell – Mason Elementary Terrell Elem Theodore Herzl Tilton Elem Tilton HS Trinity St. John Lutheran School Vanderpoel Elementary Magnet Vaughn HS Victor Herbert School Von Stuben Metro Science Center HS Warren ES Waters ES William Penn Elementary Winchester ES Woodlawn Community Elementary Woodson South Elementary	CHICAGO HTS. Dist. #206 Speed Co-op Speed/PAL CHILLICOTHE Chillicothe ES CICERO Morton East HS COLUMBIA Columbia ES CREST HILL Chaney-Monge CRYSTAL LAKE North MS DARIEN Elizabeth IDE Elem Mark DeLay School DECATUR Dennis Elementary School Sunnyside Center William Hairis Elem DEERFIELD Deerfield PS Kipling Elem School DEKALB DeKalb CSEA DIVERNON Divernon CUSD #13 DIXMOOR Dr. Martin L King ES DOLTON Kate S. Buckingham DOWNERS GROVE Bridge HS Kingsley-DIEC Sherman ES DOWNS Tri-Valley HS Tri-Valley MS DUNLAP Dunlap GS	DUQUOIN DuQuoin MS EAST PEORIA Don Shute Elem School ELDORADO Eldorado HS ELGIN Garfield ES Kimball MS ELKVILLE Elkville Elem Elverado HS ELMHURST Elmhurst SD # 205 S.S. EVANSTON Shore School King Magnet School EVERGREEN PK Evergreen Park ES FLANAGAN Flanagan S. Campus FLOSSMOOR ECHO FORD HEIGHTS Pupil Personnel Sers. FORREST Prairie Central Upper Elem GALESBURG Cooke School Galesburg HS Knox-Warren SED Lombard JHS GALVA Galva EM GENEVA Geneva Comm. Dist. GEORGETOWN Pinecrest ES Ridge Farm HS GILMAN Ford-Iroquis JHS
ASHLAND A-C Central GS Ashland JHS	BUFFALO Tri City HS Tri City MS				
ASTORIA Astoria HS	BURBANK AERO Coop				
ATHENS Athens HS Athens MS	BURLINGTON Central CUSD #301				
AUBURN Auburn ES	CALUMET CITY Dirksen Middle School				
AURORA K.D. Waldo MS Henry W. Cowherd MS	CARLYLE Carlyle HS				
BARTONVILLE SEAPC	CARMi Carmi-White MS Carmi-White HS				
BELVIDERE Belvidere JHS Boone County SEC Caledonia EM Meehan ES North Boone HS Washington ES	CAROL STREAM Western Trails Elementary				
BENSENVILLE Fenton HS Mohawk Elem	CENTRAILIA Centrailia City Sch. Kaskaskia Educational Center				
BENTON Grant Elementary School	CHAMPAIGN Champaign Unit 4 Edison Middle School Westview Elementary School				
BETHALTO Civic Memorial	CHANNAGON Will/LaGrange County				
BETHANY Bethany ES	CHARLESTON Charleston CUSD				
BIGGSVILLE Union CUSD	CHATHAM Ball Elem. School Chatham ES				
BLOOMINGTON Sheridan Elementary School	CHESTER Chester HS Chester GS				
BLUE ISLAND Blue Capp School	CHICAGO Abraham Lincoln Ctr. Arthur Rubloff Avalon Park Elementary Austin Comm. Acad. HS Barton Elem Bateman Elementary Bays School				

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GIRARD Girard HS	Jacksonville Area Spec. Ed. Jacksonville Pub. Sch.	Eastland HS	MIDLOTHIAN Berman HS Spalding School	NORTHFIELD New Trier West NSSED	PAWNEE Pawnee EM Pawnee HS SASED
GLEN ELLYN Abraham Lincoln Ctr	JOHNSTON CITY Johnston City HS	LEBANON Pathways School	MINOOKA Minoka JHS	NORTHLAKE West Leyden HS	PAYSON Payson CUSD , Payson Seymour Elem, Payson
GLENDAL HTS. Marguardt SD 15,	JOILET Early Childhood Center Fisher School Guardian Angel Home Joliet Township Joilet Public Grade Schools LASEC Reedwood Trinity Trinity Spec. Services	LEMONT Lemont Dist. North Star Academy	MOKENA Trinity School New Potentials	OAK FOREST Braun School Bremen HS Fieldcrest ES Forest Ridge Elem School Oak Forest HS	PECATONICA Pecatonica CUSD
GRAND RIDGE Grand Ridge GS	HANOVER PARK River Ridge Middle School	LEROY LeRoy Community	MONEE Monee Elem.	OAK LAWN Lawn Manor	PEKIN Rankin Elem School, Tazwell-Mason CSEA
HARRISBURG Harrisburg CSD Vergennes ES	JOY Westmer Secondary HS	LEXINGTON Lexington ES	MONMOUTH Central JHS Harding ES Monmouth HS Warren School Willits ES	OAK PARK Avalon Hatch Elem. Holmes Elem School Abraham Lincoln Longfellow Elem Mann Elem Oak Park Public Sch. Whittier Elem School	PEORIA Columbia MS Garfield Primary Sch. Glen Oak Primary Kellar Primary Sch. Lindbergh MS Mid Central ESC Northmoor Primary Norwood Primary Peoria HS Peoria Pub. SD #150 Richmond HS Rolling Acres MS Roosevelt Mag. Sch. SEAP Sterling MS Thomas Jefferson Primary Von Steuben MS White MS Woodrow Wilson Woodruff HS
HARTSBURG Hartsburg-Eden Jr/Sr. CUSD21	KANKAKEE Kankakee SD# 111 KASEC Thomas Edison ES	LITCHFIELD JD Colt ES	MORRIS Grundy County	OAKLAND Oakland HS Lake Crest ES	PETERSBURG Petersburg EM Porta Central Porta JHS
HARVEY Children's Habilitation Center	KENDALL Yorkville	LOCKPORT EM Walsh Elem LASEC	MOUNDS Meridian CUSD	ONEIDA Rowva HS	PHILO Philo Grade School
HICKORY HILLS North Palos ES	KEWANEE Henry-Stark SEC Williamsfield CUSD	LOMBARD DIEC Westmore	MT. CARMEL South ES	ORLAND PARK Carl Sandburg HS Kruse Elem School	PITTSFIELD Pikeland Comm Sch. Pittsfield HS South ES
HIGHLAND PK NSSED	KIMUNDY So. Central MS	LOVINGTON Lovington ES	MT. PULASKI Mt Pulaski GS	OTTAWA Grand Ridge-LEASE	PLAINFIELD LASEC
HILLSIDE Hillside Academy	KINDERHOOK West Pike CUSD	LUDLOW Ludlow GS	MURPHYSBORO Murphysboro HS Tri-County Sped. Ed. Logan School Elem	PALATINE The Ranch/Camelot Sch.	PLEASANT PLAINS Farmingdale ES
HINSDALE Anne M Jeans Elem Hinsdale ES	KIRKLAND Hiawathia Jr/Sr HS	MAHOMET Lincoln Trail Elem Mahomet-Seymour JHS	NAPERVILLE DIEC DuPage Alt. Ed. Coop. Harris Assess. Ser. Linden Oaks Therapeutic Hosp Naperville School Dist.	PALOS PARK North Palos Elem	
HOMEWOOD Dist. #153	LA GRANGE PK Brookpark School LADSE LASEC	MARION Marion HS Marion JHS Williamson CSE	NASHVILLE Nashville Grade Sch. Trinty St. John	PALOS HTS. Kennedy School Palos West HS	
HUMBOLDT Humboldt ES	LAKE CREST Lake Crest	MATTESON Matteson SD #162	NEW LENOX Tyler Elem	PARK FOREEST Hickory Hills Learning Ctr.	
ILLIOPOLIS Illiopolis CUSD Illiopolis ES	LAKE FOREST Lake Forest School	MATTOON EIASE, Mattoon Mattoon CUSD #	NORTH RIVERSIDE Komarek ES	PARK RIDGE George B Carpenter Elem	
IRVINGTON Irvington Consolidated	LAKE ZURICK SEDOL	MENDOTA Mendota HS	NORTHBROOK Keshet Day School		
IUKA Iuka CCSD	LANARK	MEREDOSIA Meredosa-Chamberburg			
JACKSONVILLE IL Sch. for the Vis. Imp.					

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SASED	Salem Comm. HS	ST. CHARLES	CASE	WHITTIER
PONTIAC	SANDWICH	Mid-Valley SE Coop	Prairie Elem	Whittier Elem
Livingston Co. Academy	Dummer MS	STAUNTON	Urbana MS	WILLIAMSFIELD
Pontiac Township HS	SCHAUMBURG	South Macoupin Elem	Wiley Elem	Williamsfield CUSD
QUINCY	Dirksen Elem.	STERLING	VALMEYER	WILLIAMSVILLE
Adams ES	SESSER	Bi-County SEC	Abraham Lincoln	Williamsville HS
Baldwin Intermediate,	Sesser-Valier GS	Rock River Valley	VERGENNES	WINCHESTER
Baldwin North	Sesser-Valier JHS	STREAMWOOD	Elverado JHS	Winchester GS
Baldwin West	SHELBYVILLE	Canton MS	Vergennes ES	WYOMING
EC & Family Ctr.	Main St. School Elem	Streamwood HS	VILLA PARK	Wyoming ES
Quincy JHS	Moulton MS	STRONGHURST	DuPage ESTRC	YORKVILLE
Quincy Public Sch.	SHOREWOOD	Southern ES	VIRDEN	Kendall County Elem
RICHTON PARK	Southern Will Co. Coop	SULLIVAN	Viriden MS	
Neil Armstrong Elementary	SOWIC	Sullivan Elem	Viriden ES	
School	SIDELL	Sullivan HS	WADSWORTH	
RIVERDALE	Jamaica Elem. Sch.	SUMMIT	Newport ES	
Gen. George S Patton Elem	SKOKIE	Adams ES	WALTONVILLE	
ROCHESTER	Madison School Elem	Argo Comm. HS	Waltonville CU #1	
Rochester CUSD	SOUTH BELOIT	TALLULA	WARRENBURG	
ROCK FALLS	Clark School Elem	Tallula ES	Warrensburg-Latham ES	
Merrill ES	Riverview ES	TAYLORVILLE	WASHINGTON	
ROCK ISLAND	South Beloit HS	Christian Region SE	Beverly Manor JHS	
Rock Island-Milan SD	SOUTH ELGIN	Mid-State SEC	Hensley Elem	
ROCKFORD	Clinton ES	Taylorville HS	WATERLOO	
East HS	Fox Meadow Elem	TINLEY PARK	Waterloo, JHS	
Rolling Green Sch.	SOUTH HOLLAND	Dist. #140	WEST CHICAGO	
(NICAT)	Early Child. Family Ctr,	Easter Seals South	Open Door Christ. Acad.	
ROCKTON	ECHO	Forest Ridge Elem	Turner Elem School	
Winnebago SEC	SPARLAND	Grissom HS	Wagner School Elem	
ROMEOVILLE	Sparland ES	Howe Center	WEST PEORIA	
Romeoville HS	Sparland HS	Jack Hille Elem	Calvin Coolidge MS	
ROSELLE	SPARTA	Kirby School Elem	WESTMONT	
North DuPage Alt. Sch.	Sparta HS	Prarieview JHS	DIEC	
NDSEC	SPRINGFIELD	TOLONO	Westmont JHS	
Roselle MS	Dubois ES	Tolono Primary Sch.	Westmont HS	
ROSEVILLE	Edwin A Lee Elem	TOULEN	WESTVILLE	
Roseville	Elverado HS	Stark Co. CUSD #100	Westville JHS	
RUSHVILLE	Glenwood JHS	TRIUMPH	WHEATON	
SASED	Graham Elem	Ophir Elem	DIEC	
SADORUS	Hazel Dell Elem.	TROY	Franklin MS	
Sadorus GS	Lanpher HS	Madison County Reg. II SEC	Wheaton-Warrenville HS	
SALEM	Sangamon SEC	URBANA		
	SASED			
	Southeast HS			



BELLOWS INTERNET WORKSTATION

Camp Hill, PA.

The Bellows Accessible Internet Station, an assistive technology service provided by United Cerebral Palsy of the Capital Area, Camp Hill, Pa has been established at the East Shore Area Library in Colonial Park, PA. The station is designed to promote accessibility for all people, utilizing adaptive devices and computer software was initially funded through the Elsie Bellows Telecommunications Grant offered by national United Cerebral Palsy and is maintained with funds from UCP of the Capital Area. The East Shore Area Library has assumed responsibility for the Internet connection fees.

The purpose of the Bellows Internet Station is to provide people with disabilities access to the Internet for research, job searches, education, and enjoyment of the Internet. By placing the accessible Internet station in a public library, we are able to reach a broad range of people at hours that are convenient for them.

A total of 54 people have used the Accessible Internet Station. The average is 10 people a month. The computer has the following features:

- Built in touch monitor
- Jaws for Windows screen reader
- ZoomText screen enlarger
- Morse code
- Scanning
- On screen keyboard
- Word prediction/completion
- Sticky keys
- filter keys
- mouse keys
- Standard mouse
- Trackball
- Intellikeys alternate keyboard
- Headmaster head mouse
- LT switch for scanning or morse code
- Sip and Puff switch for scanning or morse code

United Cerebral Palsy Associations

1660 L Street, NW
Suite 700
Washington, DC
20036-5602

tel 800-USA-5UCP
tel 202-776-0406
tdd 202-973-7197
fax 202-776-0414

web: <http://www.ucp.org>
email: national@ucp.org

- Electric adjustable height computer table

To use the accessible Internet station, library patrons speak with the library staff at the reference desk, who set up the computer with what is needed. If additional assistance is needed, UCP's Assistive Technology Specialist goes to the library to help the people with using the computer.

Founded in 1953, United Cerebral Palsy of the Capital Area (UCP) is a non-profit 501C 3 agency governed by a volunteer Board of Directors, and is an affiliate of the State and National UCP Associations. UCP has facilities in Cumberland, Dauphin, Perry and Snyder Counties, and serves individuals in Northern York, Juniata, Mifflin, Montour, Northumberland and Union Counties.

To assist children, youth and adults with disabilities
and their families, achieve
their optimum degree of personal
growth, development and independence.

All persons in the community, regardless of ability or disability, have an equitable opportunity to fully participate in all facets of community life, in accord with their personal needs and interests.

Ninety percent (90%) of UCP's funding is received from service contracts with various government agencies, regional service providers and the United Ways of the Capital Region and Greater Carlisle Area. The remaining 10% is met by community support, generated by special events and other development efforts. Families receive services regardless of their ability to pay. Most services are provided at no cost to the family; however, some services are subject to a fee, dependent upon program eligibility determinations. Adult day training and child care/preschool services are also provided for a fee.

- Assistive Technology Services
- Home Based Services
- Internet Workstation
- Rehabilitation Advisory Council
- CP Tech Net

- Early Intervention Program
- Family Services
- Options Child Care / Preschool
- Summer Recreation

- Alternatives Day Training
- Capital Care
- Capital Connections
- Community Home Service
- Community Support Services
- Susquehanna Attendant Care

For more information, please call
the Director of Community Services
at
(717) 737-3477,
or visit our website at
www.ucpcapa.org

Advancing the independence of people with disabilities

925 Linda Lane • Camp Hill, PA 17011
(717) 737-3477 Voice/TDD • (717) 975-3333 Fax
E-Mail: ucpeappa@aol.com

44 South 38th Street • Camp Hill, PA 17011
(717) 975-0611 Voice • (717) 975-0839 Fax
E-Mail: kidscenter@paonline.com

UCPCAPITALAREA.ORG

a service of UCP

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Elsie S. Bellows Trust Fund and
UCP Associations.

In cooperation with the Dauphin
County Library System.

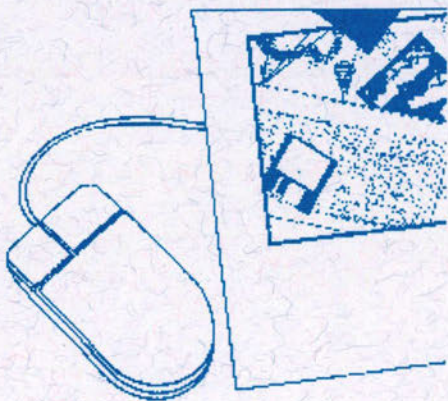
East Shore Area Library
4501 Ethel Street
Colonial Park, PA
717-652-9380



You see people. We see promise.

On the Internet you can...

- ⇒ Find routes for advocacy
- ⇒ Write your Congressman
- ⇒ Research issues
- ⇒ Look for support
- ⇒ Give support
- ⇒ Learn about new treatment options and medical information
- ⇒ Search for a job
- ⇒ Pursue your hobbies
- ⇒ Discover new worlds
- ⇒ Meet interesting people from all over the world



Bellows Telecommunication Internet Workstation

UCP has established an Internet workstation for persons with disabilities and their families at the East Shore Area Library. The station is designed to promote accessibility for all people, utilizing adaptive devices and computer software.

To use the Internet workstation, call the reference desk at the East Shore Area Library at 652-9380 to set up a training time. The workstation is open to you at anytime during regular library hours of operation. Call ahead so that equipment can be set up if necessary.

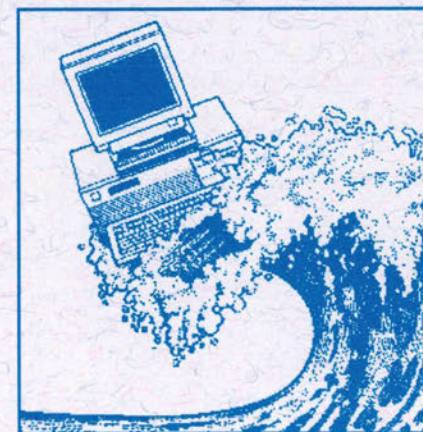
Available Resources

- On Screen Keyboard
- PC Track Ball
- Headmaster
- Intellikeys
- Screen Reader
- Screen Magnification Software
- Keyguard
- Adjustable Computer Table
- Morse Code
- Scanning
- Word Prediction Software

ours of peration

Monday	9:30 a.m.	9:00 p.m.
Tuesday	9:30 a.m.	9:00 p.m.
Wednesday	9:30 a.m.	9:00 p.m.
Thursday	9:30 a.m.	9:00 p.m.
Friday	9:30 a.m.	9:00 p.m.
Saturday	9:30 a.m.	5:00 p.m.
Sunday	1:00 p.m.	5:00 p.m.

Please call the reference desk at the East Shore Area Library at 652-9380 to schedule your first appointment.





MEMPHIS WORKS
Memphis, TN.

Ten years ago, UCP Memphis Works, located in Memphis, TN developed a training curriculum that would provide instruction in word processing and the use of spreadsheets. Thus, one of the City's first instructional programs emphasizing the use of computers by individuals with disabilities began. This program was initially funded by the Tennessee Department of Vocational Rehabilitation.

Today the Center is a fully accredited Microsoft Technology Center. Individuals who successfully complete the training can be certified as MicroSoft users. A Computer Technician Support Program for people with disabilities was added to the curriculum. In addition, the program was the first in the City to offer A+ certification to all individuals.

**United Cerebral Palsy
Associations**

1660 L Street, NW
Suite 700
Washington, DC
20036-5602

tel 800-USA-5UCP
tel 202-776-0406
tdd 202-973-7197
fax 202-776-0414

web: <http://www.ucp.org>
email: national@ucp.org

**United Cerebral Palsy of Maine
Technical Exploration Center**



UCP of Maine is a technology showplace and assessment center that provides services to over 500 people per year through equipment lending, assessments, inservices, demonstrations, and newsletters. It works with public school systems, nursing homes, the vocational rehabilitation agency, and other service providers to help them understand how to integrate technology into their homes, schools, work and leisure pursuits.

The Center has a small computer lab, which is open to the public and offers assistive technology such as voice recognition, adapted mouseware, keyboard options, touch windows, and Internet access. The program is currently partially funded by a \$135,000.00 grant cooperatively provided by the Maine Department of Education (DOE), Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS), Maine Developmental Disabilities Council, and Elder and Adult Services of the Maine Department of Human Services (DHS).

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