

Viewpoint



Inside this issue:

Exciting 2003 Conference Program Planned	2
SkillSoft & Manpower Conference Sponsors	3
Night on the Town in San Francisco Bay Area	3
Create ARPCT's future at 2003 Conference	3
ARPCT Profile: Access Ability Program in B.C.	4
New Freedom Initiative Awards to Members	4
Letter to Members from the ARPCT President	6

2003 ARPCT Conference in Oakland, CA May 13th – 16th “Celebrating our Past, Creating our Future!”

By Joseph Quinn

We invite ARPCT members to come to Northern California to celebrate ARPCT's 25th Anniversary at the 2003 Annual Conference, to be held in Oakland, CA. Dates for the Conference are May 13th—16th.

The theme for this year's conference, “Celebrating Our Past, Creating Our Future!” will bring representatives from ARPCT member programs across the US and Canada to learn, trade best practices, celebrate success, work together to solve challenges and look to the future of both the IT industry and the ARPCT.

The Conference will be held at the Waterfront Plaza Hotel located at 10 Washington Street, Oakland, CA 94607. The hotel is on the Oakland Harbor with views of San Francisco, in the heart of historic Jack London Square. The hotel website can be found at www.waterfrontplaza.com.

Call now at (800) 729-3638 or (510) 836-3800 to reserve rooms at the special conference rate of \$149/night. (You can access these



2003 ARPCT Annual Conference will be held at the Waterfront Plaza Hotel in Oakland, CA on SF Bay

room rates by either asking for the ARPCT Conference rooms, or using the confirmation number: XL0000.) You must book rooms by April 13, 2003 to receive the special conference rate.

Although the Oakland Inter-
(Continued on page 2)

Editor

Joe Quinn

Contributors

Steve Lawrence
Kathy Hurley
Lynn Hill
Maureen Fitzgerald (Editing)

Viewpoint

Computer Technologies Program
1918 Oxford St.
Berkeley, CA 94704
510.849.2911 ext. 305
Fax: 510.849.2968
Email: jquinn@ctpberk.org

Website: www.arpct.org

2003 ARPCT Outstanding Achievement Award Nominations

By Kathy Hurley

It's time for you to submit your nominations for the 2003 ARPCT Outstanding Achievement Awards. The deadline for submission is April 15, 2003.

There are four categories of awards:

Outstanding ARPCT Member of the Year (for an individual)

Outstanding ARPCT Student of the Year

Outstanding ARPCT Program of the Year

and Outstanding ARPCT BAC Member of the Year

The awards will be given at
(Continued on page 2)

2003 ARPCT Annual Conference to be held in Oakland, CA continued...

(Continued from page 1)

national Airport is closer to our conference hotel, you can book your flight into either the San Francisco International Airport or the Oakland Airport.

The 2003 ARPCT Annual Conference Schedule will be as follows:

Tuesday, May 13th: Registration and Reception 6-9pm

Wednesday, May 14th: Full day of Conference Presentations

Thursday, May 15th: Full day of Conference Presentations

Friday, May 16th: a final half day of Conference Presentations

A rooftop 25th Anniversary celebration (with views of the San Francisco Bay!) is planned for Wednesday evening. Check the ARPCT website (www.arpct.org) for more updates about conference programs and events!

The registration form has been emailed to member organizations. You may also download the conference flyer and registration form from the ARPCT web-

site.

For more information about conference registration, please contact Joe Quinn, ARPCT Vice President, and Director of Training at the conference host, the Computer Technologies Program in Berkeley, CA. You can reach Joe by email at jquinn@ctpberk.org or by phone at 510.849.2911 ext. 305.

We look forward to seeing members and colleagues in Oakland in May!

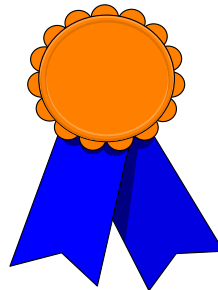
2003 Outstanding Achievement Awards continued...

(Continued from page 1)

the ARPCT Conference Awards Luncheon on Thursday, May 15th, 2003.

In order to submit a nomination, you must be an ARPCT member or BAC member. You can nominate your own program or an affiliate program OR any other ARPCT program. Nomination forms will be emailed to all member programs. They can also be found on the ARPCT website.

There are many outstanding students, ARPCT program employees, programs, and BAC members who deserve to be recognized!



Please take the time to submit your nomination as soon as possible!

Send your nominations to:

Kathy Hurley, ARPCT Executive Committee Secretary
1568 Carrington Ave.
Winter Springs, FL 32708
or
khurley@valenciacc.edu

For more information call Kathy at 407.977.9960.

Exciting Program Planned for 2003 ARPCT Annual Conference by Joseph Quinn

Keynote addresses by conference sponsors Manpower and SkillSoft and a panel of Bay Area and Silicon Valley professionals forecasting "Trends in the IT Industry" are among the presentations planned for the 2003 ARPCT program. Other



highlights include:

Coaching and Mentoring, Putting Pizzazz into the Classroom, How to effectively incorporate SkillSoft training into your program, Placement Innovations and the popular ARPCT Member Program Share.

ARPCT would like to thank the 2003 Conference Program Planning Committee: Christy Russell (SLCC Skills Center, Salt Lake City), Kim Seeger (LSU, Baton Rouge), Donna Walters-Kozberg (Lift, Inc), Jim Toner (Access Ability), and Joe Quinn (CTP Berkeley), for providing a rich learning experience at this year's conference.

SkillSoft and Manpower 2003 ARPCT Conference Corporate Sponsors

SkillSoft and Manpower have agreed to be corporate sponsors for the upcoming 2003 ARPCT Annual Conference in Oakland, CA.



Each company will be sending representatives to give keynote presentations at the ARPCT conference in May.

SkillSoft (formerly SmartForce), the world's largest and most experienced e-Learning company with a customer base of over 2,500 companies, provides free access to online learning to ARPCT members through EditU.

Manpower Inc. is a world leader in the staffing industry, providing workforce management services and solutions to customers through 3,900 offices in 61 countries. Manpower has begun a pilot program with the Denver ARPCT project, providing a Manpower manager to

participate on its BAC, and providing job placement assistance to Denver's graduates.

Manpower and SkillSoft have been great corporate boosters of ARPCT, and we are most pleased to have them both as corporate sponsors of the 2003 ARPCT Annual conference.

A Night on The Town in the San Francisco Bay Area

by Joseph Quinn

We have left Thursday evening of the conference unplanned so that visitors to this wonderful part of the country can have a night to explore what the San Francisco Bay Area has to offer. We'll have lots of "night on the town" information available for you when you come to the conference. And the staff at the host program, Computer Technologies Program in Berkeley, is only too happy to play "concierge". You may also want to check out the local website www.sfgate.com to find about

goings on in and around the San Francisco, Oakland and Berkeley area.

Our conference hotel is ideally situated on Jack London Square in Oakland, right next door to a ferry that travels across the waters of the bay to San Francisco. Art, music, food, shops and

entertainment await you on either side of the bay. And the views from the ferry ride alone may make you decide to extend your stay a few extra days...

The San Francisco Bay Area is consistently rated one of the world's great tourist destinations....come and see for yourself!

Creating ARPCT's Future at the 2003 Annual Conference

The ARPCT Executive Committee—President Steve Lawrence (Denver), Vice President Joe Quinn (Berkeley), Treasurer Bob Leneway (Western Michigan University), Secretary Kathy Hurley (Orlando) and International Vice President Trevor VanEerden (Vancouver)—has worked hard this

year to redesign the ARPCT website and marketing brochure, to incorporate ARPCT as a 501(c)3 non-profit (eligible now for grants and tax-deductible contributions), to expand our membership particularly through outreach to CARF and I-NABIR members and to strengthen partnership with

SkillSoft and Manpower. The Executive Committee will close this year's conference with a facilitated discussion with our members to envision the future of ARPCT. We invite members to bring your ideas to this forum and discuss how ARPCT can work to best benefit your program.

ARPCT Profile: Getting Back to Work at Access Ability in B.C.

By Lynn Hill

John Cannon was 25 years old when a wrong step forced him on a new career path. Gary Passmore was 38 when a miscalculation found him in the wrong place at the wrong time. He too needed a new career. Both men were in physically demanding jobs before their accidents. Both men faced uncertain futures and some tough decisions. And both men found the help and support they needed in a local retraining program - the Access Ability Program in Vancouver, British Columbia.

Cannon was framing a townhouse development in Surrey when he fell, breaking both legs. After six months of daily rehabilitation therapy, Cannon was still not recovering fast enough from his injury, making it clear a career change was in order. Cannon thought about becoming a cabinetmaker. "I honestly didn't have a plan," said Cannon. "I thought cabinetmaking was my Plan B."

The Worker's Compensation Board (WCB) suggested another option which was to enroll in what was then a new program teaching people how to work with computers. It was a career that Cannon, with his Grade 10 education,

had never thought about. One reason was because his accident happened in 1988 and personal computers were still a couple of years away from becoming ever present. The other: he had never used a computer.

Passmore had spent 20 years on and off in the logging industry, working his way up to project manager. In January 1997, the 38-year-old was working near McKenzie, B.C., updating the site maps that showed where each crew was working so that he could map out safety zones and prevent accidents like the one that was about to happen to him. Passmore was having trouble locating one of the tree fallers when that logger cut down the tree that would hit Passmore in the back. The impact shattered his radio and knocked him to the ground, but did not knock him out. He only passed out from the pain when he tried to stand up and get to safety. Passmore, who was working without a work buddy, came to and crawled up a hill where he flagged down a company helicopter.

He was flown to a hospital in Prince George where x-rays showed nothing was broken. At the time, Passmore counted himself lucky to have survived with nothing worse than some soft tis-

sue injuries. He walked out of the hospital later that day.

Like Cannon, Passmore figured he'd be back at work within a couple of weeks. But after two years of rehabilitation, Passmore was told his logging days were over because his injury had cost him use of one of the muscles in his left leg, leaving him too unstable to be in the woods.

He was 40 years old, had a Grade 9 education and was hampered by a physical limitation, all of which combined to limit his job prospects. And like Cannon, the WCB suggested Passmore re-train to work with computers.

Both were referred to the Access Ability program. Cannon was a member of the program's second graduating class, while Passmore was part of the 14th class.

The Access Ability program was started in June 1987 by the Workers' Compensation Board to re-train people whose workplace injuries prevent them from going back to their old jobs, and give them the knowledge to work with computers.

(Continued on page 5)



First New Freedom Initiative Awards go to two ARPCT Member Programs

Two ARPCT member programs were among the recipients of the Department of Labor's first New Freedom Initiative Awards: Lift, Inc. of Princeton, NJ and Able-Disabled Advocacy of San Diego, CA.



New Freedom Initiative Award for Lift, Inc.

The awards recognize exemplary and innovative public-private partnership efforts in furthering the employment objectives of the President's New Freedom Initiative. The Office of Disability Employment Policy in the Department of Labor has the key responsibility for implementing the

employment-related aspects of the President's New Freedom Initiative.

"Workers with disabilities represent an under-utilized pool of talent. We need that talent today more than ever," Secretary of Labor, Elaine L. Chao said in presenting the awards.

ARPCT Profile: Vancouver's Access Ability Program continued...

(Continued from page 4)

In May 1990, responsibility for the program was transferred from the WCB to the Burnaby-based Open Learning Agency. It is now housed at the Burnaby Skills Centre. One reason for the transfer was to broaden the scope of student eligibility to include anyone with a physical disability in B.C., not just those hurt in workplace accidents. Still, they've kept the enrollment restricted to 20 students per year so those students get the attention they need.

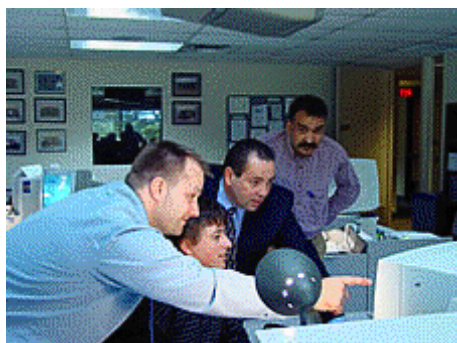
As a result, a very diverse group of students have graduated from the program, with some having enjoyed previous careers as a jockey, construction workers, pipe fitters, retail sales person, electrician and loggers, to name a few.

The disabilities of the students were also varied and included: limb amputation, degenerative disease, hearing and eyesight impairments, spinal cord injury and chronic pain.

Roughly half of the students who go through the program are referred by the WCB. The other 50 per cent come with referrals from the B.C. Ministry of Human Resources' Vocational Rehabilitation Services (VRS), the federal Human Resources and Development Canada (HRDC) or a private insurance company.

In the 16 years since it was started, 80 per cent of the 291 students that entered the program have graduated. Of those who've graduated, 92 per cent found information technology jobs within the first year after graduation. And after five years, 85 per cent remain employed in that field. In the case of the WCB, they see a return on their investment within two

years of a student graduating. That's typically how long it takes for WCB to recover a student's tuition by not having to continue paying out benefits to that student.



Students problem solving in the lab at the Access Ability program in Vancouver, B.C.

The program's 52-member Business Advisory Council (BAC) pools its knowledge to advise the program on curriculum, equipment and placement standards. But it doesn't stop there. BAC members screen each applicant to select the ones who are most likely to succeed. They also volunteer to mentor students as they go through the program. And three times during the program, they conduct oral exams with the students and provide feedback on their dress, answers, eye contact and mannerisms – anything that will help the students when it comes to job interviews.

Plus, many of the BAC member companies take Access students for the four-month internship that follows the nine months of class time. And many of those stay on after their internships.

Another reason for the success is the program's dual focus on both academic and vocational outcomes. Not only are students taught the technical curricu-

lum, they are also given the skills needed to enter a new workplace, be it physically by getting them used to working eight-hour days, or helping them develop the interpersonal skills to help them move from industries such as construction and forestry.

Don Ralph, past Chair of the BAC, said hiring Access grads has created a diverse workplace at ICBC and taught co-workers that persons with disabilities have much to contribute. As well, it has led to other managers hiring people with disabilities who have gone through other programs.

Cannon knows first hand the value of the program. He landed a job right away with Sierra Systems Consultants and remained with the company for 11 years. The hardest part, though, was getting comfortable with the fact that after nine months of classroom time, he was qualified to be a junior programmer. "Programming is very hard and takes a long time to be good at it, so after nine months I was really under the gun to try to fit in and produce," Cannon said. He learned to fit in and eventually became a project leader at Sierra Systems. He currently manages Future Shop/Best Buy's electronic vendor communications.

Cannon is also giving back to the Access program, both as a member of the BAC and as chair of the mentorship program where he's helping students who are going through the very things he went through 15 years ago. Passmore, who completed his Grade 10, 11 and 12 following his accident, graduated from Access Ability last year and is contracted through IBM to upgrade computers, set up networks and install computer programs at Royal Bank branches and offices.



Viewpoint

Viewpoint is published quarterly. This publication is designed to provide news and information about technology, issues that effect the disability community and ARPCT member programs.

Are you interested in contributing articles? Share your program's successes and innovations? Email your articles to: jquinn@ctpberk.org

To become an ARPCT Member

Please contact Bob Leneway,
ARPCT Treasurer at
269.387.2053 or
Email: bob.leneway@wmich.edu

Notes from the Editor

We are very excited to be celebrating and hosting the 25th Anniversary of the ARPCT at the 2003 ARPCT Annual Conference this May. The Computer Technologies Program (CTP) is located in Berkeley, which many consider the birthplace of the Independent Living Movement. This area is indeed rich in the history of disability rights, and we at CTP are very proud of the role we've played in the history of the ARPCT. CTP Berkeley was one of the first two computer training programs for people with disabilities that were established by IBM over 25 years ago, and we are also one of the founding members of ARPCT. The model that we helped create—of forging a partnership between the business, rehabilitation, and disabled communities to create careers in technologies for people with disabilities—is part of what we are celebrating at this 25th Anniversary of the ARPCT. But though we look back with pride, we also look forward with great anticipation and excitement to how ARPCT continues to forge and shape its own future. Come learn and create that future with us at this year's ARPCT Conference.

Joe Quinn, Viewpoint Editor

Letter to the Members from the President

by Steve Lawrence

Dear ARPCT Members and Colleagues:

Twenty five years ago a dedicated group of educators, disability professionals and corporate business people worked to build a model for a computer training program for people with disabilities. Today ARPCT represents more than 60 diverse career-oriented members in North America. We've come a long way!

ARPCT's 25th Annual Conference will be held in Oakland, California on May 13th to 16th 2003. Mark your calendar and register now!

The agenda will be jam-packed with important information. The chance to

share success stories and learn from your peers will never be better. Of course, we will also offer updates on ARPCT's relationship with SkillSoft's e-Learning Foundation and the availability of free training software for your students. Also important is the international partnership with Manpower, Inc. to help create internships and placement opportunities for ARPCT program graduates.

Our host organization is The Computer Technologies Program in Berkeley, California. CTP is a charter member of ARPCT and will offer tours of their new training center and also host an ARPCT 25th Anniversary rooftop reception with views of the SF Bay (...after all, it is California!).

Air fares are very low right now. Our hotel for the conference is located in the heart of Jack London Square in Oakland, CA and just a ferry ride across the bay to San Francisco. You can call the Waterfront Plaza Hotel now at 800.729.3638 to book your room at special ARPCT Conference rates (\$149/night). Go to our web site at www.arpct.org for registration information and updates about this exciting conference.

We appreciate your support for ARPCT's mission to provide an exchange of ideas and tools among members for the benefit of our students, and I look forward to seeing you in Oakland.

Steven C. Lawrence, President, ARPCT
Email: steve@arpct.org