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This is not a textual record. This is used as an administrative marker by the George Bush Presidential Library Staff.

Record Group/Collection: Donated Historical Materials
Collection/Office of Origin: Frieden, Lex, Collection
Series: Disability Rights Organizations
Subseries:

OA/ID Number: 52218
Folder ID Number: 52218-005

Folder Title:
Miscellaneous Disability Organizations [Clippings] [1984-1993]

Stack:	Row:	Section:	Shelf:	Position:
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Contract Let For Courthouse Elevator

Henson Construction Co. of Enid was the low bidder for construction of an elevator for the Grant County courthouse when County Commissioners conducted a special session Monday.

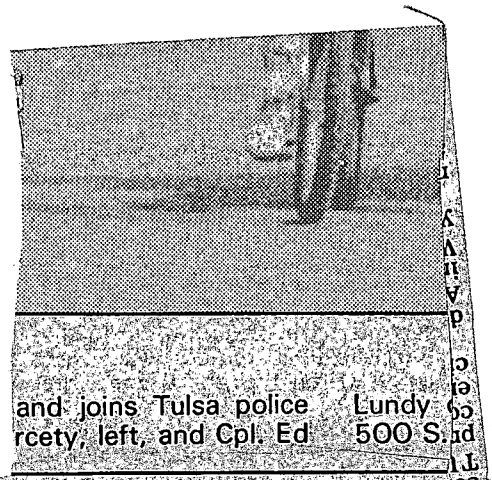
The Henson firm's base bid was $72,112, and an alternate bid for construction of two rest rooms for the handicapped and other work amounted to $4,300, for a total bid of $76,412, a considerable amount lower than anticipated.

The contractors are expected to get started on the project within the next few days, with a completion date of early September expected.

The construction of the elevator will bring the court house up to guidelines set forth by the federal government policy regarding the handicapped.

Medford Patriot
4-1-87

BUSH LIBRARY PHOTOCOPY - PRESERVATION



and joins Tulsa police Lundy
rcety, left, and Cpl. Ed 500 S.

Alva Native Now Advocate for Disabled

By Kim Archer
World Staff Writer

When Lex Frieden applied in 1968 to attend Oral Roberts University, they turned him down.

School officials told him they couldn't accommodate a person in a wheelchair, he said.

That rejection — less than a year after a car accident had left the Oklahoma State University freshman quadriplegic — launched Frieden's career as an international advocate for the disabled.

And it eventually led to his role as an architect of the landmark Americans with Disabilities Act.

"It didn't seem like it was right to turn someone down as a result of circumstances over which I had no control," Frieden said. "It's the first time I became conscious of discrimination against people with disabilities."

Almost immediately, the University of Tulsa accepted the Alva native.

"The TU administration seemed quite anxious to seek accommodations for me," he said.

Now, Frieden is on the faculty at the Baylor University College of Medicine in Houston and is vice president of The Institute for Rehabilitation and Research at the Texas Medical Center.

He was in Tulsa on Wednesday to participate at a TU alumni event and to represent The Robert Wood Johnson Foundation, the largest health care philanthropy organization in the world, he said.



Frieden

The foundation has awarded Tulsa's Ability Resources, a resource center for people with disabilities, a three-year $600,000 grant.

A year ago, the foundation selected Ability Resources from 126 applicants nationwide as one of 12 sites to create a national model for independent transitional living centers for disabled people, Frieden said.

"It's an empowerment model. People with disabilities can assume a degree of authority, but also a degree of responsibility," Frieden said. "That leaves the rest of society to support us rather than take the paternalistic approach of taking care of us."

Frieden said the project ties in well with the Americans with Disabilities Act, for which he laid the foundation from 1984 to 1988 as executive director National Council of Disability.

"We've made tremendous steps forward. It's hard to change attitudes independent of experience. Until we have more people with disabilities evident in society in many roles, it will be hard for people to accept our abilities," Frieden said.

He said travel has become much easier for him

See Disabled on A-14

BUSH LIBRARY PHOTOCOPY - PRESERVATION

. . . Disabled

Continued from A-13

over the past five years.

Slowly, airlines are becoming less frightened of having him aboard for fear of him "having some extraordinary dilemma." And he has a larger number of restaurants from which he can choose to eat.

The United States is the strongest nation in the world in its approach to equality and civil rights for people with disabilities, Frieden said.

"Nonetheless, I always have to think twice and plan ahead. People with disabilities can't take anything for granted," Frieden said.

"Tulsa was a pretty farsighted community back when I was at TU. It had one of the more progressive building codes in the country. But it was never really enforced, which is true in many cities."

Frieden was there when President George Bush signed the Americans with Disabilities Act in 1990. And he celebrated at the White House Rose Garden last year with the president.

But one of his favorite memories is a recent trip to Beijing as vice president of a United Nations-affiliated group called Rehabilitation International.

He met with Vice Premier Deng Xiaoping's son, Deng Pu Fang, who became quadriplegic during the Chinese Cultural Revolution.

"His neck was broken when he was assisted out a second-floor dormitory window," Frieden said.

Deng got soldiers from the People's Army to haul Frieden up the steps to the top of the Great Wall of China.

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"With the right resources, attitude and vision, people with disabilities can do about anything they want," he said. "We're really anxious to see what happens in Tulsa with Ability Resources. The whole nation is watching."

Tulsa Area Trivia

In February 1912, the Luther-

NOWATA — Charles Edward Singleton, 48, former postal employee, died Monday. Graveside services 10 a.m. Friday, Nowata Re-located Cemetery. Benjamin.

— Theodore Moody, 75, died Tuesday. Services 2 p.m. Thursday, Stumpff-Nowata Funeral Home Chapel.

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MUSKOGEE — Arthur Marion Smith, 85, retired chief of Veterans Administration pharmacy

A memorial service for The Rev. Donald O. Newby will be held 2 p.m. Sunday at First Christian Church, Ninth Street and Boulder Avenue.

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Newby visited more than 50 countries through his work with a Church Conference orld Council of Churches.

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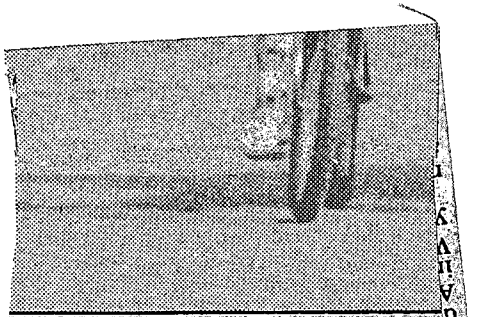
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Campaign '88

Tough jobs extolled by veteran 'prunes'

By JUDITH HAVEMANN
Washington Post

WASHINGTON — Veterans of Washington's "plum" jobs have distilled their advice into *The Prune Book*, advising job seekers that the essential elements of 116 of the toughest jobs in Washington are long hours, heavy responsibility, great risk and — for the talented, lucky and diligent — immense satisfaction.

"It's a steel-bending job," said J. William Middendorf II of his job as secretary of the Navy in 1974-77.

"I think the job is even more impossible now than when I had it because of the budget crunch," said Suzanne H. Woolsey, an associate director of the Office of Management and Budget in 1977-80.

"No one could enter the job with an accurate idea of its magnitude, its critical nature or its impact on students of higher education," said Edward M. Elmendorf, assistant secretary for post-secondary education in the Department of Education in 1982-86.

The rewards in the Environmental Protection Agency are like "beating a train across a grade crossing — if you make it, it's a great rush. If you don't, you're dead," said a former administrator.

The Prune Book is "the first time anyone has described the actual responsibilities of these crucial jobs," said William A. Morrill, chairman of the non-profit Center for Excellence in Government, which published the 625-page book.

It is designed to serve as a guide to the incoming administration in selecting top political appointees. Its name is a take-off on the bible of every incoming administration — the blue-covered "U.S. Government *Prune Book* does not regard as one of the toughest jobs in the government, will be paid $89,500.

Several "Prune Book" positions are held by members of the Senior Executive Service — a corps of top government managers who nine times out of 10 are career civil servants.

These jobs are never looked at by a Senate committee for confirmation although, according to the book, they are difficult and crucial.

The SES jobs include the administrator of the Agricultural Stabilization and Conservation Service, the chief of the Forest Service, the associate directors of OMB, the head of the Defense Advanced Research Projects Agency, the Defense Department's director for program analysis and evaluation, the assistant secretary for management and budget in the Department of Health and Human Services and the Housing and Urban Development deputy assistant secretary for multifamily housing.

The book shows the vast disparities in the level of difficulty within the same job title. Eight general counsels' jobs are rated among the toughest, but their equivalents in the remaining departments are not. *The Prune Book* includes general counsels in Defense, the Central Intelligence Agency, HHS, HUD, Treasury and Transportation, the State Department's legal adviser and Justice's Office of Legal Counsel.

Only two inspector general jobs are listed — at Defense and HHS.

BUSH LIBRARY PHOTOCOPY - PRESERVATION

name is a take-off on the bible of every incoming administration — the blue-covered "U.S. Government Policy and Supporting Positions" listing the 5,342 policy-making and patronage jobs a new president can fill. It is universally known as the "plum book."

"A prune is a plum with experience," said John H. Trattner, the book's author. "It is an attempt to improve the selection of the men and women who fill the crucial — but often vaguely understood — senior positions in the critical management and policy-making area just below Cabinet level."

The range of jobs is enormous. The first job in the book is deputy secretary of the Department of Agriculture.

The responsibilities: chief managing executive of a department of more than 100,000 employees who oversees development of a budget of $59.9 billion and coordinates the department's 20 agencies from the Forest Service (whose rangers can carry weapons and fly aircraft) to the Farmers Home Administration to the Food and Nutrition Service to the Foreign Agriculture Service.

The last job is the Veterans Administration administrator, soon-to-be secretary of the new Department of Veterans Affairs.

The responsibilities: oversee 240,000 employees providing medical, surgical, pension and death benefits to veterans, a budget of $30.1 billion, deal with the administration and Congress on veterans' issues and act as a public spokesman for veterans' interests.

In between are jobs of extraordinary diversity — the director of operational test and evaluation at the Department of Defense oversees a staff of 43 and tells the Army, Navy and Air Force, the contractor, the secretary and the Congress whether a weapon works. The assistant secretary of the Navy for shipbuilding and logistics, by contrast, oversees a support operation of about 300,000 people and a procurement contract portfolio exceeding $30 billion a year.

The jobs range in pay from $75,500 to $89,500 as of Jan. 1. They include positions that require Senate confirmation and ones that don't.

Sometimes, in the view of the book's author, the occupant of one of the 116 toughest jobs reports to as many as three political superiors who are paid more and have less demanding jobs.

One of these is the director of the Bureau of the Census.

This individual, who according to the book needs data, communications, business and executive skills, will be paid $75,500 when the 1989 pay raise goes into effect in January.

He reports to an undersecretary for economic affairs, who reports to a chief of staff, a deputy secretary and, finally, the secretary of commerce.

The deputy secretary, which *The*

BUSH LIBRARY PHOTOCOPY - PRESERVATION

There is life after Washington

Big money awaits ex-administration officials on the nation's lecture circuit

By BARBARA GAMAREKIAN
New York Times

WASHINGTON — The administration is coming to an end and you're leaving your high-profile job in Washington? No problem. You can make big money on the lecture circuit.

Former attorney general Edwin Meese III, former education secretary William J. Bennett, the former White House chief of staff Howard Baker and the former director of the Office of Management and Budget, James C. Miller III, are earning between $15,000 to $25,000 per speech as they wing around the country speaking to corporate groups and trade associations.

People like Bennett and Howard Baker almost can't afford to be lawyers," said Don Walker of the Harry Walker Agency in New York city, which represents both men. "Baker has two speeches scheduled this week in California; he speaks all the time."

The Walker agency has just signed u Miller, who left OMB in mid-October.

Who called whom?

Well, it was one of those he-was-calling-me-as-I-was-calling-him deals," Walker said.

The majority of his speakers are Washington figures, he said, including many former Cabinet officers from the Ford, Carter and Reagan administrations.

"News and history are made by people, and those events are best understood through them," said Walker. "We like to sign people who are newsmakers."

It has only been since the mid-1970s that the Washington personality has been considered a hot prospect for the lecture circuit.

Walker said the oil embargo and energy crisis had brought home to the American people the fact that their economic well-being was linked to the rest of the world.

"It was about then that our clients began to want speakers on substantive subjects," he said.

The Walker agency, which is said to gross between $15 million and $17 million annually, was founded in 1947 by his father, Harry Walker. It was at a time when garden clubs and Rotary clubs were interested in importing "semi-famous explorers to speak about deepest, darkest Africa," said Walker, "and college campuses wanted motivational speakers and quarterbacks who would talk about teamwork."

These days, it is the corporations and trade associations who are paying fat fees for speakers, and it is the Washington politician and media personality who is most eagerly sought — the men and women who can speak about trade and economic issues, who can analyze U.S.-Soviet relations and Middle East problems, who can titillate audiences with inside stories of congressional machinations and political gossip.

"Washington is not a geographical entity, it is a state of mind," said Joe Cosby of Cosby International, a Washington lecture bureau. "If the address on your business card is 'The Watergate,' people view you with awe."

Among the leading earners is Paul A. Volcker, the former chairman of the Federal Reserve Board, who commands as much as $30,000 per speech. Art Buchwald, the Washington writer and humorist, makes $400,000 on the lecture circuit annually, while the columnists George Will and William Safire are reportedly paid $15,000 per speech.

Stansfield Turner and Richard Helms, former directors of Central Intelligence, are also out on the lecture circuit, as is Oliver L. North, Judge Robert Bork, the former United Nations delegate Jeane J. Kirkpatrick and the former national security chiefs, Zbigniew Brzezinski and Robert McFarland.

Within a month of leaving as White House chief of staff, Donald T. Regan was paid $100,000 for a week of lectures in Japan.

"The more money they spend, the better the Japanese feel," said Cosby. "And Rosalynn Carter is out there left and right, speaking, and former Supreme Court Chief Justice Warren L. Burger gets $25,000 plus a private jet."

There are more than a dozen lecture agencies based in Washington, only eight years after Bernie Swain and his partner, Harry Rhodes, borrowed $60,000 to set up the first. Their Washington Speakers Bureau now grosses $22 million a year, said Swain, "but we almost went under, losing $58,000 the first six months without taking a penny in salary."

Their clients include former transportation secretary Elizabeth Hanford Dole, Rep. Jack F. Kemp, former Sen. Paul Laxalt, Bork, Buchwald and Will.

Swain attributes the interest in Washington speakers to television. "The lecture circuit basically is based on star quality," he said. "It is television that has made a lot of politicians celebrities. Washington is an insider's town, and there is a fascination on the part of the public to know things that Washington insiders know."

According to Cosby, no matter which party is in power, Republicans can command larger fees than Democrats. The corporate and business groups that pay top rates are apt to be of a conservative bent, he said, and want Republican speakers.

"You show me a Democratic administration and a Republican administration leaving the White House simultaneously and, person for person, position for position, the Republicans will make 30 to 40 percent more on the lecture circuit," Cosby said. "The only exception I can think of, oddly enough, is Jimmy Carter and Brzezinski — but Brzezinski is a Democrat like I am an astronaut."

With another change at the White House in the offing, lecture agencies are hanging loose. "We have two different sets of brochures ready to go," said Cosby. "One set will have to be trashed."

BUSH LIBRARY PHOTOCOPY - PRESERVATION

Elevator Will Help Handicapped; Provide Additional Storage Room

The Grant County courthouse, regarded as one of the finest small county facilities in Oklahoma, will draw an even higher rating when the installation of an elevator, restrooms for the handicapped, and other improvements are completed by Henson Const. Co. of Enid, the low bidder with $76,412 when bids were opened last week.

The new additions, primarily for use by handicapped persons, will be 100% federally funded, Howard Guthrie, Commissioner chairman, reports, and will meet special guidelines set by the federal government.

The two rest rooms on the second floor will be remodeled to meet specifications for the handicapped.

In addition, the project will open up a large space for storage of valuable records and other items. The attic has a 28-foot overhead that covers the entire area of the present structure, and by some switching of present facilities, there would be plenty of available space for the possible addition of other offices, Commissioners Guthrie and Kenny Boyer said.

"At present, this is the only county we know about that pays the rent and custodial fees of the County Welfare Office, as this is usually funded by the state or federal funding," the Commissioners said. "Under the present set-up, this county pays a total of $495.00 per month for the rent and custodian work, and we see no reason why there won't be enough space available for moving the office to the courthouse."

This could be done, they said, by doing some switching around of space now being used for the law library and jury room, leaving plenty of available space for use by the Welfare Office.

GRANT County News

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Lex: Congrats! Robbie de Vlieg

Person to Person

Lex Frieden: Helping others overcome their disabilities can be kids' stuff

By GINA SEAY
Houston Chronicle

Challenges — that's what Lex Frieden calls disabilities like the one fate dealt him at age 18.

In 1967, Frieden was valedictorian of his high school class in Alva, Okla. He was an Eagle Scout, college-bound and determined to become an electronic engineer.

Then a car accident changed that agenda.

The accident severely damaged his spinal cord and left Frieden a quadriplegic. He is paralyzed from the neck down, dependent on an electric wheelchair to get around.

Some saw his injury as the end of a promising life. They talked about how far he might have gone if it hadn't happened.

For a time, Frieden asked, "Why me?"

"Until," he says, "you figure out there is no answer or there is nothing you can do about it anyway." Bad luck or whatever, that's the way it is. Move on.



E. Joseph Deering / Chronicle

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College remained a goal; there was nothing wrong with his brain. However, many universities in the late 1960s didn't accept students with disabilities. Oral Roberts University in Tulsa, Okla., rejected him because of his wheelchair, Frieden said.

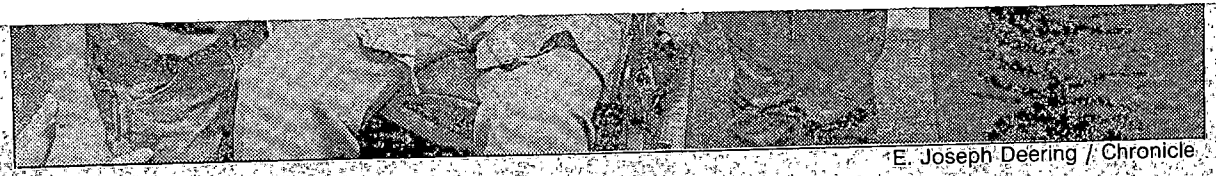
That made him mad. The anger fueled his drive to become a forceful civil-rights activist for people like himself.

The University of Tulsa did accept him. Its engineering school didn't have wheelchair ramps, so Frieden spent most of his time in the only building that was accessible, taking psychology classes.

In 1972, he graduated cum laude with a bachelor's degree in psychology. More degrees, certificates and honors followed.

Life is about excelling where you can, he says.

The 1970s also marked the start of his career as an activist. Frieden fought for passage of the landmark Rehabilitation Act of 1973, which prohibits discrimination against disabled people by colleges and other programs receiving federal funds. He advised the White House and Congress. He became executive director of the National Council on the Handicapped.



E. Joseph Deering / Chronicle

Lex Frieden, senior vice president of The Institute for Rehabilitation and Research in Houston, believes that Scouting is a great way for disabled kids to learn about their abilities.

Frieden, 43, is now senior vice president of The Institute for Rehabilitation and Research in Houston, the organization that offered him therapy and aid after his accident.

His work always has been about opening doors for disabled people, but until now it has focused on taking care of necessities. Now Frieden's agenda includes creating opportunities for children to have fun — kids' stuff.

For two years, Frieden has chaired the Scouting for the Handicapped committee of the Sam Houston Council of the Boy Scouts of America.

It's a volunteer position but a vital one responsible for raising money and recruiting the right people to keep the program going.

He is the first person with a disability to chair the committee, bringing a distinct sensitivity to the job. He knows what children with visual, mental, hearing or physical disabilities need, want and can do. Like a Pied Piper, he has brought other adults with various disabilities along to work for and with these Scouts.

Seeing Frieden's achievements is not always enough to convince these children of all they can accomplish.

"I don't think they're going to be impressed by an old man in a wheelchair," Frieden says — even if he is wearing a suit and has his own office.

Giving them a chance to see themselves doing kid tasks, camping and swimming, is more important to them — and crucial to building the self-esteem and confidence they'll need to achieve adult goals.

"These young people have abilities as well as disabilities," he says. "Teaching them how they can use their abilities to compensate is important."

Scouting can do this, he says. Frieden's goals include making all Scout campsites accessible to disabled children.

The greatest progress has been made at the council's Camp Strake near Conroe. Picnic tables, latrines and showers there accommodate wheelchairs.

Convincing more Scout leaders to reach out to disabled boys in their neighborhoods, inviting them to become members of every troop, is another priority.

Scouting for the Handicapped, started locally in 1974, reaches about 3,500 youngsters. Many more need this chance, says Frieden.

Occasionally, Frieden has a chance to mingle with the children at Scout banquets and other events.

Self-pity isn't something he sees much of among the boys. Most are motivated and have goals, even if they're as simple as playing, he says.

"Scouting is designed to encourage people to have goals and to take one step, go forward, adopt a new goal," he says.

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Boy Scouts salute area volunteers

Local residents Lex Frieden, J. Richard Stanley, and the Rev. Ronald D. Pogue each have received the Silver Beaver Award, the highest honor that a Boy Scout Council can bestow on a volunteer.

Frieden is an Eagle Scout and has been an adult Scouter for seven years. As a youth, he was active scouting activities. He attended two national jamborees, worked as a camp counselor, served as lodge president of Order of the Arrow, and received the vigil honor.



Frieden

After breaking his neck in an automobile accident, he continued his scouting activities at college at the University of Tulsa, serving as president of Alpha Phi Omega, the Scouting Service Fraterity. Frieden has been a member of the National Advisory Committee on Scouting for the handicapped, and he has served the Sam Houston Area Council as chairman and vice chairman of the Scouting for the Handicapped Division.

Stanley has served the same pack for the past eight years, in positions from den leader to Cubmaster and committee chairman. He has served as an assistant Scoutmaster and presently is troop committee chairman and commissioner in the Golden Arrow District. Stanley served the Sam Houston Area Council as an assistant Scoutmaster at the 1989 National Jamboree and member of two Cub Scout Pow Wow staffs and Cub roundtable staff.



Stanley

Local notebook

In addition, Stanley serves as the district and council Pinewood Derby chairman and has done so since 1988. Stanley earned the Arrow of Light and Eagle Scout awards as a boy. His other awards include the Den Leader Training Award, both the Cubmaster and the Cub Scouter training awards, the Scouter Leadership Award, Scouter's Key, the Commissioner's Arrowhead Honor and the Shofar Award. He is also a member of the Order of the Arrow and has received the Golden Arrow District Godfather Award, Unit Service Award, Belt Buckle Award and the District Award of Merit.

Pogue began his adult Scouting career in the Golden Arrow District as an assistant Cubmaster and Scoutmaster. After serving in a variety of other positions, including president of the local chapter of the National Eagle Scout Association, he currently serves on the advisory board of the Sam Houston Area Council as chairman of the Religious Awards Committee. Pogue has been instrumental in advocating for the homeless in Houston. He has served as chairman of the Mayor's Emergency Task Force on the homeless and was regional vice president for the National Coalition for the Homeless.



Pogue

In addition, Pogue has served as president of Houston Metropolitan Ministries and the Mental Health Association of Harris County. He also serves on the board of the Young Mens Christian Association. Pogue's Scouting awards include the Eagle Scout Award, the Scouter's Key, the Scouter's Training Award, Wood Badge, and the Vigil Honor from the Order of the Arrow.

Shopping registry

Westwood Mall is offering a convenient shopping program to graduating seniors and their families through the center's Graduation Gift Registry program which runs through Sunday, May 31.

Students will fill out registry forms listing gift ideas from Westwood Mall retailers and contact names. Those people will then be contacted by postcard.

The student's graduation gift registry form can be obtained in the Westwood Mall office, on Bissonnet at the Southwest Freeway.

For more information contact: Michele Psencik, marketing director, at 777-8282.

Center classes

Harris County Precinct 3 Community Centers will offer day time and night time classes this summer for people of all ages.

The following classes will be offered: barbecue Apron, earrings, greeting cards, pinata, T-Shirt-fabulous florals, T-Shirt Surprise, and watercolor workshop. Classes are free and open to the public. To sign up, stop by the Bayland Community Center at 6400 Bissonnet, 541-9951;the Bear Creek Community Center at Three Abercrombie, 859-1566; and the Hockley Community Center at 28515 Old Washington Road, 463-6657.

Theology graduate

Gary Francis House, whose home church is Westbury Baptist Church, recently received a master's degree of divinity with biblical languages degree from Southwestern Baptist Theological Seminary.

Southwestern, one of six seminaries affiliated with the Southern Baptist Convention, is the largest theological school in the world. Each year more than 4,000 men and women train for ministry at Southwestern.

BUSH LIBRARY PHOTOCOPY - PRESERVATION

Handicapped parking spaces didn't deserve writer's bad rap

By Thomas J.L. Bronsberg-Adas
SPECIAL TO THE HOUSTON POST

Recently, a Sound-Offer wrote that all handicapped parking spaces should be done away with. Why? Because he did not see any of them being used. Well, as the saying goes . . . "Walk a mile in my moccasins."

If I used his logic, I could probably justify that he shouldn't own a vehicle. All I would have to do is to drive past his home every night and see that he wasn't using it. Hence, since I never see him using it, he shouldn't own it.

In 1987, I had the opportunity to temporarily experience living as a handicapped person.

In March of that year, I had some major reconstructive knee surgery. The four months that followed taught me to appreciate that the handicapped have those spaces.

The first week after leaving the hospital saw me with a cast that went from my toes to my hip. It felt like I had a 5-year-old continually hanging onto my leg. It was also the first time that I had ever used crutches.

The first day home saw me ascending the stairs to our third-floor apartment. Halfway up, I figured that my wife would see me dashed upon a landing and rush to my crumpled body amid mangled crutches and plaster dust.

I did make it up the stairs. But the following days saw me creating ways to make my life a little easier.

In order to get my hair washed, I had to lie across the bed with my head hanging upside down over the edge. Then my wife had to wash it and make sure that the water fell into a bucket, rather than onto the carpet.

Just lying on the bed was a challenge. I had to find a position that would accommodate my cast and be comfortable to me. Also, I had to find a place to put my crutches — one that would be convenient to me yet not create a hazard to my wife as she walked about the room.

When she was at work, I had to fend for myself. If I wanted something to eat or drink, I had to get it myself. Before the operation, I would just get up, get what I wanted, and return to where I was. I quickly discovered that life was no longer that simple.

The first time that I hobbled into the kitchen, I learned that you cannot carry anything if your hands are holding up crutches. After trial and error, I found that a shoulder 'carry-all' bag and a drink holder attached to a crutch hand grip would help me in transporting most food and drink (aside from soup).

But the ultimate challenge was attempting to go to the bathroom — by myself. After much negotiating, I could get into that room.

But utilizing the 'facilities' was another problem. It was about as much fun as attempting toe touches in a phone booth. (Those of you who remember the *Superman* phone booths will appreciate that.)

After I finally had the cast removed, I was given a leg brace that still kept me from having two feet on the ground.

True, I had somewhat greater mobility, but I was still on crutches. Trips to the ol' W.C. and kitchen were still arduous experiences. That lasted another eight weeks, along with going to physical therapy every day.

During this time, cabin fever finally set in. I just had to go with my wife to the malls and other places. Since I was not legally qualified to get a handicapped window sticker, I had to "walk" from the far ends of parking lots, just as Mr. Sound-Off has had to.

I also had to locate all those scarce elevators in the malls in order to get to the upper levels.

I also had to traverse those many doors that do not automatically open when someone nears them. (Try going through one when your hands are occupied with crutches.)

On top of everything else, due to a family emergency I had to travel from here to Chicago via Atlanta the day after I finally got off my crutches.

I traversed the the various concourses at a speed that would make George Burns look like Jim Ryun.

Mr. Sound-Offer, the reason that you never saw those handicapped parking spaces filled was that those people may not have the ability to get out as easily and as often as you do! If you would like, I will loan you one of my leg braces (one of which is now a permanent part of my life) and my crutches. Then you may appreciate why those spots are saved for the handicapped.

Even with a permanent brace as part of my life, I now walk every year in the March Of Dimes Walk-A-Thon (2 hours and 20 minutes for 20 kilometers/12 miles. If you don't believe me, ask the Fort Bend police, who watched me do it.)

Until you have "walked a mile in their moccasins," do not ever again demand that all handicapped parking spaces be banned from parking lots.

I temporarily walked that mile, and appreciate how little we actually have done to assist the handicapped.

So until the time you have done the same, don't complain about something of which you know nothing.

Bronsberg-Adas is a Houston-area freelance writer.

BUSH LIBRARY PHOTOCOPY - PRESERVATION

WEDNESDAY, MAY 29, 1991 · USA TODAY

Disabled teen wins fight to attend class functions



By Craig Lee, San Francisco Examiner via AP

BITTNER: Hopes others 'won't have to go through what I went through.'

Sascha Bittner just wanted to go on the class trip and picnic with the other seniors at San Francisco's Lowell High School. When she found out she couldn't, she filed suit in federal court.

Tuesday, she won her fight: School officials said Bittner, 17, who has cerebral palsy, will go to Disneyland with her class Thursday and to the picnic June 11.

"I'm very excited," Bittner said. "I'm a senior and I wanted to party in my senior year. But it was really a culmination of everything that had been happening over the years that made me go ahead with the lawsuit."

Her mother, Emily, said, "She has a tendency to get upset and sad when she's left out, but she also gets angry and wants to do something about it."

> "A lot of parents don't know they have a right to insist their kids be included, so they just don't go."
>
> — Diane Lipton, lawyer with the Disability Rights Education and Defense Fund

Bittner is a quadriplegic whose speech and vision are affected by her cerebral palsy.

She'd been told she had to use a manual wheelchair at the picnic, and that she couldn't make the overnight trip to Disneyland because she'd need an attendant.

But Tuesday, school officials said they'll transport her bulkier motorized wheelchair and provide an attendant for the trip.

School official Susan Kwock says the school will work on an equal-access policy — a condition for Bittner dropping her suit.

Diane Lipton of the Disability Rights Education and Defense Fund says the case isn't unique: "We often get calls from parents whose handicapped children are unable to attend field trips. A lot of parents don't know they have a right to insist their kids be included, so they just don't go."

Last week, cancer patient Jim Stan, 18, won the right to attend graduation at Chicago's George Washington High School. Principal Reginald Brown had said he'd be disruptive because he can't walk and weighs 400 pounds. Brown reversed his decision after a public outcry.

BUSH LIBRARY PHOTOCOPY - PRESERVATION

Oklahoma City, Oklahoma

News Press
Stillwater, OK
Circ. 10,191

DATE: 16 DEC 84

Frieden Heads National Handicapped Council

Lex Frieden, a Distinguished Alumnus of the University of Tulsa and worldwide authority on independent living for the handicapped has been appointed executive director of the National Council on the Handicapped.

In 1967, two months after Frieden began studies at Oklahoma State University on an engineering scholarship, an auto accident permanently paralyzed him from the neck down. Six months later, however, he began school again, first at Northwestern Oklahoma State College, then at TU.

TU administrators worked with Frieden to make facilities accessible to students in wheelchairs, moving some classes to first floor rooms.

Frieden is now an assistant professor of rehabilitation at baylor College of Medicine in Houston and assumes his position with the NCH in Washington, D.C., this month.

"The appointment has given me the opportunity to see to it that people with disabilities can influence policy at the highest level," Frieden said. "This council is designed to meet the needs of people with disabilities and offer constructive solutions to dealing with problems faced by the disabled in our society."

All council members are appointed by President Reagan and confirmed by the Senate.

Frieden's credentials include graduation from TU in 1972 and an award as a TU Distinguished Alumnus in 1979; he was also selected on of the U.S. Jaycee's Ten Outstanding Young Men in 1983. He went on to earn a Master's Degree in social psychology from the University of Houston and completed additional graduate work in rehabilitation psychology there. In 1980, he was awarded a World Rehabilitation Fund Fellowship to study programs for disabled people in Europe.

Working with the independent living movement for severely handicapped people since the early 70s, Frieden speaks frequently on the topic, consults with a variety of organizations and has published several books and papers on independent living.

In his work with the National Council on the Handicapped, Frieden will help review all laws, programs and policies of the federal government affecting disabled individuals, in addition to serving the Congress, federal departments and agencies in an advisory capacity.

CITY Insight



JIM LEMOINE

Basketball players and other patrons come from all over the city.

READY AND ABLE

If you want to feel a lot better about Houston, walk into the Metropolitan Multi-Service Center at 1475 West Gray and look around. Dedicated to the disabled, the facility houses a concentration of resources on one site unlike anything provided by any other city in this part of North America.

You will think you are in Scandinavia, so pervasive is the atmosphere of social conscience. These are your tax dollars at work, quietly, effectively. When this unique facility opened in September 1988, it got some bad press because the building was empty — the furniture and equipment hadn't arrived, and the media had a field day. What's happened since then is enough to make you realize that Houston, for all its economic and racial problems, still has a heart.

The story begins a dozen years ago at the Texas Medical Center. One of the smallest but most extraordinary institutions there is known among the handicapped simply as "TIRR" (pronounced "teer"), The Institute for Rehabilitation and Research. Behind the work of TIRR is a foundation headed by Lex Friedan. In the mid-1970s, Friedan got the idea that Houston needed a center for social services and recreation for the disabled, a place where the handicapped could begin to re-enter the everyday world following often extensive medical treatment. With the assistance of George Greanias (who was then a City Council member), Friedan lined up support from area civic groups and from other council members. By 1986 a community block grant of $5.9 million was in place, design work was completed and construction began on the 34,000-square-foot community center which is now the pride and joy of Director Bill Wanless. "We are actually one of six city service centers," Wanless points out. "But we are unique. The other centers are very much geared to serve their neighborhoods. This is the only center which serves a city-wide population."

A stroll through the office wing of the building reveals no fewer than a dozen organizations leasing space here, including The Council for the Blind, TIRR Sports, Texas Rehabilitation Commission and the People with AIDS Coalition. "Our goal is to become a one-stop center for all disabled persons in Houston — not just for city and state support but for recreational and social needs. In spite of many improvements in laws against discrimination and for improving access, the disabled still face great difficulty in just coping on a day-to-day basis," Wanless adds.

Less than a year after opening, the center was serving an average of 2,000 disabled persons a month, and the numbers are rising as the word spreads. Activities in a recent week included an exercise class for the retarded, an American Association of Retired Persons meeting, several weight-training sessions (the center has a weight room equipped with special Nautilus equipment which is fully wheelchair-accessible — the only such room in this part of the country), a wheelchair rugby game, a sign-language class, wheelchair tennis, and a practice session by the Cavalry basketball team (one of only three wheelchair teams in greater Houston).

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"The many organizations here are kept going by volunteers," says Wanless, "so we need all the volunteer help we can get. [Telephone, 529-4711; teletypewriter, 529-4930.] But there is one specific lack which is not being met anywhere. There is a desperate need in Houston for a day-care facility for disabled children. The parents of disabled children daily face tremendous challenges. The quality of life of both parents and children could be improved tremendously through a professionally staffed daycare facility." Wanless continues, "Of course we are talking big bucks. But the need is here, and we can only hope somewhere, someone in the city will respond."

The center's budget from the city is already stretched thin. Like all multi-service centers, this one is also income-generating. Its public spaces can be rented by both the disabled and the non-disabled. The gymnasium, which seats up to 1,000, is available for a sliding-scale fee. Officially open from 8 a.m. to 5 p.m. on weekdays, the center in reality is open an average of 12 to 16 hours a day, seven days a week. "We're here so much that at times it seems like we live here," Wanless says with a smile. "My dog bites me when I go home." —*Douglas Milburn*

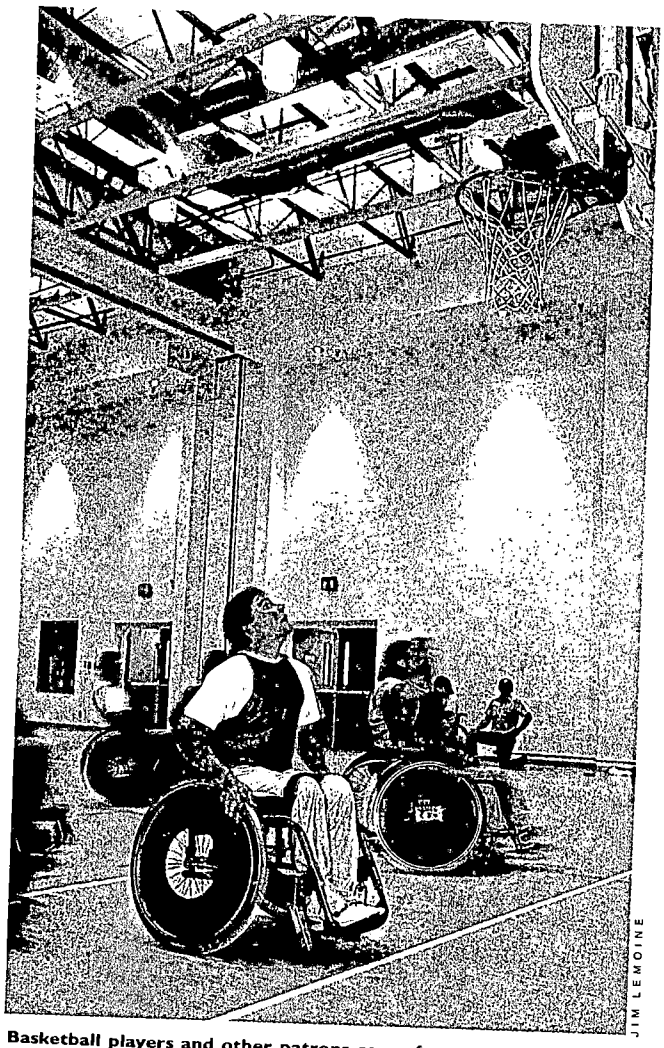
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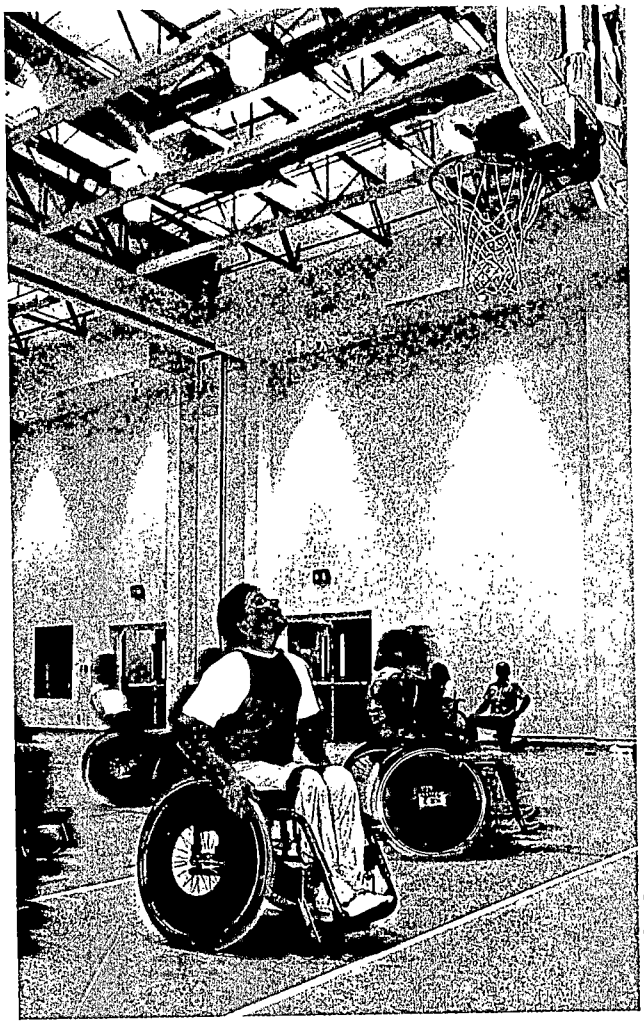
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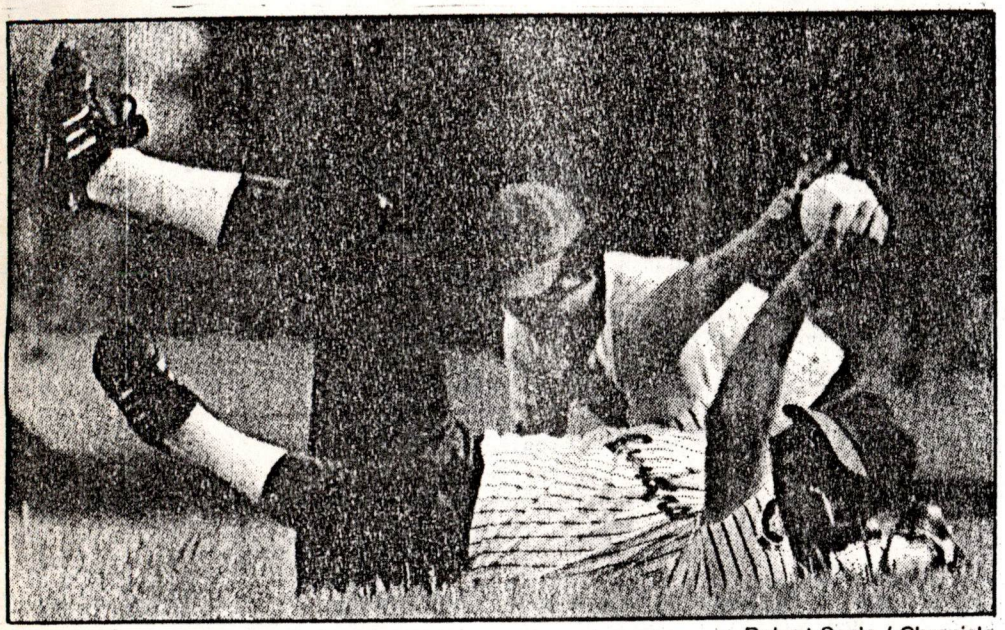
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Robert Seale / Chronicle

Houston Bayou Bomber Ed Bradley fields a ground ball during a Sunday game of Beep Baseball celebrating changes in the Americans with Disabilities Act that help the disabled in the workplace. Blind players and sighted players wearing blinders play the baseball-like game with a beeping ball.

Disabled

Continued from Page 9A.

get through, building an access ramp or just assigning jobs according to employees' abilities.

Equal Employment Opportunity Council federal investigator Katherine Jager, who will investigate ADA discrimination complaints, said while the some of the language in the act is vague and that court cases will probably further define what "reasonable accommodation" and "undue hardship" mean, she hopes that most problems will be resolved through arbitration.

"A lot of what the EEOC does is employer education," she said.

The EEOC can levy up to $250,000 fines for ADA infractions and if plaintiffs are not satisfied with EEOC action, they can still seek legal action.

However, Jager said the legislation's vagueness is intentional to accommodate the wide variety of disabilities and circumstances.

Houston, TX
Chronicle
(Clr. D. 393,730)
(Clr. S. 481,319)
27 JUL 1992

Clause for celebration

216

Today marks enactment of law that opens more doors for disabled

By MICHAEL D. OESER
Houston Chronicle

It was like Fourth of July again for about 200 Houstonians who gathered at the Metropolitan Multiservice Center on Sunday to celebrate the enactment of changes in the Americans with Disabilities Act that offer more help for the disabled in the workplace.

Today not only marked the second anniversary of the signing of the act, but also the effective date of one of its more far-reaching clauses.

Businesses with more than 25 employees now are required to provide "reasonable accommodation" allowing disabled Americans to work, provided such accommodations don't impose "undue hardship" on the business in question.

Shirlee Avis, city administration liaison to the volunteer Mayor's Committee for Employment of People with Disabilities said, "This is a celebration of civil liberties. For people with disabilities, this is their July Fourth."

Lex Frieden, senior vice president of Texas Institute for Rehabilitation and Research, helped write the original ADA legislation, which was drafted in 1988 and passed in 1990. He also headthe National Council on the Handicapped.

His council made a report to President Reagan and Congress in 1986 about the needs of the disabled. "We found that the greatest need of people with disabilities was protection from discrimination," said Frieden.

"(The ADA) provides a promise to people with disabilities that they can use the abilities they have," he said.

Frieden said the ADA will allow the two-thirds of the 43 million disabled Americans who are unemployed and supported by taxpayers to go back to work, saving a large part of the $16 billion tax dollars spent each year supporting them.

Mayor Bob Lanier and City Council members Eleanor Tinsley, Sheila Jackson Lee and Judson Robinson III attended the celebration.

Robinson said while employers may incur a small expense in coming into compliance with the act, "I look at the number of jobs this is going to create" in building ramps and other accommodations as well as providing opportunities for the disabled to become productive workers.

Bob McDonald, who owns Accessibility Consulting Inc. and serves on the mayor's committee, said complying with the ADA probably is not going to cost as much as business owners think.

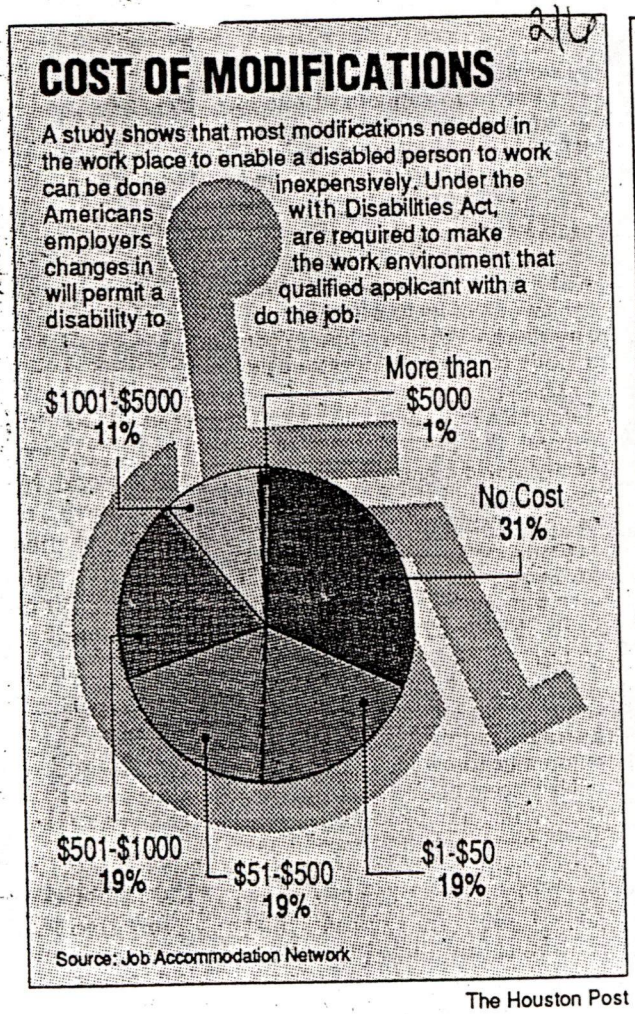
He said compliance could be as simple as widening a passage to allow wheelchairs to

See DISABLED on Page 13A.

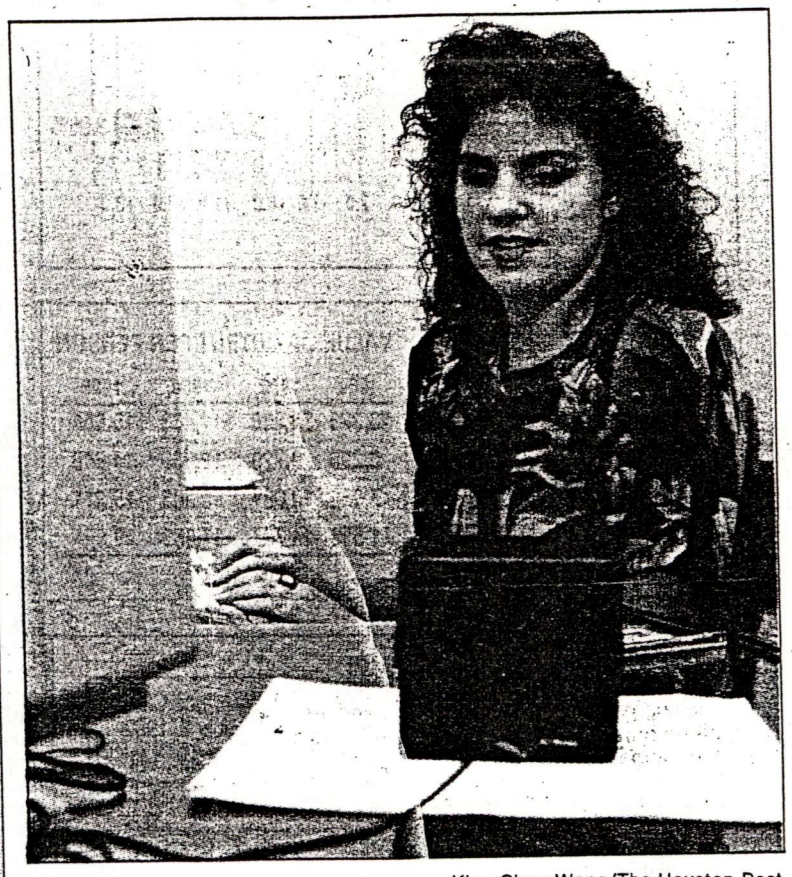
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Houston, TX
Post
(Clr. D. 376,883)
(Clr. S. 440,136)
- 4 JUL 1992

A SQUARE DEAL AWAITS THE DISABLED



The Houston Post



King Chou Wong/The Houston Post

Tracy Raby hears information from her computer through a speaker because she cannot see the screen. Her employer, MMAR Group Inc., bought a scanner, voice synthesizer, voice software program and a speaker for her to do the job.

Ability now comes first at workplace under new statute

By Jane Baird
OF THE HOUSTON POST STAFF

EMPLOYERS HAVE told Evan J. Kemp Jr. over the years that he could not advance because of a disability. He uses a wheelchair as the result of a rare neurological disease.

When he graduated near the top of his class from the University of Virginia in 1964, for example, he interviewed with 39 law firms around the county. All told him bluntly they wouldn't hire him because he was disabled.

When he was working for the Securities and Exchange Commission in 1977, Kemp was told he couldn't be a supervisor of two employees because of his disability.

None of this has stopped him. Kemp is now chairman of the Equal Employment Opportunity Commission, where he supervises about 2,500 people.

That job makes him the chief enforcer of the Americans with Disabilities Act, which prohibits employers from dis-

Please see ADA, C-9

ADA: Disabled get fair chance to show ability

From C-1

criminating against people with disabilities. The EEOC plans to enforce the law vigorously, he told Houston employers at a recent conference.

The employment portion of the act goes into effect July 26 for employers with 25 or more employees and July 26, 1994, for those with 15 or more.

"The bottom line of the law is that you can't discriminate against any person who is qualified to do the essential functions of the job," said Harriet Ehrlich, EEOC district director in Houston. "You have to look at people's abilities first, not their disabilities."

"A lot of companies have not realized it is going to hit," said Robert McDonald, president of Accessibility Consultants Inc. Many "are afraid of the law. They think it is going to cost them tremendous amounts of money."

The law provides a broad definition of disability to include people not only with physical impairment but also with mental disorders such as manic depression, schizophrenia or retardation, people with AIDS, alcoholics and rehabilitated drug users.

The National Council on Disability estimated that 43 million Americans have disabilities. About 12 million disabled people are in the job market, but only about 4 million have jobs, said Lex Frieden, senior vice president of The Institute for Rehabilitation and Research in Houston.

The law applies from the moment a job applicant comes through the door. An employer no longer can require a medical exam. Nor can he ask whether the applicant is disabled or the nature of a disability.

Only after making a job offer, the company may require a medical exam from all people in that job category. If the exam then reveals a disability, and the applicant is not hired, the employer must be able to show that the reasons were essential for the job and that no reasonable accommodation could have been made.

Reasonable accommodation is a key concept in the law.

Employers are required to make any change or adjustment to the work environment that will permit a qualified applicant with a disability to do the job. It is the employee's responsibility to ask for that accommodation.

Examples include erecting ramps and rearranging furniture to allow passage of a wheelchair, distributing marginal job functions to other employees, arranging part-time or modified work schedules or providing special equipment or devices.

The employer is excused from making these accommodations only if they would cause an "undue hardship."



Anna Marie Remedios/The Houston Post

Disabled people attend a conference that deals with ADA issues, sponsored by the Houston Mayor's Committee for the Employment of People with Disabilities, Equal Employment Opportunity Commission and Employment Management Association.

"The definition of a hardship is a lot different from what employers think," said Donna Guerrero, assistant to the EEOC director. A hardship can mean that the change would put a financial strain on the company. It also can mean that the accommodation affects operations, such as requiring a machine that uses up half the workspace or is too loud for other employees, she said.

Lowering the essential standards of the job would not be a reasonable accommodation.

For example, if a company wants to hire a maid to clean 18 rooms in an eight-hour shift, and a job applicant with a walker can only clean nine rooms in a day, that person would not be qualified for the job, explained Joe Bontke, vice president with Accessibility Consultants.

The size and resources of the company enter into the determination of what is an undue hardship, McDonald said.

But "in reality, most accommodations don't cost much," he said. When his consulting firm hired a person in a wheelchair, for example, all it needed to do was provide a parking space close to the building, remove the pencil drawer in the desk and select job assignments in wheelchair-accessible buildings, McDonald said.

The act does not require employers to provide a personal assistant to help the disabled person with personal needs, Ehrlich said. "That was a big controversy."

But it may require a company to provide a sign-language interpreter or a driver to help the employee carry out the job.

A signer or reader, however, does not have to be full time, Ehrlich said. "When there is a staff meeting and crucial information is given out, then a signer has to be present. But if the discussion is one on one, you can get away with writing notes."

Another defense permitted by the law occurs if the disabled person would pose a risk to health or safety in the workplace that could not be eliminated with a reasonable accommodation.

For example, a contractor who works in a petrochemical plant asked about hiring a secretary for a small office in the center of the plant. His fear was that she could not be evacuated quickly in the case of emergency, and he did not own the plant, Guerrero said. "I say that safety to self and others is another defense," she said.

But the potential that a person with AIDS will spread infection is remote enough that it does not apply, she said. Nor does the diagnosed epileptic who has had only one seizure in 20 years pose a direct threat, she said.

The disabled person who sues may seek back pay or to be placed in a job, but the law does not allow for punitive damages, McDonald said. "People are not going to get rich suing off this law."

The ADA section on public facilities went into effect in January. It was expected to generate lawsuits, but only about 160 complaints were filed nationwide by late-April, McDonald said.

"One of the weaknesses of the ADA is the lack of coverage of the health insurance problem. Congress understood it was not addressing the issue," said Frieden. As director of the National Council on Disability, he supervised the drafting of the ADA.

Insurance companies can legally deny coverage to persons with AIDS, mental illness, alcoholism and other disabilities. If an employer wants to hire a disabled person, but the employee can not get coverage, then it becomes the employee's decision whether to take the risk. The lack of coverage, therefore, becomes a disincentive to work, Frieden said.

EEOC's Houston office got a call recently from an employer who had run into a brick wall on health insurance, Guerrero said.

The employer had negotiated to switch insurance carriers, and the insurer asked the 38 employees to sign insurance cards. One employee with HIV refused to sign because he believed that the new plan was not as good. The insurer then refused to cover the company at all.

Even when the insurer provides coverage, "the employer is subconsciously afraid he is going to get re-rated and the cost of his insurance is going to go up," Frieden said.

Tracy Raby, 25, is one of many Houstonians whose disabilities have not prevented them from fitting into the work force.

Abnormal blood vessel growth in her eyes caused her to lose her eyesight in March 1991. After two medical operations and a leave of absence, she was ready to go back to work, but her former employer, a bank, dragged its feet, she said.

She soon found a better job doing research and other computer work for MMAR Group Inc., a Houston investment banking firm. Her father is an investment banker who knew people at the firm, she said.

Before she started work, the State Commission for the Blind analyzed the worksite and recommended the company add four pieces of equipment to her computer: a scanner that reads typewritten material, a voice synthesizer, a voice software program and a speaker, she said. "The company said, 'Whatever you need, we'll purchase.'" 12Y

Raby was not willing to sit and just watch life go by, she said. "I have never been around anyone who was not goal-oriented."

Uncovering a Huge, Hidden Community

Disabilities Act Reveals More Impaired Workers—and Worry Among Employers

By Jay Mathews
Washington Post Staff Writer

For years, Ross Kirby, a computer specialist in San Francisco, knew he had some hearing loss but did not tell his bosses at Pacific Bell Co. They seemed to be thoughtful and understanding people, but why take the risk of being labeled a problem?

He continued to get by, asking people on the telephone to speak up and avoiding large, confusing social gatherings—until this year, when the new federal disability law coaxed him into the open. "It didn't make sense for me not to come out," he said. "And now I'm scheduled for a full-range hearing test."

The advent of the Americans with Disabilities Act (ADA), an attempt to extend new rights and opportunities to millions of people, has begun to expose the depths of the problem of hidden disabilities in the workplace, personnel officers and disability rights experts say. Since the act's employment provisions took effect in July, thousands of people have been revealing their disabilities and testing the act's ability to deal with dizzying complexities.

An assembly line worker recovering from an injury in Calumet City, Ill., was told by his union when he asked for a specialized chair that everyone in the factory would have to get

See DISABILITIES, H5, Col. 1



BY JOANNE DOMKA FOR THE WASHINGTON POST

Coordinator Linda Kirby, left, with two attendees at a Michigan conference on the disabilities law.

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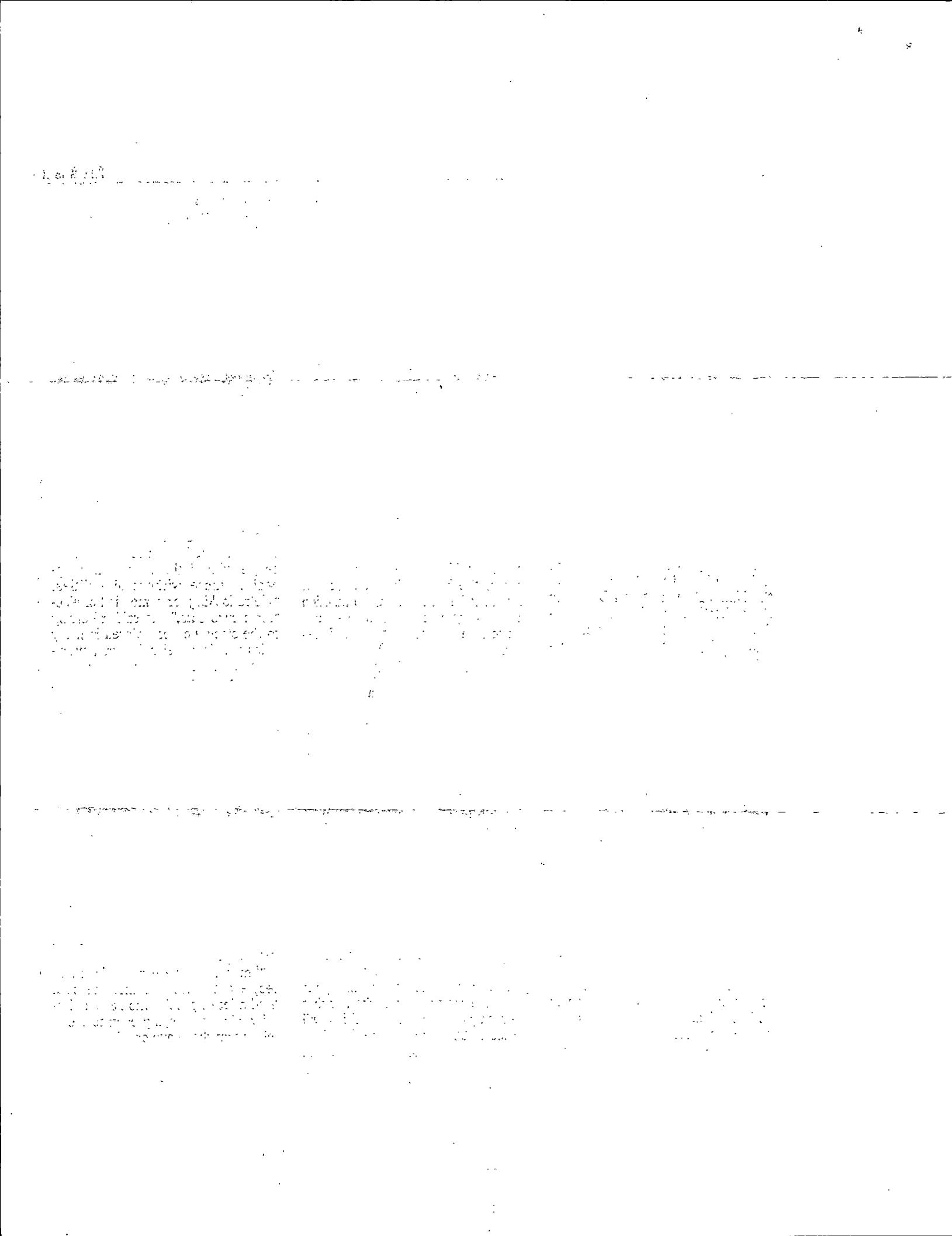
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Coming to Grips With Disabilities Act

DISABILITIES, From H1

one if he did. Disability rights experts had to explain the law to both the union and worried managers before the worker got what he needed.

A teacher in Michigan was threatened with dismissal when she revealed to her principal that she had hearing loss. After she talked to the Great Lakes Disability and Business Technical Assistance Center (DBTAC) in Chicago, one of 10 regional centers established to explain the ADA, she warned the principal he would violate the law if he fired her. All she needed, she said, was some help following conversation at teachers' meetings, which he accepted.

At the regional assistance centers, which are funded by $6.5 million from the National Institute on Disability Rehabilitation and Research, hundreds of telephone calls pour in daily from employees, employers, contractors and government officials seeking explanations of the ADA.

Disability rights experts say the bias against the disabled, the assumption that any physical impairment disqualifies a person for work, lives on, and feeds a fear among employees with hidden disabilities that even availing themselves of the ADA's provisions will cost them their jobs, or at least reduce their professional standing.

"There are many people there who are still not reporting themselves," said Deborah Kaplan, director of the division on technology policy for the World Institute on Disability in Oakland. "But, for the first time, there is an advantage to coming out that outweighs the risks."

Some experts estimate the number of workers disguising a disability may be in the hundreds of thousands, but no one knows for sure.

Ellen Daly, legislative analyst for the President's Committee on Employment of People with Disabilities, said the 1990 census reported 4,250,484 disabled Americans aged 16 to 64 in some kind of full- or part-time job. Most estimates put the total number of Americans with disabilities at 43 million, larger than any other disadvantaged minority.

By 1994, the ADA will require all businesses with 15 or more employees to provide "reasonable accommodations" for disabled workers. Its provisions remain widely misunderstood and misinterpreted, forcing businesses to scramble for information that will allow them to comply and escape the many lawsuits the act is expected to generate.

At the Great Lakes DBTAC, project coordinator Robin Jones and her staff of three have logged 15,000 calls in their first year. Many calls are from personnel directors trying to rewrite job descriptions. "A receptionist might be told that one of her duties is to keep the front desk clean, but that would not be an essential job function and thus not be allowed as an excuse not to hire a disabled person," Jones said.

At the Southwest DBTAC in Houston, a mid-sized company called to check a complaint from an employee about a question on its standard employment application. "The form asked right up front, 'Do you have a physical disability,' " the sort of question outlawed by the ADA, said center director Lex Frieden. "That's maybe an extreme example, but a lot of companies need to review their application forms."

"There needs to be more information about the ADA," said Paul G. Hearne, president of the Washington-based Dole Foundation on Employment of People with Disabilities. "There needs to be more understanding about the mythology, that the act doesn't mean you have to rebuild your building tomorrow, or that your insurance costs will skyrocket, or that your employees with disabilities will be absent 30 percent of the time."

He said he expects many disabled people to remain under cover, as many did when federal law in 1973 extended some protections to employees of companies with federal contracts. But eventually, he said, he expects the ADA to change the prevailing view of such laws as "an act of public welfare" and let employers see that "these are people who have talent and can be even more productive with some assistance."

At Pacific Bell in San Francisco, both employees and customers with disabilities have been brought in for discussions of how the company might make their work more efficient. Susan Walters, manager of strategic issues, said one of their ideas is a "designer dial tone" that would offer the time, medication reminders or other useful information whenever an employee or customer picked up the phone.

Walters said employers have discovered that innovations that help people with disabilities also may appeal to those without disabilities. "We're looking for some kind of electronic curb cuts," she said, referring to the sloping curbs ordered in many cities to help wheelchair users, but also applauded by delivery crews, mothers with strollers and skateboard enthusiasts.

Bell Employees for Adaptability (BEA), organized as the ADA went into effect, also has helped staff members who kept their disabilities hidden. Kirby, who now works for an in-house company publication, was inspired by a conversation with BEA activist Carol Chavez, who asked if he'd like to join.

"I don't really consider myself to have a disability," he said.

"You're hedging," she said. "Why?"

So he told her what was wrong, and she convinced him that, in the ADA era, it was silly to keep his hearing loss a secret.

"I'm certain there are a lot more people out there like me," he said. "And a lot of people who have a disability who are denying even to themselves that they have one."

The Labor Exchange

The Employee Newsletter of the U.S. Department of Labor *February 1990*

Harvest of Cooperation

SAN BENITO, TEXAS—In his freewheeling days as a migrant worker, it wasn't unusual for Jesus Espinoza to arrive at a farm to find the crop wasn't ready or even worse, to spend a week or more harvesting and not get paid.

"Without a contract, sometimes they pay, sometimes they don't," Espinoza says through an interpreter. Often, in the 20-plus years he's been picking citrus fruits, peppers and tobacco in Florida, North Carolina and Texas, Espinoza says he "went looking for work and there was nothing to do."

That didn't happen last summer, when an Oregon grower paid for Espinoza's bus trip north and provided housing.

Espinoza was one of the first migrant workers to participate in a new cooperative arrangement between three northwest states and Texas financed by the Labor Department.

The $456,000 grant is to cover travel expenses as growers and agricultural employment officials from each of the states exchange visits, studying both bureaucratic and agricultural requirements.

Although Texas and the northwest states have little in common geographically, they each have something the others need; Oregon, Washington and Idaho all require thousands of workers to harvest fruit crops that ripen suddenly during a rush of warm days; Texas' Rio Grande valley is populated with entire communities of U.S. citizens who pack up their trucks and cars each summer and drive hundreds of miles to pick ripening crops in eastern, central and northwestern states.

If they are freewheelers, like Espinoza, they have an informal, word-of-mouth system of following harvests which often provides false leads.

The states' needs began to mesh after passage of the Immigration Reform and Control Act of 1986, which restricted illegal aliens from harvesting U.S. crops unless growers could prove no U.S. citizens were available to do the job.



U.S. Agriculture Department

"The Pacific Northwest, probably more than any area of the country, depended on illegal, undocumented workers," says James Schuelke, Seattle regional monitor advocate for the Labor Department. "Our biggest need is the apple crop. We need 45,000 workers, and we estimate at least half were undocumented."

"It's real hard for us to compete for agriculture workers after the Immigration Act," says Sue Brewer, agriculture specialist for the Oregon Employment Division. "A lot of our crops were picked with undocumented people."

This month Brewer and other staff members in her office will visit some of

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Overcoming a National Handicap

WASHINGTON, D.C.—For decades, the United States has been somewhat handicapped in the way it accommodates those with disabilities.

Now the Labor Department is looking to one of western civilization's oldest cities for new ways to incorporate the disabled into mainstream society.

During a conference planned here in June sponsored by DOL's ILAB, the Organization for Economic Cooperation and the University of Maryland, participants will look at a program in Genoa, Italy, that has been successfully involving those with disabilities into work and community life since the mid-1970's.

"Their success rate is 92 percent—that means all but eight percent are in competitive employment and usually stay there," says Martin Gerry, who did a study on the Genoa system for the Social Security Administration.

"It's the sense of belonging and having meaningful work to do that's important."

—Martin Gerry

Contrast that with the United States, where only a third of those with disabilities who have work skills are employed, according to Lex Frieden, leaving another eight million unemployed who could support themselves at least partially. Executive Director of The Institute for Rehabilitation and Research in Houston and member of the President's Committee on the Employment of People with Disabilities, Frieden will represent ILAB at the June conference.

An Early Beginning

The Genoa model, designed to deal with the moderate to severely disabled, begins total integration with the first days at school, according to Gerry. Assigned a personal support teacher shared by one to three other disabled children, each disabled child remains in the classroom with non-disabled students throughout the school year. There are no separate classrooms.

This accomplishes two important ends, Gerry says.

Non-disabled children who go through school with classmates on stretchers or ventilators are not uncomfortable living and working next to disabled adults.

And while developmentally disabled children can't absorb all the academics, they do soak up social skills.

"If you see the social behavior of these people you wouldn't believe it," Gerry says. As an example he tells of the time he visited a paint factory. In a room with ten employees was one woman with downs syndrome who had been institutionalized until 10 years earlier. Gerry talked with all the women but could never determine who she was.

"These people look you in the eye, they look happy, they're quite communicative," he says. "They're going to sporting events, having social lives, living day to day in ways people here just wouldn't believe."

Once the students have completed high school at age 16, they are enveloped by another system which leads them gradually into the workplace. Through the cooperation of psychologists, employers, unions and the students' personal support teachers (who remain consistent throughout the child's school years), each disabled youth is assessed and prepared for work. Preparation involves general work training—getting to and from work on time, taking breaks—as much as specific job training.

The jobs are not make-work, Gerry says, but are meaningful tasks. Once they are assigned a job following a six-month trial period, the disabled employees are paid the prevailing wages by the city the first year and by the employer from then on.

Non-disabled employees are taught how to react to their disabled coworkers. They learn, for instance, that someone with schizophrenia who starts acting strange is in desperate need of affection and communication rather than withdrawal.

"The most startling thing is that employees often say this is the most interesting part of their job," Gerry says, "because working with people is interesting."

Haphazard Help

In the United States, more disabled persons are employed than in any country or throughout history, Frieden says, but not through any systematic approach.

"There's a hodgepodge of federal and state agencies that provide benefits in the U.S., and some states offer better benefits than others for the disabled," says Frieden.

"Over the years we've collected a variety of programs targeted to different groups, and as a result we've created classes within classes. Disabled veterans receive extensive supports; disabled veterans who were not in a war when hurt receive less. People who are blind receive income tax deductions that no people with other disabilities are not entitled to. There's no continuity."

Frieden says another national shortcoming is becoming increasingly apparent as the disabled children who were educated after the 1975 Education for All Handicapped Children Act reach maturity.

"A new wave of kids with disabilities that had comparatively better educations and expectations for themselves are now graduating from high school and college. That's created a problem, because the workplace is not designed to accommodate disabled people. These kids are discovering they don't have the same opportunities and support network in the workplace that they had in school," Frieden says.



Lex Frieden

A Search for Direction

The June conference may help with that problem. In addition to the Genoan model, participants will study programs in Sweden, where disabled benefits are both more cohesive and more comprehensive, and Denmark, which has a model system for the mildly disabled.

As policy makers from state and local agencies gather to review the systems, Gerry and Frieden both hope they will determine a common direction.

They have good reason to. A shrinking labor market as well as a social conscience dictate that we no longer overlook the needs of our disabled. And economics adds yet another reason: Gerry says if the 900,000 persons under age 30 now receiving supplemental security income continue receiving it over their lifetime, the government will have invested $1 trillion in their support.

"We've just invested $60 billion in educating these people," Gerry says, "and we have nothing for them after school. We clearly have a group of people who want to participate in the social and economic system.

"What we're really saying is, it's not that we have to restructure work so much as determine what work can be done by whom." ■

Harvest of Cooperation

continued from page 1

the small communities near the Rio Grande River like Espinoza's home town of San Benito, meeting with residents and explaining the program. Last year, several Texas agriculture officials visited the three Northwest states, speaking at meetings of farmers and food processors.

"What we're trying to do is give them the best picture we can of the type of work we have here so they don't get here and decide they don't want to do it," says Brewer. Oregon growers can't afford a fickle workforce; Brewer says 30,000 strawberry pickers are needed in a three-week rush, and another 15,000 pickers are needed for pear and cucumber harvests.

"Farmers have never had to think that much about hiring before now. Their main job was putting a sign on the gate and closing it before too many people came in. We're trying to tell farmers we think those times are gone."

— Jim Schuelke

The staff from Brewer's office will follow James Dunne, Director of Human Resources and Public Affairs for Agripac, Inc., which has six frozen fruit and vegetable processing plants near Salem, Ore.

Dunne visited Eagle Pass, Texas, on a recruitment drive before harvest season last year as part of the exchange program. "I did a solid orientation. I compared them to an Olympic team," Dunne says. "The people were screened for their work and their ability to get along with each other."

Typically, Agripac's plants have a high turnover, but most of the 47 men who came up on a bus together from Eagle Pass were still working at the plant when the last crops were brought in. As a requirement for participating in the exchange, Agripac had to provide its Texas workers with housing and promise to pay the prevailing wage. Growers are also encouraged to help their workers with transportation costs.

"It worked extremely well," Dunne says. This year he wants to bring in 100 workers from the Texas community.

The Anheuser-Busch company also plans to find harvesters for its new 2000-acre hops farm in northern Idaho's Kootenai Valley through the exchange program. Pedro Santiago, administrative manager for Elk Mountain Farms, says he will invite 25 Texas workers this year.

The success of the new Anheuser-Busch farm, located just 15 miles south of the Canadian border where growing conditions in Germany can be duplicated, may depend upon just this sort of arrangement. Because most of the residents in nearby Bonners Ferry already work for logging and Christmas tree nursery operations, few will be available to help harvest the two million pounds of hops next year, and Santiago doesn't expect the situation to change.

"In the future I see fewer agriculture workers from Mexico every year and the supply getting scarcer," says Santiago. "In the near future, many of them will get citizenship and then they'll stop being agriculture workers."

Santiago's concerns are shared by Brewer and Schuelke.

"In the past when new people came in they couldn't speak English and they'd work for two or three years in the fields. Then if they had their green cards, and they could speak English fairly well, they'd go on to mainstream jobs at mills and factories," says Brewer.

There lies the essential reason for the exchange between the states: while the labor shortage growers feared would happen last summer never occurred, the tendency for harvest workers to migrate out of agriculture poses problems for growers in the future.

"Farmers have never had to think that much about hiring before now," says Schuelke. "Their main job was putting a sign on the gate and closing it before too many people came in. We're trying to tell farmers we think those times are gone."

The committee of representatives from the three northwest state employment services that submitted the proposal for the exchange has now gone on to market its message to farmers. Schuelke and other members of the committee are meeting with northwest growers, trying to convince them that the labor shortage, now the bane of big cities, will soon be felt in the strawberry fields as well.

"Farmers consider themselves the last bastion of free enterprise," Schuelke says. "They might talk about their crops, but they never talk about the business side of farming. We're trying to get them to share the workers. That would help the workers; they'd know they had a job, and it would help the farmers because they wouldn't have to spend time recruiting."

From personal experience, Espinoza knows it's a good idea.

"This way, you're assured of a job. And this way, you're respected. You're treated well." ■



Oregon Department of Agriculture

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Elizabeth Dole, Secretary of Labor

Sue Blumenthal, Editor

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Plans for Pecs

HUNGARY—Their names don't have an even faintly familiar ring, but the towns of Pecs here and Johnstown in Pennsylvania may end up having much in common.

Pecs (pronounced Pesh) is the site in Hungary's southwest Baranya County which the Labor Department team has selected as a demonstration site for rebuilding the Hungarian economy. A city of around 100,000, Pecs will be hard hit by the closure of a uranium mine, which employs 5,000 Hungarian miners. American officials are advising that the mine be closed because it can no longer compete with Canadian or South African uranium mines, according to William Clatanoff, assistant director, ILAB's office of foreign relations.

"In Warsaw, the people now getting houses are those who paid for them 17 years ago. A two-room flat, called a two-with-three, meaning two rooms with three generations, sells for the same as a television set, but you can't get it."

— William Clatanoff

Last summer, Hungarian officials visited Johnstown, which endured the loss of a steel mill and airplane manufacturer but rebounded with a sound and more diverse economy.

The tripartite team of Labor Department, union and business officials visited both Hungary and Poland during the last two weeks of January following earlier trips by Secretary Elizabeth Dole.

"The team that's there now really marks the threshold between planning and beginning to implement programs, especially in Poland," says Clatanoff.

Before selecting the uranium mine near Pecs as the proposed demonstration site, the team visited Hungarian coal mines and steel mills which will also need revamping. They also toured management training and vocational centers where, Clatanoff says, there is a problem because training is very specialized and linked to specific industries, making it difficult for Hungarian workers to change jobs.

In meetings with Hungarian officials, the team has agreed the project will include help with worker retraining, training in the equivalent of a local employment office and assisting in establishing small businesses, Clatanoff says.

In Poland, the tripartite team visited Warsaw, Crakow, Gdansk, Lodz and Poznan. The Polish leaders have come up with four areas in which they need help from the Labor Department, Clatanoff says. They include business and entrepreneurial training, employment services and unemployment insurance and establishing a statistical system to record price measurements in an economy now operating for the first time without price controls.

Not least on the list will be help in construction crafts training, for several reasons.

"Housing is a major social problem," says Clatanoff, who visited Poland last November. "In Warsaw, the people now getting houses are those who paid for them 17 years ago. A two-room flat, called a two-with-three, meaning two rooms with three generations, sells for the same as a tv set, but you can't get it."

Adding to this pathetic situation is the fact that almost all housing consists of drab pre-fab concrete slabs which come complete with poor plumbing, wiring and insulation, he says. Not to complain, though; waiting lists for housing in some Polish cities is as long as 50 years.

Boosting housing construction will free Polish workers to follow jobs as the economy starts to flow. It will also create employment in an industry which, in contrast to the multi-tiered sub-contracting system in the U.S., is run by only one firm in most Polish cities.

And then there's the psychological factor.

"In Communist countries, you're assigned a job and once you're in a firm you're there for life," Clatanoff says. "There are no incentives. No other firms can lure you away with higher pay, and if you make more money you can't buy anything anyway. So saving money to be able to buy a house would be an incredible incentive."

DOL members of the team included Shellyn McCaffrey, deputy under secretary for ILAB, Carolyn Golding, deputy assistant secretary for ETA, Alison Smith and Lydia Sigelakis, both ILAB. ■

Agency Reorganization

WASHINGTON, D.C.—The reorganization of the Employment and Training Administration is underway.

As announced in January, James Van Erden will head the new Office of Work-Based Learning, which will encompass the Bureau of Apprenticeship and Training and the Office of Trade Adjustment Assistance. It will also include the newly-created Office of Worker Retraining and Adjustment Programs.

The new office will also include a Training Policy Unit for research and demonstration programs and a resources center to help private and public sectors in the latest training technologies. ■

In the Regions

Ron Hilton has been named BAT state director for **Michigan**. Hilton, a journey worker in the sheet metal trade, has spent his federal career with BAT.

DOL agencies in **Seattle** have been moving to a new location at the 1111 Third Avenue Building. All agencies should be moved by March.

Samuel Wallace, an Oakland small business owner, has been appointed Secretary's Representative in **San Francisco**. Wallace, 40, founded and operated a market research and advertising company in Oakland and last year launched a management consulting firm with offices in Los Angeles and Washington, D.C.

A parking spot—or rather who uses it, generated a story in the *Rocky Mountain News* in January. The Denver newspaper carried a feature about Luis Sepulveda, ETA regional administrator. On stormy days Sepulveda relinquishes his parking spot in the garage under the Denver DOL office for Dianne Nino, ETA. Because of disabilities brought on by infantile paralysis, Nino has difficulty walking.

Phyllis Crane has been named regional director of OWCP in **Chicago**.

Frank McDermott, Jr., has been appointed deputy regional solicitor in **Boston**. McDermott has been ESA counsel in Chicago's solicitor's office for the past 10 years. He joined DOL as an attorney in 1966.

Boston regional employees raised over $1,000 to benefit local shelters for the homeless in December. Funds went to the Pine Street Inn, a shelter for homeless men, and Rosie's Place, a shelter for homeless women and children. ■

Civil Rights Director Named

Annabelle Lockhart has been named Director of the Directorate of Civil Rights. She previously served as the Directorate's Deputy Director. ■

New Clinic to Give Disabled Novel Care

By Susan Harrigan
STAFF WRITER

A few months ago, Marilyn Saviola needed to find a doctor to treat a skin rash. Saviola, a quadriplegic because of childhood polio, was told by her insurance company that she would have to go to a general-care doctor to be reimbursed for treatment.

Saviola called a general practitioner in New York City to see if his office was accessible by wheelchair. It was. But when the doctor learned that Saviola uses a ventilator as well as a wheelchair, he urged her to see a rehabilitation specialist instead, she said.

Saviola called another family doctor; she got the same reaction. So she came up with a different prescription for treatment: an entrepreneurial one.

Saviola, who is the executive director of the Center for Independence of the Disabled in New York, is starting a clinic specializing in the general health needs of disabled people — apparently the first such operation in the nation.

The clinic, scheduled to open this spring in lower Manhattan, would have special equipment, such as motorized examining tables, and extra personnel to help out with chores, such as lifting patients. Much of the clinic's staff would consist of residents, nurse-practitioner students and other personnel from a local teaching hospital.

The operation will be under the aegis of Saviola's independent living center for the disabled, one of 400 organizations around the country designed to help disabled people help themselves. It will be funded for four years with an $800,000 grant from the Robert Wood Johnson Foundation, subject to final approval by the foundation's trustees later this month. After that, the clinic is expected to be self-supporting.

The foundation, which is encouraging independent living centers for the disabled to become more financially self-sufficient, has given $8.4 million to a dozen health-care projects run by disabled groups.

The New York State Advocate for the Disabled office also has encouraged the state's 34 independent living centers to diminish their reliance on federal and state funds by developing income-generating ventures.

Doctors say the new clinic is a good idea, although they insist most family practitioners do not shy away from treating the disabled.

"To say the profession rejects people with disabilities flies in the face of reality," said Charles Aswad, a Binghamton, N.Y. family physician who is president of the Medical Society of the State of New York. "Physicians are in a care-giving lifestyle. Why would we be rejecting people who need our care?"

But Saviola and others cite a number of reasons why disabled people-

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Please see CLINIC on Next Page



Newsday / Nanine Hartzenbusch

Marilyn Saviola, founder of health-care clinic for the disabled

NEW

In Connecticut

By James Bernstein
STAFF WRITER

In another blow to the tri-state area's economy, United Technologies Corp. of Hartford said yesterday it plans to eliminate 13,900 jobs during the next few years in a massive restructuring that will cost more than $1.2 billion.

The company's Norden Systems facility in Melville, L.I., will be spared, but Norden's operations in Connecticut will be reduced by about 700 jobs by 1994. Norden employs 2,300, including 400 in Melville.

UTC, the 17th-largest company in the United States, plans to close or consolidate more than 100 facilities worldwide, saving $260 million annually. The job cuts amount to about 7 percent of the total work force of nearly 200,000.

Chairman Robert Daniell said in a statement that UTC "will emerge during the next few years a very different company. It will be a leaner, tougher-minded company."

Clinic for Disabled

CLINIC from Preceding Page

frequently have trouble obtaining adequate primary medical care:

- Many doctors' offices aren't accessible to the disabled because of physical barriers, such as steps, which impede wheelchairs. While the federal Americans With Disabilities Act requires all physicians to make their offices accessible to the disabled by Jan. 26, it also allows exceptions if ramping or other accommodations would impose "significant hardship" to a doctor.
- It can be difficult to persuade doctors to accept payment from Medicaid or Medicare, frequently the only coverage that disabled people have. Steven Tamarin, a family practitioner in New York City, acknowledges that many physicians try to limit the number of Medicaid and Medicare patients they see because reimbursement levels are so inadequate.
- Trained personnel may not be available to help disabled patients reach examining tables and other diagnostic equipment, or interpret if they are deaf. And motorized examining tables and other special facilities aren't economically feasible unless doctors see large numbers of disabled patients, Aswad said.

"Most clinics are designed to get people in and out real quickly," said Lex Frieden, a professor at Baylor College of Medicine in Houston, Tex., who is helping oversee the creation of Saviola's new facility. "When they see a person who has a disability come in, they immediately see a hassle, and that creates kind of a negative attitude about treating that person."

47th St. Files Chap. 11

47th Street from Preceding Page

Street recently filled key positions by hiring outside consultants, who changed employee compensation and began reviewing store locations.

But while acknowledging that the recession contributed to its woes, 47th Street blamed the decision to seek bankruptcy protection on Transamerica Commercial Finance Corp., a Chicago-based company that financed the chain's purchase of merchandise.

In 1990, the companies became embroiled in a legal battle over collateral. Transamerica subsequently won a $10.3 million judgment against the retailer, which has since reduced the debt to $7.2 million.

But as the debt was being paid, the recession worsened and cash flow suffered, leading 47th Street to fall behind on taxes and payments. "The...



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NSA Briefs

NATIONAL CENTER FOR MEDICAL REHABILITATION RESEARCH

On July 9, 1991, Louis W. Sullivan, M.D., Secretary of Health and Human Services, announced the establishment of a National Center for Medical Rehabilitation Research within the National Institute of Child Health and Human Development.

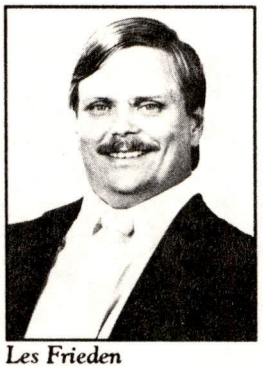
One of the center's priorities will be to support research leading to improved technologies and techniques to reactivate muscles, nerves and bodily functions impaired by injury, disease, disorder or birth defect, and to improve prosthetic devices. Secretary Sullivan said, "The new center will conduct and support the work of engineers and scientists seeking to restore, replace and enhance the function of children and adults with physical disabilities."

Duane Alexander, M.D., director of the National Institute of Child Health and Human Development, is the acting director of the center. He said, "Rehabilitation medicine and associated therapies may soon be able to use findings from basic research to improve or replace the loss of central nervous system function, and impairments resulting from arthritis, cardiovascular disorders and other functional limitations.

"In the future, we look forward to applying the advances in microcomputer hardware and software to externally control implanted devices to regulate a variety of body functions including: opening and shutting anal and urinary sphincters, releasing drugs and hormones, and sequencing or modulating neural impulses to muscle groups."

The National Institute of Child Health and Human Development is one of the institutes of the National Institutes of Health within the Public Health Service family of health agencies at HHS.

Les Frieden, chairman of the board, is the former executive director of the



Les Frieden

National Council on Disability, an independent federal agency. Mr. Frieden is senior vice president of TIRR and is an assistant professor at Baylor College of Medicine, Houston. A quadriplegic due to spinal cord injury, he played a key role in the drafting of the Americans with Disabilities Act of 1990 and has received two Presidential citations for his work in the field of disability.

The advisory board represents a broad spectrum of expertise in rehabilitation and rehabilitation research and includes six members with disabilities, one of whom is a stroke survivor.

PARKE-DAVIS PRESENTS $30,000 EDUCATION GRANT TO NSA

Jacquelyn Mayer Townsend, a founding director of National Stroke Association (NSA), accepted a $30,000 grant from John Howards, senior product manager, Parke-Davis Division of Warner-Lambert Company. Mr. Howard stated that the grant is to help support the publication of stroke educational materials and to fund the NSA traveling exhibit.



John Howard, Senior Product Manager, Parke-Davis presenting check to Jackie Mayer Townsend, NSA Board Member.

Parke-Davis has been a major supporter of these programs for the past five years. The traveling exhibit program has been extremely successful in enabling NSA to reach out to large audiences of physicians, nurses and other professionals. In accepting the grant, Ms. Townsend noted that with Parke Davis' support, NSA now has exhibited at more than fifty professional meeting and conferences.

The check for $30,000 was presented at the April, 1991, meeting of the American Academy of Neurology in Boston.

Dispelling cost myths about technologies for the disabled

BY CATHERINE MARENGHI

Powerful new technologies are helping to lower many of the barriers blocking disabled people from the workplace. But advocates for the disabled say one big hurdle remains: price.

All the technology in the world won't do any good if firms believe it's too expensive, experts say. Even in cases where technology is reasonably priced, the *perception* of high cost can combine with other kinds of prejudice to block hiring.

"There are persistent myths about hiring the disabled. Companies fear that hiring the disabled will cost them tens of thousands of dollars in special technology," says Andrew Forman, vice president and co-founder of Lane & Laurence, Inc., a Boston-based personnel firm that specializes in placing disabled workers.

In many cases, Forman says, these fears are unfounded. Although the system he uses to overcome his own visual impairment — a Telesensory Systems, Inc. Vantage video magnifier and Vista screen-enlargement software — costs "a few thousand dollars," Forman was able to obtain it on loan from the Massachusetts Commission for the Blind.

Furthermore, he says, the required accommodation can often be something "as simple as using cinder blocks to elevate a desk, so the visually impaired can read material at close range."

Marenghi is a Boston-based free-lance writer.

For tight budgets

There are many adaptive aids more sophisticated than cinder blocks available at low cost. For example, less than $100 buys a specialized keyboard or input pen for a disabled person. For $149, companies can get text-to-speech software for IBM Personal Computers and compatibles. For less than $400, buyers can have Intouch software from Berkeley Systems, Inc. in Berkeley, Calif., which creates a touch screen for Apple Computer, Inc. Macintoshes, for example.

Advocates also cite several studies — including those by the U.S. Department of Labor, the U.S. General Accounting Office, the president's committee on the disabled and several private firms — which conclude that 80% of all accommodations for people with disabilities cost companies less than $500 each.

Even products that are considerably more expensive than $500 are cheaper than they used to be. James Barry, an in-house consultant on disabled issues at Nynex Corp., points out that "expensive" is relative, and prices for many technologies have fallen sharply over the last decade.

Barry, who became visually disabled more than 10 years ago, relies on a "reading" device from Kurzweil Applied Intelligence, Inc. in Waltham, Mass., to keep up with his electronic mail. "I first saw a Kurzweil Reader at the New York Public Library in 1980, and it was $40,000. Now, equipment like that costs $4,000."

Nevertheless, other workers with disabilities say that while assistive systems can provide invaluable aid, the cost remains an obstacle for many companies.

Kelly Ford, a project manager at the Trace Research and Development Center in Madison, Wis., says the latest technology tends to be expensive because development and marketing costs are high and sales volumes are low.

The center, which does "rehabilitation engineering" for the disabled, focuses on access, environmental control and augmented communications. As part of its information resources, the center maintains a database of more than 18,000 assistive technology products (see resources, page 67).

Ford, who is blind, uses a voice output package called Outspoken from Berkeley Systems to "read" his E-mail and do "a fair amount of writing" on his Macintosh. In addition to reading text, the Outspoken software also transforms the Macintosh's graphical user interfaces and icons into an audible interface.

Cost still an issue

Lex Frieden, a vice president at The Institute for Rehabilitation and Research in Houston, says he believes that while great strides have been made in development, pricing is still a major issue.

Frieden, who has been partially paralyzed since a car accident in 1967, uses IBM's Voicetype — a multimedia speech-recognition product unveiled in May — to do word processing and spreadsheet calculations by dictation. Although he says he appreciates the technological progress that has been made, Frieden adds that the system's cost would be daunting for many, if not most, employers. The software alone costs $3,185 and requires an Intel 80386SX-based PC with at least 6M bytes of random-access memory.

To help ease the costs to businesses,

Assistive, adaptive computer tools

Literally thousands of computer products designed to enable disabled workers have appeared during the past few years. What follows is a sample.

FOR MOTOR IMPAIRMENTS:

Voicetype, *a $3,185 package, allows*
30 Forbes Road
Northboro, Mass. 01532
(800) 344-4825

Dragon Dictate-30K *is a voice-recognition system that runs on IBM PCs and compatibles and incorporates a 30,000-word vocabulary for $8,995.*
Dragon Systems, Inc.
320 Nevada St.
Newton, Mass. 02160

FOR VISUAL IMPAIRMENTS:

Outspoken *is a $395 software package*
216 Advanced Technology Centre
9650 20th Ave.
Edmonton, Alberta T6N 1G1
(403) 450-8926

with visual impairments to transform information on the computer screen into voice output, sells for $648 for the IBM PS/2 version and $721 for the PC version.
IBM Special Needs Information
and Referral Center
4111 Northside Pkwy.
Atlanta, Ga. 30327
(800) 426-2133

the U.S. government is offering tax incentives to companies that are willing to make physical and technological accommodations. For instance, the Internal Revenue Service allows an "Architectural and Transportation Barrier Removal Deduction" of up to $15,000.

Another incentive, the Targeted Jobs Tax Credit, offers employers a credit against their tax liability if they hire individuals from nine targeted groups, including the disabled. The credit is equal to 40% of first-year wages, with a maximum credit of $2,444 per employee for the first year of employment.

Also offered is the Disabled Access Credit, which addresses credits for "reasonable expenses" for technologies and accommodations to help disabled workers in the workplace.

Still, observers say that if adaptive technology is to gain widespread acceptance by employers and individuals with disabilities, it must come in a cheaper incarnation, preferably in palmtop form.

One glimpse of tomorrow's technology came in June, when a $1,595 braille-based portable PC was unveiled by Telesensory in Mountain View, Calif. The 1-pound computer includes a speech synthesizer, an electronic braille cell, a braille keyboard and 100K bytes of internal memory, according to the manufacturer.

Research and development of this kind can benefit the entire computing community, not just the disabled, Frieden says. "It's like Velcro. One of the first commercial uses was for people who couldn't tie their own shoestrings. Now, Velcro closures are used on shoes for everybody."

He says he believes that technologies such as speech recognition will eventually be adapted for use by everyone.

Technological barriers

While monetary concerns dominate, technological problems also loom. Perhaps the largest barrier for the blind is the trend toward bit-mapped graphical user interfaces, which cannot be read by screen-reading devices that rely on character-based programs.

However, research is under way to produce systems that allow blind individuals to navigate the screen and read graphics, says Jim Geletka, executive director of the Information Technology Foundation in Arlington, Va.

Geletka says the foundation is encouraging software vendors to provide hooks into their standard packages so that third-party developers can provide add-on products for disabled workers. Eventually, however, experts hope the accommodating features will be incorporated into mainstream products.

Computer users, disabled or not, should have the option to have large-type displays, voice output and nonkeyboard interfaces, says Charles Merbitz, coordinator of the rehabilitation laboratory at the Illinois Institute of Technology in Chicago.

Experts agree that, just as parents with strollers find the sidewalk "curb cuts" designed for wheelchair users beneficial, the "electronic curb cuts" required by the ADA will improve computer products for a wide range of users.

Computerworld National Correspondent Mitch Betts contributed to this report.

Types of assistive technologies

"Assistive technologies" for disabled people fall into several broad categories:

- **Magnification:** Software packages that deliver large-type screen displays, as well as closed-circuit television monitors to magnify printed matter and display it on a video screen.
- **Voice output:** Software and hardware devices that can read aloud text and machine commands displayed on a screen.
- **Alternative input devices:** Keyboard and mouse alternatives, ranging from speech recognition, large-key keyboards, pointing devices and switches that can accept winks, eyebrow movements, sip-and-puff, tongue or virtually any other physical movement as input.
- **Augmented communication:** Technology that translates audio data such as doorbells, ringing telephones and actual phone conversations into video displays for the hearing- and speech-impaired, as well as tools to provide audio signals for screen prompts, icons, capitalization and so on for the visually impaired.
- **Word processing aids:** These software tools take several different forms. An artificial intelligence tool, for example, can "learn" a user's vocabulary and anticipate letters and words before they are input. Other shrink-wrapped programs anticipate the next word needed to complete a sentence.
- **Environmental control:** Tools to help the handicapped master their environments via personal computers, including activating appliances, changing TV channels, turning off lights and answering doorbells.

Information resources (groups, pubs, product info centers)

GROUPS AND ASSOCIATIONS:

Association for Computing Machinery
Special Interest Group on Computers and the Physically Handicapped

Washington, D.C. 20405
(202) 501-4906

Resource for government employees and managers seeking information on how to accommodate disabled people.

PUBLICATIONS:

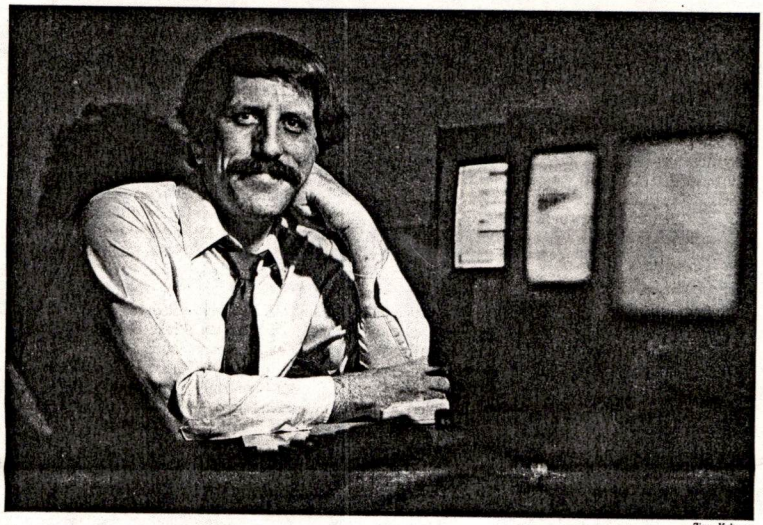
National Braille Press, Inc.
88 St. Stephen St.
Boston, MA 02115
(617) 266-6160

20525 Mariani Ave.
Cupertino, Calif. 95014
(800) 732-3131, ext. 950

Maintains an extensive listing of products that work with the Macintosh computer for people with disabilities.

Ready, willing and able?

New federal laws barring discrimination against persons with disabilities go into effect in January. How ready is your company?



Zigy Kalvzny

University of Texas' Watkins: *Many expect the workplace impact of the Americans with Disabilities Act of 1990 to be on a par with the Civil Rights Act*

BY MITCH BETTS and JEAN S. BOZMAN

Ten years after the first personal computer revolution, a second movement is under way that advocates say could usher in a new era of employment for workers with disabilities. However, when a new federal law mandating that businesses make "reasonable accommodations" for disabled employees goes into effect in 1992, many U.S. companies and their information systems departments will not be ready.

Experts say the Americans with Disabilities Act (ADA) of 1990 will require changes in everything from computer interfaces to voice mail so that technology does not create barriers for physically, emotionally and mentally impaired people who would otherwise be qualified for a particular job.

The far-reaching law does not spell out exactly how companies must comply. Instead, employers are asked to make decisions about equipping the disabled on a case-by-case basis. But experts say that employers who think a few wheelchair ramps will satisfy the nation's latest civil rights law had better take a second look.

In general, companies will need to provide office technology with audio interfaces for blind workers and visual interfaces for deaf workers, says Samuel A. Simon, president of Issue Dynamics, Inc., a consulting firm in Washington, D.C.

For instance, a voice-mail system used to announce essential company meetings discriminates against the deaf worker, he says, noting that "technology is both a barrier and a solution."

Other experts say firms will probably need to provide computer screen readers for blind workers and touch screens or other interfaces for those who cannot use keyboards. Employers may be required to provide a vision-impaired worker with special eyeglasses for use with VDTs.

Little action so far

Despite the vast number of technical, managerial and training issues the law implies, observers say many U.S. firms have done little or no planning regarding the "adaptive technologies" needed to bring impaired workers into the business mainstream. While many companies are tracking the legislation, experts say, most are adopting a wait-and-see attitude. A recent survey of 484 companies, for example, found that 55% have not even begun planning for the ADA's effects, according to the New York-based law firm Jackson, Lewis, Schnitzler & Krupman.

Uncertainty is causing many businesses to wait until they are challenged before making any costly accommodations, says Richard Cupp, a law professor at Pepperdine University in Malibu, Calif.

Under the law, persons who feel they have been discriminated against can file a complaint with the Equal Employment Opportunity Commission or file a civil lawsuit. Many firms will wait to see the outcome of those cases before taking action.

"Most of the really big companies who have not been proactive [on the ADA] will wait for the government to tell them what to do," says Judge Fowler, senior vice president and director of systems development at First Union National Bank in Charlotte, N.C., and active in disabled affairs.

Another problem that is working against ADA

Continued on page 64

Betts is *Computerworld*'s national correspondent based in Washington, D.C. Bozman is *Computerworld*'s West Coast senior editor.



Computing and the disabled

KEY POINTS

- New legislation will require changes in everything from computer interfaces to voice mail to keep technology from creating barriers for the physically, emotionally and mentally impaired, but few firms are prepared.
- The role of IS in equipping the new generation of disabled workers with computers is still evolving.
- A specialized PC-based system gives counselor Marilyn Hoggatt a second chance at a career. See story page 65.
- Fears about the cost of providing specialized computing equipment for employees with disabilities remain an obstacle. See story page 66.
- Numerous organizations have been set up to provide information about providing computers for disabled people. See listing, page 67.

QUOTABLE:

The ADA "has created a new wave of immigrants . . . who are going to have to be assimilated into our society like other waves of immigrants before us."

JAMES BARRY NYNEX CORP.

How ready is your company?

CONTINUED FROM PAGE 63

compliance is that IS groups have heard little about the law and their possible role.

At Gold Kist, Inc., an Atlanta-based diversified agricultural business, for example, Mike Thrailkill, director of information services, says the firm's human resources department is probably studying the issue, but no initiatives have yet reached IS. Although Gold Kist currently employs disabled workers, Thrailkill says IS has not been asked to make any technological accommodations for them.

High hopes

Advocates voice high hopes that the law and new technology will reduce unemployment and underemployment among disabled knowledge workers such as accountants, writers, lawyers and programmers.

"People I know think it's going to be like the Civil Rights Act," says G. Morgan Watkins, who directs microcomputer support at the University of Texas at Austin. Watkins, who has lost most of his sight to retinal degeneration, says an estimated 80% of the blind are chronically unemployed.

The impaired "have not been given the opportunities in large numbers to do what they want to do," acknowledges James Barry, an in-house consultant on disabled issues at Nynex Corp.

Disabled people and their supporters are counting on technology to play a major role in changing that reality. Computers can now be adapted and connected in ways that allow people to interact with others without any special attention or discrimination.

"The power of telecommunications is amazing," says David Clarke, a 21-year-old part-time programmer at Pacific Bell who was born with cerebral palsy. "You can be talking and communicating with other people, and they never have to know you're disabled. There's no inbred stereotype."

Barry, who is visually impaired, adds: "The computer is a nondiscriminatory device. It doesn't care whether you are black or white, male or female, able or disabled. It's going to respond to your command, whether that command is given by a mouth stick, an eye beam, a touch screen or the spoken voice."

Much of the hope for better integration of the disabled into the general work force rides on PCs, which can be equipped with hundreds of adaptive devices and specialized software.

Custom systems, for example, let blind workers use voice synthesizers to "read" electronic databases, professional journals, newspapers and other library materials. Deaf users can convert a program's sound "cues," such as beeps, into a visual symbol or flashing icon. Dyslexic users can use spell-checkers to produce top-quality letters.

Advocates say the cost of installing these adaptive technologies is fairly small — typically less than $5,000 for a PC and special software (see story page 66).

IS role unclear

It is not yet clear what role IS will play in equipping the new generation of disabled workers with computers.

Traditionally, business units in large corporations have taken the lead role in acquiring adaptive technology, says Richard Wanderman, a Litchfield, Conn., consultant on the disabled who has advised many Fortune 1,000 firms. IS people have not tended to get directly involved, "unless they are asked to help with end-user training or have disablilities themselves," says Wanderman, who has dyslexia.

The response of one IS director at a national accounting firm, when asked about the ADA, is typical: "I'm not really sure what our involvement would be."

Probably the biggest reason for such detachment, experts say, is that until now, there have been relatively few users with disabilities in companies, and equipping them was simply not seen as an IS task. However, Nynex's Barry says, sheer numbers will change that.

Experts say knowledge of networking, equipment procurement, standards, integration, security and other areas now make computing professionals a natural choice for playing an important role in equipping people with disabilities.

"I think it's clearly within our ability in IS to make some jobs within the company more accessible to people with disabilities," First Union's Fowler says. "We have access to technology that would enable a broader base of employees . . . to be hired."

Fowler and others say IS has an excellent ground-floor opportunity to work closely with a corporate "champion" for the disabled — often a human resources manager or affirmative action officer — who in most cases will continue taking a lead role in supporting workers with impairments.

While many companies are adopting a wait-and-see attitude, some are continuing notable efforts to equip the disabled. IBM, Apple Computer, Inc., Boeing Computer Services, Electronic Data Systems Corp., Du Pont Co., Marriott Corp., McDonald's Corp., Nynex and Pacific Bell are among the companies frequently cited for their leading-edge efforts.

- At McDonald's, Tom Janus, a director of the firm's 300-person information services department, says he sees his role as a strong champion for the disabled.

"We've been very successful in hiring the disabled for data processing jobs," says Janus, who serves on the board of Programable, a Chicago-area recruitment and training group for disabled programmers. "Now we're trying to find people with professional skills who are disabled."

Several visually impaired programmers and one person who uses a wheelchair have been trained as Cobol programmers and hired for full-time jobs at McDonald's, he says. Their attendance records are exemplary, Janus adds, despite physical difficulties associated with commuting in the winter in Chicago.

Although there is no formal quota, Janus says, "My goal is to have 2% of our employees be persons with disabilities."

- Pacific Bell employs disabled people in its San Ramon, Calif., and San Francisc offices, including one group of blind or v sually impaired telephone operators hir 10 years ago.

"We did it long before the ADA can along," says Bill Harpst, district manag of special operator services throughou California. When the jobs performed l partially sighted operators were automa ed in the mid-1980s, workers were giv PCs, trackballs and speech software a taught how to touch-type. "Today, th answer the phones just as quickly as sigh ed operators," Harpst says.

- Syntex, Inc., a pharmaceuticals comp ny in Palo Alto, Calif., created a progra for disabled programmers, says Catl Rogers, the firm's affirmative action of cer. Hearing-impaired programmers a equipped with a telecommunications d vice for the deaf that allows them to r ceive company voice mail.
- First Union National Bank now emplo a dozen people with various disabilities programmers in its 700-person Autom tion Division, Fowler says.

Besides his efforts at the 1,100-bran bank, Fowler also works with several o ganizations for the disabled, including state advocacy council and "Learni How," a national organization for disabl women. He is also board chairman of O portunity Plus, a temporary employme agency for people with disabilities.

While exact plans have yet to worked out, Fowler says the bank's info mation center will most likely notify inte nal customers about what technology available to assist the disabled.

Looking ahead, experts say the p cess of hiring and equipping workers w have disabilities will slowly continue in the next century.

A consortium of major software a services vendors such as Microsoft Cor is working with the General Services A ministration, and the University of W consin is researching adaptive softwa for the disabled.

Many say they also expect interest grow rapidly as the decade progress and the pool of skilled workers shrin The U.S. Census Bureau estimates th only about 28% of the nation's disabl hold full- or part-time jobs, so huge nu bers of workers are available.

"ADA created a new wave of imm grants . . . who are going to have to be a similated into our society like other wav of immigrants before us," Barry co cludes.

"We're at a unique point in time which the technology has come along, has the legislation, to hire the disabled says Alan Brightman, manager of t Worldwide Disability Solutions Group Apple. "What the sharp companies a going to do now is to start looking beautiful minds" in bodies with disab ities, he adds. •

Key dates

Provisions of the Americans with Disabilities Act of 1990 take effect on the following dates:

- ▶Public accommodations: Jan. 26, 1992.
- ▶State/local government activities: Jan. 26, 1992.
- ▶Employers with 25 or more workers: July 26, 1992.
- ▶Employers with 15 to 24 workers: July 26, 1994.

Source: U.S. Department of Justice.

Work performance and the disabled

A 1990 study of employees at Du Pont showed few differences between the performances of able-bodied workers and those with disabilities

	Workers with disabilities	Workers without disabilities
Safety	97%	97%
Attendance	86%	95%
Job duties	90%	95%

Percent rated average or above. Based on a survey of 811 disabled employees (out of more than 3,000) rated by their managers against department peers.

Source: Du Pont Co. CW Chart: Michael Sign

Defining the word 'disability'

The Americans with Disabilities Act of 1990 defines the term "disability" as a physical or mental impairment that substantially limits one or more of the major life activities. Here's what that really means:

- **Major life activities:** Hearing, learning, performing manual tasks, seeing, speaking, walking, working, breathing and caring for oneself.
- **Physical impairment:** A physiological disorder or condition, disfigurement or anatomical loss.
- **Mental impairment:** Mental or emotional illness, mental retardation or specific learning disabilities.

The act also defines which kinds of illnesses are considered "disabilities" and which are not:

- **"Disability" includes** visual, speech and hearing impairments, acquired immune deficiency syndrome, alcoholism, cancer, cerebral palsy, diabetes, drug addiction, epilepsy, heart disease, multiple sclerosis, muscular dystrophy and tuberculosis.
- **"Disability" does not include** compulsive gambling, kleptomania, pyromania or sexual behavior disorders. Note: Advanced age, homosexuality, incarceration, left-handedness, obesity, poverty, pregnancy and common personality traits (such as poor judgment or a quick temper) are not impairments and thus are not disabilities.

Source: U.S. Equal Employment Opportunity Commission and U.S. Department of Justice.

PC gives counselor second career chance

With the aid of special software, Marilyn Hoggatt does everything from working at NSU to running her home

BY KATIE CRANE

Thanks to a specially equipped personal computer, Marilyn Hoggatt has been able to grab a second chance for a career, even without the use of her hands. "The [wheel] chair is my legs, the computer is my hands," says the 40-year-old single mother, who became paralyzed from the neck down after a spinal injury in 1983.

The Oklahoma resident, whose spine was severed in a fall from a second-story porch, credits "assistive" computer technology with making it possible for her to begin her first job since her accident eight years ago. This past August, she began work as a part-time facilities services adviser at her alma mater, Northeastern State University (NSU) in Tahlequah, Okla.

The job marked the end of a long struggle. After her accident and rehabilitation, Hoggatt had gone back to school and completed her master's degree in counseling psychology in May 1984. She then had counseled clients in her home, but discouraged by the chronic pain, she had "dropped out and vegetated." In 1987, she regained her motivation and became active in disabled causes.

At home, Hoggatt uses a PC equipped with a specialized "sip-and-puff" device. By placing a tube in her mouth and inhaling and exhaling, she controls the wheelchair and various computer functions, such as checking her calendar.

Marilyn "is a goer," says Jim Marlow, a 59-year-old hearing- and reading-impaired student intern who works with Hoggatt. Her optimistic attitude has been an inspiration, adds Marlow, who holds an MBA degree.

Hoggatt's PC is equipped with a communication and environmental control system called Cintex made by Nanopac, Inc. in Tulsa, Okla. Soon, her IBM PC at the office will be outfitted with the same system. Hoggatt relies on the system to write letters, answer the phone and activate the printer.

She says the system is a huge improvement over the recent past, when it would take an entire day to write a two-page letter using older software. "The editing process was a nightmare," she recalls.

Now, she says, the $1,250 software, which includes artificial intelligence features, provides new options and independence. "It's my life," she says. "I'm dependent on it instead of people for so many things."

This reliance was evident a few years ago when Hoggatt's computer was stolen. "I couldn't do anything," she recalls. "It was like they had taken away my hands."

Fortunately, an unnamed benefactor donated a new system, and Hoggatt resumed work.



Steve Jennings

NSU's Hoggatt: *'The [wheel] chair is my legs, the computer is my hands'*

Not so different

Aside from her use of special technologies, Hoggatt is like many professional women, struggling to balance job, two volunteer organizations, family, friends and church.

She founded and is now secretary of the Spinal Cord Injury Chapter of Oklahoma, for which she produces a quarterly newsletter. Hoggatt is also secretary of the board of directors at Legal Services of Eastern Oklahoma. She has a 20-year-old son, Kyle, living at home as well.

Besides helping at work, the PC and software system also help Hoggatt run her home. The system can control up to 256 household appliances and can "learn" more than 100 infrared commands, such as lowering the television volume or raising the heat.

Hoggatt landed her present job when she approached the NSU president and proposed a disabled student services program modeled after one at Oklahoma State University in Stillwater, Okla. The college president created a new position, charging Hoggatt with designing and implementing services for disabled people on campus.

Today, working with Marlow and a secretary, Hoggatt is in the first phase of the NSU project, which involves compiling an extensive report on the accessibility of the college's educational buildings and grounds.

She expects the job to become full time when the college opens a student support center with tutors, readers, typists, note takers, books on tape, braille machines, large-type computer screens and interpreters for the deaf.

Despite her successes, Hoggatt doesn't downplay the daily challenges she faces. She has fallen from her wheelchair repeatedly and now must be accompanied everywhere. Routine tasks such as going to bed and rising require help. And there is the chronic pain.

Marlow adds that frustrating difficulties can arise. When Hoggatt dictates, for example, Marlow says he sometimes has problems transcribing because of his own disabilities.

Even though problems are possible, Hoggatt says, employers should not "let their red flag come up" when a disabled person requires minor technological accommodation. The productivity and attendance of disabled workers often matches that of able-bodied peers, she says (see chart page 63).

Hoggatt says she dreams about the day when a laptop outfitted with Cintex will let her be as independent on the road as she is at home and in the office. She also hopes to switch someday from sip-and-puff to voice commands.

Occasionally, she "cheats" and types on a full keyboard by placing a dowel rod in her mouth. She says this approach lets her type more quickly.

Overall, Hoggatt says she sees herself as an example of what can be accomplished with the right attitude and technology.

"Can you imagine anyone more disabled than someone paralyzed from the neck down?" she asks. "I can. I know plenty of people who are paralyzed from the neck up." ●

Crane is a free-lance writer in Norwich, Vt.

When trying to get jobs, disabled workers advised to BYOPC (bring your own PC)

The specialized technology that lands on the desks of newly hired workers with disabilities usually isn't placed there by the information systems department.

People with disabilities are often counseled to bring their own equipment to remove at least one concern of prospective employers.

"Sometimes, the employer doesn't want to put out money up front to make the computer accessible for a blind person," explains Donna Seliger, president of the Visually Impaired Information Specialists group at the American Council of the Blind. Seliger, who works at a Sears, Roebuck and Co. store in Des Moines, Iowa, is not alone in that belief.

"We're telling disabled people, 'Don't be denied a job because a computer system can't be set up,'" says Ellen Daly, a legislative analyst with the Presidents Committee on Employment of People with Disabilities in Washington, D.C.

During the 1980s, many disabled people obtained adapted PCs for university or home use, she explains. Today, some employers will accept a worker-owned PC with adaptive equipment that is brought onto the job site, Daly says.

Special computers can arrive at firms in other ways, too. State agencies, for example, sometimes provide grants for the purchase of adaptive equipment, says Tom Janus, an information services director at McDonald's Corp. in Oak Brook, Ill. "If the state thinks that the disabled person is going to become self-supporting, they might help to provide the equipment," he says.

Also, donations from computer makers themselves can bring special equipment into a company. Some of the special PCs used by McDonalds' headquarters employees, for instance, were donated by IBM through Programable, an IBM-sponsored training course for disabled programmers.

It's not clear right now what role the IS department could or should play in the acquisition, maintenance and integration with other systems of specialized technologies for the disabled. But some experts suggest that IS departments need to become more involved than they historically have been.

JEAN S. BOZMAN

Dispelling cost myths about technologies for the disabled

BY CATHERINE MARENGHI

Powerful new technologies are helping to lower many of the barriers blocking disabled people from the workplace. But advocates for the disabled say one big hurdle remains: price.

All the technology in the world won't do any good if firms believe it's too expensive, experts say. Even in cases where technology is reasonably priced, the *perception* of high cost can combine with other kinds of prejudice to block hiring.

"There are persistent myths about hiring the disabled. Companies fear that hiring the disabled will cost them tens of thousands of dollars in special technology," says Andrew Forman, vice president and co-founder of Lane & Laurence, Inc., a Boston-based personnel firm that specializes in placing disabled workers.

In many cases, Forman says, these fears are unfounded. Although the system he uses to overcome his own visual impairment — a Telesensory Systems, Inc. Vantage video magnifier and Vista screen-enlargement software — costs "a few thousand dollars," Forman was able to obtain it on loan from the Massachusetts Commission for the Blind.

Furthermore, he says, the required accommodation can often be something "as simple as using cinder blocks to elevate a desk, so the visually impaired can read material at close range."

Marenghi is a Boston-based free-lance writer.

For tight budgets

There are many adaptive aids more sophisticated than cinder blocks available at low cost. For example, less than $100 buys a specialized keyboard or input pen for a disabled person. For $149, companies can get text-to-speech software for IBM Personal Computers and compatibles. For less than $400, buyers can have Intouch software from Berkeley Systems, Inc. in Berkeley, Calif., which creates a touch screen for Apple Computer, Inc. Macintoshes, for example.

Advocates also cite several studies — including those by the U.S. Department of Labor, the U.S. General Accounting Office, the president's committee on the disabled and several private firms — which conclude that 80% of all accommodations for people with disabilities cost companies less than $500 each.

Even products that are considerably more expensive than $500 are cheaper than they used to be. James Barry, an in-house consultant on disabled issues at Nynex Corp., points out that "expensive" is relative, and prices for many technologies have fallen sharply over the last decade.

Barry, who became visually disabled more than 10 years ago, relies on a "reading" device from Kurzweil Applied Intelligence, Inc. in Waltham, Mass., to keep up with his electronic mail. "I first saw a Kurzweil Reader at the New York Public Library in 1980, and it was $40,000. Now, equipment like that costs $4,000."

Nevertheless, other workers with disabilities say that while assistive systems can provide invaluable aid, the cost remains an obstacle for many companies.

Kelly Ford, a project manager at the Trace Research and Development Center in Madison, Wis., says the latest technology tends to be expensive because development and marketing costs are high and sales volumes are low.

The center, which does "rehabilitation engineering" for the disabled, focuses on access, environmental control and augmented communications. As part of its information resources, the center maintains a database of more than 18,00 assistive technology products (see n sources, page 67).

Ford, who is blind, uses a voice outp package called Outspoken from Berkel Systems to "read" his E-mail and do fair amount of writing" on his Macintos In addition to reading text, the Outspok software also transforms the Macintosh graphical user interfaces and icons into audible interface.

Cost still an issue

Lex Frieden, a vice president at The Inst tute for Rehabilitation and Research Houston, says he believes that while gre strides have been made in developme pricing is still a major issue.

Frieden, who has been partially par lyzed since a car accident in 1967, us IBM's Voicetype — a multimedia speec recognition product unveiled in May — do word processing and spreadsheet c culations by dictation. Although he sa he appreciates the technological progre that has been made, Frieden adds that t system's cost would be daunting many, if not most, employers. The so ware alone costs $3,185 and requires Intel 80386SX-based PC with at least 6 bytes of random-access memory.

To help ease the costs to business

Assistive, adaptive computer tools

Literally thousands of computer products designed to enable disabled workers have appeared during the past few years. What follows is a sample.

FOR MOTOR IMPAIRMENTS:

Voicetype, *a $3,185 package, allows mobility-impaired users to perform computer tasks by speaking instead of typing. It has a 7,000-word active vocabulary and requires an IBM Personal System/2 with at least a 386SX processor.*
IBM Special Needs Information and Referral Center
4111 Northside Pkwy.
Atlanta, Ga. 30327
(800) 426-2133

Cintex, *a PC software system, is a communications aid, word processor and environmental control system. Price is $1,250 for the software.*
Nanopac, Inc.
4833 South Sheridan Road, Suite 402
Tulsa, Okla. 74145
(918) 665-0329

A tongue-operated device for the Apple Computer, Inc. Macintosh, the **Tonguetouch Keypad**, *and the* **Zofcom Control System** *are packaged together for $5,975. The keypad fits into the roof of the user's mouth and weighs less than 1 ounce.*
Zofcom, Inc.
3962 Nelson Court
Palo Alto, Calif. 94306
(415) 858-2003

For Apple computer users, **Screendoors** *is a predictive point-and-click graphical keyboard that appears on the computer screen and sells for $350.* **Telepathic** *is a predictive word accelerator that sells for $195.*
Madenta Communications, Inc.
216 Advanced Technology Centre
9650 20th Ave.
Edmonton, Alberta T6N 1G1
(403) 450-8926

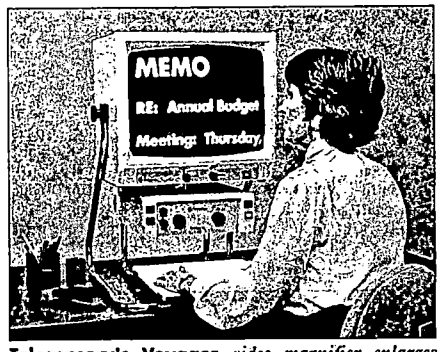
FOR VISUAL IMPAIRMENTS:

Outspoken *is a $395 software package that allows the legally blind to use Apple Macintoshes by converting the "visual" interface into an "audible" interface.* **Intouch**, *a $395 utility for the blind, displays any information on the Macintosh screen on a tactile device, and* **Inlarge**, *a $95 software package for the Macintosh, gives the partially sighted access to mainstream software.*
Berkeley Systems, Inc.
1700 Shattuck Ave.
Berkeley, Calif. 94709
(415) 540-5535

Multivoice, *a lightweight, portable, battery-powered speech-synthesis device for nonspeaking users, was developed by Children's Hospital of Boston in conjunction with Digital Equipment Corp. The tool sells for $1,600.*
Children's Hospital of Boston
Institute on Applied Technology
300 Longwood Ave.
Boston, Mass. 02115
(617) 735-8391

Dectalk PC, *a speech-synthesis tool for the blind, works with screen access software. Dectalk, a board that plugs into the PC, gives the user verbal position indications of where the cursor is on the screen and reads the text aloud. It comes with braille labels. It costs $1,195.*
Digital Equipment Corp.
Assistive Technology Group
30 Forbes Road
Northboro, Mass. 01532
(800) 344-4825

Dragon Dictate-30K *is a voice-recognition system that runs on IBM PCs and compatibles and incorporates a 30,000-word vocabulary for $8,995.*
Dragon Systems, Inc.
320 Nevada St.
Newton, Mass. 02160
(617) 965-5200



Telesensory's Voyager *video magnifier enlarges printed materials up to 60 times for the visually impaired*

For printing needs, the $2,995 **Romeo Braille Printer** *and the $19,500* **Braille Express** *are available for PCs.*
Enabling Technologies Co.
3102 S.E. Jay St.
Stuart, Fla. 34997
(407) 283-4817

Monologue *is a text-to-speech software package that works with IBM PCs and compatibles and sells for $149.95.*
First Byte
3100 S. Harbor Blvd., Suite 150
Santa Ana, Calif. 92704
(714) 432-1740

Screenreader, *which enables those with visual impairments to transfo information on the computer screen i voice output, sells for $648 for the IB PS/2 version and $721 for the PC v sion.*
IBM Special Needs Information and Referral Center
4111 Northside Pkwy.
Atlanta, Ga. 30327
(800) 426-2133

Braillemate, *a portable handh product for visually impai people, works with the IBM I It costs $1,595.*
Telesensory Systems, Inc.
455 North Bernardo Ave.
Mountain View, Calif. 94043
(415) 960-0920

FOR SPEECH DISABILITIES HEARING IMPAIRMENTS:

Blissymbolics is a system physically disabled people lack functional speech. **cessbliss**, *an Apple Hyperc program, gives quick acces the complete set of curre available Blissymbols and s for $250.*
Blissymbolics Communicatior International
250 Ferrand Drive, Suite 200
Don Mills, Ontario M3C 3P2
(416) 421-8377

Speechviewer, *priced at $1,235, vocalization product that helps spe and hearing-impaired individ learn to communicate more effecti* **Phonecommunicator**, *for $600, computer support system to allow h ing- or speech-impaired people to b communicate by phone.*
IBM Special Needs Information and Referral Center
4111 Northside Pkwy.
Atlanta, Ga. 30327
(800) 426-2133

the U.S. government is offering tax incentives to companies that are willing to make physical and technological accommodations. For instance, the Internal Revenue Service allows an "Architectural and Transportation Barrier Removal Deduction" of up to $15,000.

Another incentive, the Targeted Jobs Tax Credit, offers employers a credit against their tax liability if they hire individuals from nine targeted groups, including the disabled. The credit is equal to 40% of first-year wages, with a maximum credit of $2,444 per employee for the first year of employment.

Also offered is the Disabled Access Credit, which addresses credits for "reasonable expenses" for technologies and accommodations to help disabled workers in the workplace.

Still, observers say that if adaptive technology is to gain widespread acceptance by employers and individuals with disabilities, it must come in a cheaper incarnation, preferably in palmtop form.

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Technological barriers

While monetary concerns dominate, technological problems also loom. Perhaps the largest barrier for the blind is the trend toward bit-mapped graphical user interfaces, which cannot be read by screen-reading devices that rely on character-based programs.

However, research is under way to produce systems that allow blind individuals to navigate the screen and read graphics, says Jim Geletka, executive director of the Information Technology Foundation in Arlington, Va.

Geletka says the foundation is encouraging software vendors to provide hooks into their standard packages so that third-party developers can provide add-on products for disabled workers. Eventually, however, experts hope the accommodating features will be incorporated into mainstream products.

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Computerworld *National Correspo dent Mitch Betts contributed to this port.*

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Information resources (groups, pubs, product info centers)

GROUPS AND ASSOCIATIONS:

Association for Computing Machinery
Special Interest Group on Computers and the Physically Handicapped
Chairman: Ephraim Glinert
11 West 42nd St.
New York, N.Y. 10036
(212) 869-7440
Promotes professional interests of computing personnel with physical disabilities.

Electronic Industries Association
Assistive Devices Division
2001 Pennsylvania Ave., N.W.
Washington, D.C. 20006
(202) 457-8700
Publishes 28-page booklet called Extend Their Reach *as a basic introduction to assistive technology for people who are newly disabled or unfamiliar with technologies to aid them.*

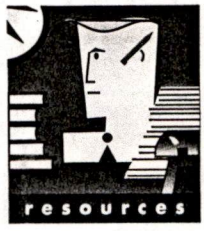
Job Accommodation Network
West Virginia University
809 Allen Hall
Morgantown, W. Va. 26506
(800) 526-7234 (U.S.)
(800) 526-2262 (Canada)
Information on ways to accommodate people with disabilities in the workplace.

Trace Research and Development Center
University of Wisconsin
1500 Highland Ave.
Madison, Wis. 53705
(608) 263-2237
Maintains a database of more than 18,000 assistive technology products.

General Services Administration
Clearinghouse for Computer Accommodations
18th and F Streets, N.W.
Washington, D.C. 20405
(202) 501-4906
Resource for government employees and managers seeking information on how to accommodate disabled people.

National Cristina Foundation
42 Hillcrest Drive
Pelham Manor, N.Y. 10803
(914) 738-7494
Provides computers and technology to people with special needs.

CD-ROM Users Group
Special Interest Group to Expedite the Accommodation Law
c/o Co-chairman Tom Dennison
5817 South 4th St.
Arlington, Va. 22204
(703) 379-2842
Subcommittee of the User Group's special interest group on CD-ROM Applications and Technology.



The President's Committee on Employment of People with Disabilities
1331 F St., N.W.
Washington, D.C. 20003-1107
(202) 376-6200 (voice)
Committee mandated by President Truman in 1947 with goal of educating U.S. employers that people with disabilities are viable workers. Has broad range of information on employment of disabled.

Resna
1101 Connecticut Ave., N.W.
Washington, D.C 20036
(202) 857-1199
Interdisciplinary association for advancement of rehabilitation and assistive technologies.

PUBLICATIONS:

National Braille Press, Inc.
88 St. Stephen St.
Boston, MA 02115
(617) 266-6160
Offers books and guides on personal computers for blind and visually impaired people.

"Raised Dot Computing"
408 S. Baldwin
Madison, Wis. 53703
(608) 257-9595

"Equal to the Task II: 1990 Du Pont Survey of Employment of People with Disabilities"
Du Pont Co.
Attention: G51932
P.O. Box 80029
Wilmington, Del. 19880
(800) 527-2601

Augmentative Communication News
One Surf Way
Monterey, Calif. 93940
(408) 649-3050

VENDOR ASSISTANCE:

Apple Computer, Inc.
Office of Special Education & Rehabilitation
20525 Mariani Ave.
Cupertino, Calif. 95014
(408) 996-1010
Promotes increased awareness of computer tools available to the disabled and provides access to information on how to implement computer solutions at home, in the workplace and at school.

Apple Computer, Inc.
Worldwide Disability Solutions Group
20525 Mariani Ave.
Cupertino, Calif. 95014
(800) 732-3131, ext. 950
Maintains an extensive listing products that work with the Macint computer for people with disabilities.

Digital Equipment Corp.
Accessibility Resource Center
8100 Corporate Drive
Landover, Md. 20785
(301) 306-6210
Handles information on mak computers accessible to disabled peo Works with other vendors to make pr ucts more accessible to the disabled.

Digital Equipment Corp.
Assistive Technology Access Center
30 Forbes Road
Northboro, Mass. 01532
(508) 351-4570
Displays various types of technolog to enable users with all types of physi impairments.

IBM
Special Needs Information and Refe Center
4111 Northside Pkwy.
Atlanta, Ga. 30327
(800) 426-2133
Provides information to consum and corporations seeking informat on both IBM and non-IBM products disabled people.

NEC Corp.
NEC Foundation of America
8 Old Sod Farm Road
Melville, N.Y. 11747
(516) 753-7021
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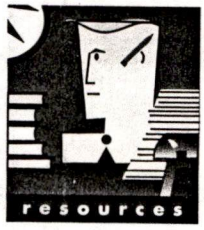
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Digital Equipment Corp.
Assistive Technology Access Center
30 Forbes Road
Northboro, Mass. 01532
(508) 351-4570
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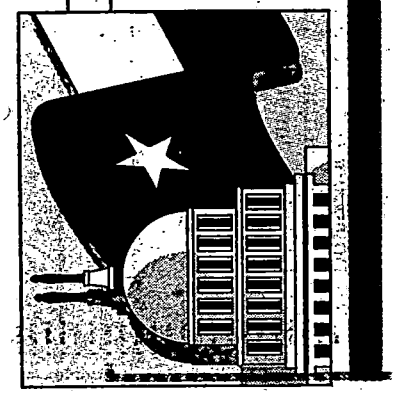
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NEC Foundation of America
8 Old Sod Farm Road
Melville, N.Y. 11747
(516) 753-7021
NEC recently placed a $10 million endowment to create the foundation, which concentrates on supporting science and engineering education and using technology to help disabled people.

The Houston Post
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HOUSTON/TEXAS

ROAD TRIP: Gov. Ann Richards takes state government to the people in a visit to Carthage —





Paul Harasim

Disabling views on the disabled

WE'RE JUST NOT thinking. If we were, change would come faster.

Once we come to fully understand that the only thing that separates us from a wheelchair is a split-second, grinding collision on Main Street or a swimming accident or a fall from a ladder, then a nation built for "normal" people over the last 200 years will truly come to realize that both the physical and mental obstacles created for the disabled must come down NOW.

If you think about it, what happened to Pam Mackie the other day at the Muncipal Courts building should have never happened.

Like many who use wheelchairs, she drives a van equipped with a lift. That means the usual handicapped parking space isn't big enough — a space the size of 1½ spaces is needed.

To ensure that she wouldn't get boxed in after helping a friend at the Municipal Courts building, she took up two spaces.

That got her ticketed.

It's the kind of frequent aggravation — Mackie says it makes some disabled people want to give up — that reminds Lex Frieden, one of the most effective civil rights activists in America, just how much more work there is to do.

First things first

We have met for lunch at the Texas Institute for Rehabilitation and Research, and Frieden, the chief architect of the Americans with Disabilities Act, lets his enchiladas get cold.

It is quickly apparent the 43-year-old Frieden appreciates food for thought far more than for the belly.

He's trim, sitting in a wheelchair as a result of an auto accident during his freshman year at college.

A senior vice president of TIRR who worked in Washington, D.C., for years conceiving the ADA legislation, he was awarded a Presidential Citation by George Bush for his work.

For a man whose work will radically change America — the effects of ADA are only now beginning to be felt across the country — Frieden is remarkably modest.

"The drive for what has been done and what needs to be done comes from millions," he says.

And yet when you talk with government leaders on either the national or local level, he's credited as being the driving force behind the disability rights movement.

In March, Hillary Rodham Clinton had him address leaders of the Western Hemisphere on how to bring those with disabilities into the mainstream, instead of shunting them into dead-end jobs.

Houston firsts

It was Frieden who got Mayor Bob Lanier to create the city's first commission for the disabled as well as the first city program to streamline mainstreaming.

Frieden's intellect and ability to speak off the cuff remind you of newsman Ted Koppel.

The transplant from Oklahoma will talk forever about the need for more contact between the able-bodied and those with disabilities.

"We have goals, too," he says. "Once people see that, the 'us and them' mentality disappears."

And then it becomes easier to understand why there's a need, say, for some wider handicapped parking spaces (now mandated by ADA).

As Frieden says, there's no question that attitudes about the disabled have evolved for the better.

Otherwise, the ADA, which is supposed to guarantee equal treatment and access for those with disabilities, could not have passed Congress in 1990.

But we've got a long way to go.

As renowned as he has become, Frieden realizes how far too many still view someone in a wheelchair.

When he was sitting recently at a bus stop with a cup of water in his hand, people threw change his way.

"I made a dollar," he says.

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