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2011 ARPCT Conference Set to Return to Orlando, Florida

By: Janis Krohe

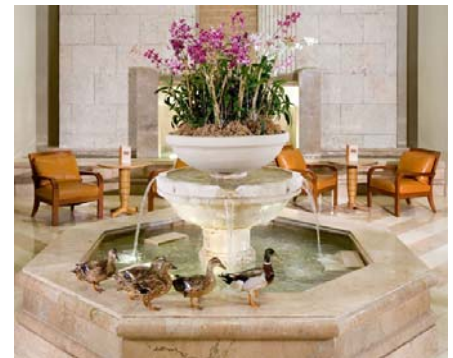
The ARPCT Conference in partnership with SkillSoft will return next year to Orlando, Florida, but at a different venue. For the seventh year, ARPCT will be conducting its own conference within the larger SkillSoft's Perspectives 2011 conference. The 2011 ARPCT Conference will be held at The Peabody Hotel in Orlando, Florida on May 9-12, 2011.

Like last year, SkillSoft is waiving the conference registration fee which means that all you need to do is register and all conference meals and events will be included.

ARPCT members will have an opportunity to learn from leading industry experts in a program designed for SkillSoft's corporate customers.



As soon as arrangements are finalized sometime in early 2011, a formal conference announcement will be distributed by e-mail. Set aside travel funds now to attend and network with others dedicated to providing premier training programs for individuals with disabilities. Also, organizations that renew ARPCT memberships by February 28, 2011, will be entered into a drawing for a \$1,000 conference stipend. More information regarding the SkillSoft Perspectives and ARPCT 2011 Conference also will be provided in a Spring newsletter and on the ARPCT website as it becomes available.



Interesting facts regarding the Orlando Peabody Hotel are on page 5.

2010 ARPCT Awards for Outstanding Achievement

By: Dot Kret

ARPCT announces its 2010 awards presented at its annual conference held in Orlando. Although all member programs are worthy of recognition for their efforts this past year, we would like to recognize the following recipients.

IT Manager and New Services Developer of the Computer Technologies Program (CTP) in Berkeley, California, **Alex Tabony** was named as Outstanding ARPCT Individual Member of the Year at the ARPCT annual meeting and conference in May. A 1999 graduate of the program, he was hired the following year as an instructor and this year developed the CTP Computer Reuse Center (CRC).

The primary goals of the CRC are to provide work experience for disabled students in the NTST training program and raise funds for the

operation of CTP's services. Alex wrote a successful grant to the Christina Foundation to acquire used computers for the CRC. Alex then created job opportunities for two of CTP's graduates as a Technical Manager and Business Developer for the CRC.

Alex found the funding for these positions through the "On the Job Training" stimulus package from the California Department of Rehabilitation and the American Recovery and Reinvestment Act (ARRA). He has re-designed CTP's web site, and set up a blog to show how one can donate computers. In Alex's own words, "Computer reuse has been a good idea for underserved populations long before being green hit the mainstream. The fact that the CRC helps people with disabilities while being green makes it that much better".

President's Message

As we enter a new year, let's look back on some of the highlights of 2010:

- ARPCT again enjoyed a wonderful mutually beneficial relationships with SkillSoft, training people with disabilities in a multitude of computer operations and software applications.
- As a result of this partnership, hundreds of people received training and were subsequently hired into competitive employment.
- We had a very successful SkillSoft/ARPCT conference in Orlando, FL in May. Several programs were represented and gained a lot from the education and networking opportunities offered. We learned from each other while enjoying several entertainment options and delicious meals!

- ARPCT was able to help offset some of the costs of conference attendance by offering a stipend to an agency that otherwise would not have been able to send anyone. SkillSoft waived their registration fee for ARPCT members, making this a very affordable conference and enabling many more agencies to attend.
- We made awards to deserving people and organizations, selecting the Member Program of the Year, Business Partner of the Year and Individual Member of the Year.

We have a lot to look forward to in 2011 as well:

- The annual SkillSoft conference will be in Orlando, Florida, at the Peabody Hotel from May 9 – 12, 2011.

- SkillSoft has once again agreed to host our ARPCT conference as part of it, and include us in all of their training and other activities.
- ARPCT will again be offering a stipend to an organization that pays its dues on time.
- You have another opportunity to nominate a deserving staff member, client or business partner (as well as your own organization) for a national award.
- And – we hear that the economy is improving!!!

Happy New Year!

Best Regards,
Dot Kret
ARPCT President



2010 ARPCT Executive Committee Election Results

By: Janis Krohe

The 2010 ARPCT Conference marked the completion of terms for several ARPCT officers. All positions except for ARPCT Secretary were up for re-election. As a result, there are numerous changes on the Executive Committee to report, with one new member elected and several existing Committee Members changing roles.

First, Dot Kret of DK Associates in Tucson, Arizona, was elected as ARPCT President, filling the position vacated by Janis Krohe, who had held the President's position for four years. Dot had previously served in a Vice Presidential role.

Lena Balk of MRC in Minneapolis, Minnesota, moved to the 1st Vice President position from her current Secretary position.

Janis Krohe of the Cerebral Palsy Research Foundation, Wichita, Kansas and ARPCT past-President was elected to the 2nd Vice President position.



Bob Leneway, Associate Professor of Educational Leadership, Research and Technology at Western Michigan University and EditU Administrator, was re-elected to the ARPCT Treasurer position.

Alex Tabony, Operations Manager of Computer Technologies Program (CTP) in Berkeley, California, was elected ARPCT Secretary. See the story on Alex elsewhere in this newsletter.

All officers begin a two-year term which will end with the 2012 conference. We hope others will consider serving in ARPCT officer roles in the future.



2010-2011 Executive Committee

Dot Kret, ARPCT President
*President, Dorothy Kret and Associates
Tucson, Arizona*

Lena Balk, ARPCT 1st Vice President
*Training and Employment Services Manager
MRC
Minneapolis, MN*

Janis Krohe, ARPCT 2nd Vice President
*Vice-President, Employment Services
Cerebral Palsy Research Foundation
of Kansas, Inc.,
Wichita, Kansas*

Dr. Robert Leneway, ARPCT Treasurer
*EditU Administrator
Associate Professor, Educational Leadership,
Research and Technology
Western Michigan University
Kalamazoo, Michigan*

Alex Tabony, ARPCT Secretary
*Operations Manager
Computer Technologies Program (CTP)
Berkeley, California*

2010 ARPCT/SkillSoft Conference Recap

By: Dot Kret

SkillSoft sure knows how to throw a party! Once again, SkillSoft hosted ARPCT's annual meeting in conjunction with its own conference in Orlando, Florida. From Sunday, May 16 through Wednesday, May 19, we enjoyed the hospitality of SkillSoft at the Hilton Walt Disney World Resort. SkillSoft is such true supporters of us and our mission that the registration fee was waived for ARPCT members!



ARPCT Members Enjoy SkillSoft Awards Dinner

From the keynote speakers (such as renowned knowledge leader Sir Ken Robinson) and the many breakout sessions, to the reception, Awards Dinner, and Luau, ARPCT members were treated to world class technology, cutting edge research and delicious meals.



The ARPCT sessions melded seamlessly with the SkillSoft presentations so we had the best of both worlds – our own popular and educational Project Sharing session, where each participant described their own project and learned from (and about) everyone else; our annual meeting and elections, and the ARPCT awards presentation. We had access to SkillSoft's Resource Fair, where we learned about myriad technology firms, the latest software and high end hardware, as well as their breakout sessions, which covered everything from sales and marketing techniques, to use of on-line learning strategies and the future of high tech.

Attendees from all over the world were there to learn, share and connect and this conference did not disappoint. Each ARPCT member in attendance gained knowledge about what is happening in our industry, learned about new offerings through SkillSoft and in the field of high technology and education. And all, unanimously, agreed that it was money well spent; an investment in the future of our agencies. And we are looking forward to next year!

Join us on May 9 – 12, 2011 at the Peabody Resort in Orlando, Florida for next year's ARPCT/SkillSoft conference.



Luau Entertainment

Tabony Elected to Executive Committee

At the 2010 annual conference, ARPCT members elected Alex Tabony, Operations Manager of Computer Technologies Program (CTP) in Berkeley, California to fill its Secretary position.

After becoming further disabled in 1997, Alex enrolled in CTP's computer training program through support of the California Department of Rehabilitation. During the training, Alex was so impressed by the quality of the program at CTP he decided to give up his corporate ambitions and applied for a part-time job as an instructor and stand-in IT support. Now 11 years later, he is fully committed to serving CTP's mission in further developing employment opportunities for people with disabilities.

Alex has filled a number of roles at CTP since being hired. Originally hired to teach Microsoft Office applications, he is now ac-

tively developing new services and strengthening existing ones. Alex developed CTP's Network and Technical Support Training (NTST) in 2006, which has proven to be a very successful program and is currently CTP's most popular training program. In 2008, he developed a one-month skills training and evaluation class called "Computer Skills Bootcamp" which is a valuable service for many clients.

Alex has a Bachelor of Science degree in Mechanical Engineering from the University of Cincinnati. In 2010, he received the ARPCT Member of the Year Award for his program development work in establishing CTP's transitional work program. ARPCT is pleased to welcome Alex Tabony to its Executive Committee.



Alex Tabony

If you would like to contribute an article to an upcoming ARPCT Viewpoint issue, please email Janis Krohe at janisk@cprf.org.

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With other on-going projects that he manages such as the Workspace Graphics job shop and outreach to alternate funding sources, Alex's leadership in the development of new services at CTP has given new hope and excitement to staff and students alike.

The third measure of success is the number of students who obtained jobs related to their training. Of the 27 students who completed their training track and became certified, 15 graduates (56%) are now working in IT jobs. An additional 5 students are working in non-IT occupations.

were able to put their new-found knowledge to work.

More than 250,000 pages of evidence were scanned during the seven months of production. This required extensive security (all of the boxes of documents and exhibits were delivered by deputies with uniforms – and guns!) and quality control efforts as no one wanted to harm the integrity of the case by mishandling the evidence. This was the first time in the history of the PCAO that electronic records were presented to either the Grand Jury or to the court in an active criminal case.

As stated in Able-Disabled Advocacy's nomination, "The cornerstone of our project is the Skillsoft training. We did not have the technical knowledge and expertise to develop our own IT learning content or create a delivery system using the Internet. That was the business of Skillsoft—creating learning content in an Internet-based format. We are fortunate to have access to this effective learning platform through ARPCT. We believe we have a highly successful IT training model that can be used as a vehicle to increase employment and career advancement for individuals with disabilities".

Congratulations to the 2010 ARPCT Award Winners! Plan now to nominate your program (or a colleague's program), business partner, students, and individual members for the 2011 Awards to be presented at the 2011 annual conference in Orlando. Look for Award Nominations to be distributed in the Spring.



Janis Krohe, ARPCT President, presents Cindy Lennon and Shane Doyle of Able-Disabled Advocacy the 2010 Outstanding Member Program Award

The award for Outstanding Member Program of the Year went to **Able-Disabled Advocacy's CareerLink program** in San Diego, California. This program uses SkillSoft online learning in A+, Network+, Security+, MCP, MCDST, Java, MOS, and MCAS certifications. Its training model encompasses four stages that will take a student from training to a paid job: 1) training; 2) certification; 3) internships for "hands on" work experience; and 4) employment assistance. The CareerLink Program uses a blended training model that includes a combination of online learning and classroom training.

CareerLink established three quantitative measures for the success of its program. The first measure is the percent completing training, and the target goal is that 80% of those enrolled in the training will complete all of their training courses. A total of 47 students enrolled in the first three classes, with 45 (96%) completing their training, thereby exceeding expectations!

The second measure of success is the number of students who obtained certification. Of 47 students enrolled, 27 students (57%) passed their certification exams and 10 students (21%) are still studying to take their exams.

The **Pima County Attorney's Office (PCAO)** was honored by ARPCT with the Outstanding Business Partner of the Year Award. The Attorney's Office has a 20-year history of being a training site for people with disabilities through DK Advocates, which has resulted in many program graduates moving on to competitive employment. The Office greatly expanded the partnership and created many additional training opportunities for people served by DKA by contracting with them to perform document scanning and digital image conversion of evidence in several large criminal case prosecutions, including a high profile murder case involving a car bombing.

Several hundred individuals with a variety of ability levels have been trained through this program and have learned valuable transferable skills – both task specific and generic employment-related behaviors. Despite budget cuts, layoffs and furloughs in the Office, the program has remained intact and continues to provide job training in a real world environment.

The addition of the document imaging function last year enabled DKA to more than double the number of individuals receiving training. Clients learned how to prepare and scan documents, data entry, quality control, OCR (Optical Character Recognition) and other tasks involved in advanced computer operations. Many graduates of the SkillSoft program were hired for these projects and

ARPCT New Members

By Dr. Robert Leneway

Nine new organizational members have joined ARPCT so far during 2010. A big ARPCT welcome to Arc of SE Los Angeles County, Downey, California; Canadian Back Institute, Toronto, Ontario; Goodwill Industries of Central Illinois, Inc., Peoria, Illinois; Goodwill Industries of Lower SC, Charleston, South Carolina; Habilitative Systems, Inc., Chicago, Illinois; Hennepin County Human Services and Public Health; Minneapolis, Minnesota; High Road Services Society, Smithers, British Columbia; Knox County Association for Retarded Citizens, Vincennes, Indiana; and Opportunity Center, Alamogordo, New Mexico.

We hope that representatives of these new member organizations will become active participants in ARPCT by contributing to the newsletter, communicating questions and interest to ARPCT executive officers and other member programs, and consider attending the 2011 ARPCT conference in Orlando, Florida, on May 9-12, 2011.



MRC Celebrates 25 Years of Skills Training and Education Services

By: Kim Feller

MRC (Minnesota Resource Center) of Minneapolis, Minnesota, a charter member of ARPCT, is celebrating 25 years of skills training and education services throughout the State of Minnesota this year. In 1985, MRC began its first COBOL Programming training class for 12 individuals with disabilities in Minneapolis. In 1986, MRC added Computer Aided Drafting (CAD) to its list of high tech training courses offered in Minneapolis and a year later MRC added its original PC Training course to that list. The course centered around the training of WordPerfect 5.1 and Lotus 123, which today are unknown software to many younger computer users.

MRC then expanded its PC Training programming by opening new skills training sites in Duluth (northeastern Minnesota) in 1988 and St. Cloud (center Minnesota) a year later. By 1990, MRC was offering training to 86 persons with disabilities statewide. Seemed like a lot but let's jump to 2010.

Today MRC Skills Training and Education Services is an independent accredited and licensed training provider for individuals with disabilities, those transitioning off of public

assistance, and immigrants/refuges. It has a training enrollment of over 1,300 individuals annually. MRC has training centers in Minneapolis (5 training labs), St. Paul, Burnsville (southern Twin Cities suburb), Duluth and St Cloud, as well as mobile training reaching out into rural Minnesota.

MRC courses have changed drastically with COBOL and CAD being put to rest in 2000 and new and/or revised programming implemented throughout the year. MRC standard training options include:

- PC Technician Training
- Maintenance/Custodial Skills Training
- Green Building Operations Manager Training
- Introduction to the Workplace Training
- Business and Computer Applications Training
- Accounting Support Training
- Green Warehousing Training
- Welding and Metals Fabrication Training (Collaboratively with Hennepin Technician College)

- In 2011 MRC will be expanding its Healthcare Support Training to offer Healthcare Information Technician Training
- In 2011 MRC will be adding a new Advanced Microsoft Operations Specialist Certification Training course

Certification and credential preparation is also incorporated into the course work to ensure MRC learners are able to attain the credentials within their fields of study, where possible.

It hasn't been an easy 25 years. There were many trials over the years and many years of asking whether or not we could do it – but in 2010 we are still here – still expanding and growing and we are grateful for that.

ARPCT has played a huge role in the expansion of MRCs programming over the years and in the building and maintaining of quality skills training curriculum. It is a relationship that MRC is grateful to have today and to have had over the past quarter of a century. Thanks to ARPCT for helping MRC make the past 25 years a successful journey!

Fun Facts about the Orlando Peabody Hotel

Reprinted from the Orlando Peabody Website

The Peabody Duck March

Since opening its doors on November 1, 1986, The Peabody Orlando has continued, in unbroken sequence, the traditional March of The Peabody Ducks which began at its sister property, The Peabody Memphis, many, many years ago.

Each morning, promptly at 11 a.m., the hotel's atrium lobby is the scene of a remarkable ritual. In a special elevator, the five North American mallard ducks, four hens and one drake, comprising The Peabody Ducks, descend from their \$100,000 penthouse Royal Duck Palace.

When the elevator doors open, The Peabody Ducks, accompanied by their crimson-and-gold- braid-jacketed Duck Master™, take up their positions on a plush red carpet and begin The March of The Peabody Orlando Ducks to the strident tones of John Philip Sousa's King Cotton March. They waddle their way in formation through

the hotel's marble halls, and when they reach the magnificent, orchid-crowned fountain, which takes center stage in the Atrium Lobby, the ducks mount three red-carpeted steps and splash into the fountain's waters. Tumultuous applause reverberates through the lofty, foliage-draped lobby, and standing ovations are the order of the day by the hundreds of onlookers who daily crowd into the hotel to see one of the greatest shows on earth.

At 5 p.m., the procession is reversed, The Peabody Orlando Ducks marching back to their special elevator, then to their Royal Duck Palace for dinner and a quiet evening together.

The Legend of the Ducks

How did the tradition of the North American Mallard ducks in the lobby fountain of The Peabody Memphis begin? Back in the 1930s, Frank Schutt, general manager of The Peabody Memphis, and his life-long friend, Chip Barwick, returned from a weekend hunting trip

to Arkansas. The men had had a little too much Tennessee sippin' whiskey, and thought it would be funny to place some of their live duck decoys (it was legal then for hunters to use live decoys), into the black travertine fountain of the Peabody hotel. Three small English call ducks were selected, and the reaction was nothing short of enthusiastic. Thus began a Peabody tradition that was to become internationally famous. The original ducks have long since gone, but after 75 years, their progeny live on in the graceful, marble fountain in "The South's Grand Hotel," The Peabody Memphis, and also at The Peabody Little Rock and The Peabody Orlando. The Peabody Duck March takes place twice daily at 11am and 5pm.

See you in



Where Are They Now? Don Mauck – 1993 Denver Graduate

By: Steve Lawrence

Don Mauck was one of the best Automatic Transmission Rebuilders in Oregon. As a mechanic and machinist who is blind, Don earned an Associate's Degree in Machine Shop Technology and Metallurgy from Clackamas Community College. He then worked for 9 years as a tool and die maker until a back injury forced him to accept SSDI for 12 years.



Don Mauck at work at Oracle

Don moved to Colorado, and his Vocational Rehabilitation counselor in the small town of Canyon City told him about a new computer training program at the Community College of Denver about 200 miles away. The counselor even offered to pay Don's expenses to go to Denver and take "the test". Don said, "I don't know about that stuff, I'm a mechanic." Some of the test was available in Braille, and the rest was read out loud for him. Don achieved one of the highest scores among all applicants. After completing half of the Computer Training for People with Disabilities (CTPD) program,

Don stepped into an unmarked hole in the pavement and crushed his elbow. He came back the next year, but a shoulder injury again forced him to withdraw. He never gave up, and he graduated as an IBM COBOL programmer in 1993.

Don says that, "CTPD was the hardest 11 months I ever did...66 credit hours, 24-7, you lived it if you wanted to succeed." Don was selected as Student of the Year among his fellow graduates.

Don was hired as a programmer/analyst by Oracle's predecessor company, J.D. Edwards in Denver in 1993. He 'made it through' two acquisitions, first by PeopleSoft and then Oracle where he is now the only "Disability Evangelist" in the entire worldwide Oracle Corporation. Don teaches Oracle's developers and quality assurance specialists how to create and certify software applications as fully accessible. Don explains that, "Oracle mandates that every product we sell MUST (not should) be accessible." Even internal applications must be accessible because, "all employees are customers too."

Don broadly defines software accessibility as "navigation with any ability." This includes color blindness, no-mouse pointing, readers such as Dragon Dictate, magnifiers such as Zoom Text, and closed captioning for audio applications. He is an expert on 508 standards and WC3 development standards.

In 1999 a friend introduced Don to PHAMALY, the 25-year-old professional theatre company for people with disabilities. Don always enjoyed singing, and he has performed and starred in more than 20 musical theatre and dramatic roles in Denver. He says that acting has helped him be a better presenter and teacher too.



Don as the Lion in "The Wiz"

Don and his wife Mickey, who works in non-profit management and development, live in Aurora, Colorado with their granddaughter. Don says, "What I do makes a difference to someone, somewhere – so that an Oracle client will give a job to someone with a disability – and that person may be a CEO one day."

(Steve Lawrence was a volunteer instructor with CTPD at CCD in 1982. He later served as Chair of the BAC and was elected as ARPCT's president for 4 years.)

ARPCT

Training People
with Disabilities
for Careers
in Technology

The Association of Rehabilitation Programs in Computer Technology (ARPCT) is an international organization that has provided nearly 30 years of quality training and placement services for persons with disabilities. ARPCT was founded to promote training and employment opportunities for people with disabilities in the field of computer technologies. ARPCT member programs develop partnerships among businesses, government and private rehabilitation service organizations, people with disabilities, and education and training facilities.

Win a \$1,000 Stipend to the 2011 ARPCT Conference!

The ARPCT Executive Committee has approved the awarding of two \$1,000 stipends to be applied for expenses to attend the 2011 ARPCT/SkillSoft conference in Orlando, Florida on May 9-12, 2011. ARPCT member organizations are eligible for the stipend if they have not had a representative attend an ARPCT conference in the last 5 years. All eligible organizations will be entered into a drawing **if ARPCT dues are paid by February 28, 2011**. Winners will be notified in early March 2011.