



# Kentucky Business Leadership Network

*"Working Together to Promote Diversity in the Workplace"*

**KYBLN's Lead Employer!**  
**BANK ONE.**

## KYBLN's DiversAbility News

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### Director's Corner

I'd like to send special kudos this month to KYBLN's outstanding Governance Committee. This committee has worked diligently in developing the KYBLN By-Laws and Fee Structure. Many hours of hard work have produced a solid working structure for KYBLN's membership.

A "pat on the back" goes to: Robin Ritter, Governance Committee Chair, Steve Jacoby, Jim Staples, Bill Duke, Norb Ryan, Bob Ryan, Cheryl LaFleur, and Katie Wolf Smith. Thank you for your dedication and hard work!!

Two more hard-working committees with outstanding results are the Statewide Training and Consultation Committee, chaired by Lori Barrett and Mike Edwards, and Northern Kentucky Chapter's Training Committee. Both of these hard-working committees have produced well-attended public forums. See below for more information on forthcoming forums presented by these committees!

## NEWS

### KYBLN Brown-Bag Forums



#### Bluegrass Chapter

#### **A Win-Win Workplace: The Benefits of Universal Design/Assistive Technology**

**March 25, 2004**

*Dr. Barney Flemming, IHDI-University of Kentucky.*

Register online at <http://www.kybln.org/members/forums/>

The forum will be held at the Holiday Inn North, Lexington at I-75.

#### Northern Kentucky Chapter

#### **Accommodating An Often - Hidden Disability: Mental Illness**

**March 25, 2004**

Jim Coleman, Former HR Director, currently with the Recovery Network of Northern Kentucky, and Sandy Silver, Kentucky Division of Mental Health, will lead a discussion on providing accommodations for employees with an often-hidden disability - mental illness. Learn how this prevalent and timely issue impacts your business - and what you can do about it. The forum will be held at the The Gardens of Park Hills, located at 1622 Dixie Highway in Park Hills, KY.

Register online at <http://www.kybln.org/chapters/nky/forum-reg.htm>

## Chapter Bulletin



### **Louisville**

Things are looking up for the Greater Louisville Chapter. We have 3 to 4 businesses that are giving us positive feedback about participating in the future with our chapter of the KYBLN (UPS being one of them). At this time we are in the process of putting together an information session with interested businesses at our next meeting. Please contact [Brian Stinnett](#) for more information.

### **Northern Kentucky**



The Northern Kentucky Chapter held its first Brown Bag Forum on January 28, 2004 at the Holiday Inn - Airport, sponsored by Winegardner and Hammons (see photo). Despite several days of winter weather leading up to this event, there were 27 attendees for *Interviewing and the ADA* presented by Tom Fricke, CEO of Comprehensive Educational Services. The next Brown Bag Forum is scheduled for March 25, 2004 at The Gardens of Park Hills. The topic will be *Accommodating an Often-Hidden Disability: Mental Illness*. Visit

<http://www.kybln.org/chapters/nky/forum-reg.htm> to sign up. Our chapter is currently developing a structure that will allow us to elect our Chapter Business Leader Board. We have active committees in Marketing and Education at this point that consist of both service providers and business members.

**Attention KYBLN Chapters:** Please send Chapter information to [lpbell0@email.uky.edu](mailto:lpbell0@email.uky.edu). This is an area to tell what you've been up to and to highlight an employer, ie. sponsors of forums or meetings or those who have made hires. This is a great way to get you & your employers state-wide recognition!

### **Northern Kentucky KYBLN Chapter cited in Kentucky Post**

The state Department of Vocational Rehabilitation (DVR) recently presented the Gap, Inc. distribution plant in Boone County and Chuck McHale, owner of McHale's Catering with facilities in Boone, Kenton and Campbell counties, with DVR Employer Recognition Awards. See entire newspaper article at <http://www.kybln.org/news/nky-dec-25-2003.htm>

### **UPS recognized for work with employees with disabilities**

UPS Supply Chain Solutions Inc. of Elizabethtown and Dale Helton, the warehouse's operations supervisor, strive to treat local disabled workers just like all the others. For their equal treatment and active participation in the Preparing Adults for Competitive Employment (PACE) program, UPS and Helton recently received an Employer Recognition Award, one of 17 annual statewide awards for agencies and businesses partnering with the state Department of Vocational Rehabilitation (DVR). See entire article at <http://www.kybln.org/news/ups.htm>

### **IBM Committed to Recruiting Qualified Students with Disabilities**

Project View is an IBM Diversity recruitment program offering Latino, African American, Asian and Native American students, and students with disabilities pursuing undergraduate or graduate degrees the opportunity to explore IBM's national career options. On March 4-5, 2004, Project View will hold an exclusive recruiting event for qualified students with disabilities in Atlanta, GA. The event will focus on careers in Computer Science, Engineering and Business. Summer, co-op and regular job opportunities will be represented. See more information at: <http://www-3.ibm.com/employment/us/events/projview.shtml>

## TECHNOLOGY

### **John Williams' Column: Assistive Technology-From Fantasy to Reality**

Against the idyllic backdrop of Disney's Coronado Springs Resort, the Assistive Technology Industry Association held its fifth annual conference, entitled "Showcasing Excellence in Assistive Technology." Featuring hundreds of cutting-edge products, from keyless keyboards to virtual pens, designed to enhance the lives of people with all types of disabilities, the conference bridged the gap between fantasy and reality. Read more at:

<http://www.nod.org/content.cfm?id=1485>

### **New Research Study Shows 57 Percent of Adult Computer Users Can Benefit From Accessible Technology**

In a new study conducted by Forrester Data and commissioned by the Microsoft Corporation, it was reported that 57 percent of working-age Americans may potentially benefit from accessible technology originally designed for people with disabilities. In this group are an increasing number of older workers who have mild to severe vision, hearing, dexterity, speech and cognitive difficulties and impairments. On February 2, 2004, Microsoft launched its Aging Workforce Campaign to demonstrate to these older workers how they can use accessible technology to remain competitive in today's workplaces. See more information at:

[http://biz.yahoo.com/prnews/040202/sfm041a\\_1.html](http://biz.yahoo.com/prnews/040202/sfm041a_1.html)

### **Seeking Self-advocates Who Use Technology**

The Arc is seeking self-advocates who use technology such as a computer, wheelchair, special telephone, hearing aid, environmental control device or other technology. We are working with the Beach Center at the University of Kansas on a project examining technology use by individuals with intellectual disabilities. We would like to personalize the work of this project with stories about how self-advocates have used technology and what worked for them or what problems they had. The University has produced a consent form that self-advocates must sign (or their guardian if they have one) to let us know that it is all right to talk with them about their technology stories. We will not be using their names in the stories we produce, so their identities will not be revealed to anyone other than the project researchers. If you know a self-advocate who uses technology and is interested in telling his or her story, please contact Sharon Davis at [davis@thearc.org](mailto:davis@thearc.org) or 301-565-5456. She is collecting the stories and will forward you more information.

## EDUCATION

### **UNIVERSITY PROGRAM FOR STUDENTS WITH COGNITIVE & DEVELOPMENTAL DISABILITIES**

George Mason University, located in Northern Virginia, recently established the Learning into Future Environments (LIFE) Program as an innovative program of their Graduate School of Education's Kellar Institute for Human Disabilities. LIFE is intended for young adults with significant learning disabilities; cognitive disabilities, including mental retardation; and developmental disabilities such as autism. For more information on the program, contact Rioux-Bailey at (703) 993-3670 or [criouxba@gmu.edu](mailto:criouxba@gmu.edu).

### **School Superintendents Propose Changes in No Child Left Behind Law**

In a proposal to the U.S. Department of Education, school superintendents in the Washington, DC area are seeking to remedy what they consider the most damaging part of the federal No Child Left Behind Law -- the annual testing of nearly all limited-English speaking students and students with disabilities. In particular, the superintendents are requesting that special education students be administered tests appropriate to their disability. See more at: <http://rd.bcentral.com/?ID=1475150&s=90285455>

## Youth Employment

This NLTS2 Data Brief provides a detailed description of employment trends for youth with disabilities documented within the National Longitudinal Study-2. The NLTS2 has recently gathered data on work-study employment and regular paid employment of youth with disabilities, with a focus on hourly pay, disability categories, demographic differences in employment, and individual differences such as gender, age,

race/ethnicity, and household income in relation to employment. This brief provides a concise and organized presentation of the results, including descriptive graphs.

<http://www.ncset.org/publications/viewdesc.asp?id=1310>

## **GRANTS, SCHOLARSHIPS, INTERNSHIPS & OTHER FUNDING OPPORTUNITIES**

### **ENTRY POINT! INTERNSHIP PROGRAM FOR COLLEGE STUDENTS WITH DISABILITIES**

A program of the American Association for the Advancement of Science (AAAS) offering summer internships and semester co-ops in major companies throughout the United States, including NASA, IBM, NIH, Texas Instruments, J.P. Morgan Chase. New for 2004 are internships at the National Institutes of Health (NIH). Open to students with disabilities majoring in life sciences, computer science, engineering, mathematics, and some social science and business fields. Qualifying students must: 1) be full-time undergraduate or graduate students, 2) be a Science, Math, Engineering, or Computer Science major (some opportunities available for business majors) 3) Have a B-average GPA and 4) be a U.S. citizen. For more information, contact:

Laureen Summers at (202) 326-6649, or [Lsummers@aaas.org](mailto:Lsummers@aaas.org) or visit

<http://www.entrypoint.org>

### **RURAL HOUSING REPAIR AND REHABILITATION LOANS & GRANTS**

The Rural Housing Service (part of the U.S. Department of Agriculture) offers up to \$7,500 to make dwellings accessible for household members with a disability in rural areas. Find out how to apply at

[http://www.rurdev.usda.gov/rhs/sfh/brief\\_repairgrant.htm](http://www.rurdev.usda.gov/rhs/sfh/brief_repairgrant.htm) or (202) 720-4323

### **PUBLICATIONS & MEDIA RESOURCES & RELEASES**

**“RAMPING UP FOR PROFITS”** Author and trainer Tim Daly wrote this book to show the business world how hiring, accommodating and marketing to people with disabilities can increase their competitive advantages, create a positive impact on their markets and capitalize on opportunities within their organizations. For more information visit [www.accessgroup-md.com](http://www.accessgroup-md.com).

## **CONFERENCES, EVENTS, MEETINGS & COURSES**

### **NATIONAL ASSOCIATION FOR ADULTS WITH SPECIAL LEARNING NEEDS 2004 NATIONAL CONFERENCE**

“Embracing Dialog for Improved Services – Authentic Conversations Leading to Action” Targets educational, vocational, human service, rehabilitation, and correction service providers working with a wide variety of adults with special learning needs. Wyndham Harbour Island Hotel, Tampa, FL, March 7- 9. For information, visit

[www.NAASLN.org](http://www.NAASLN.org)

### **AAPD LEADERSHIP GALA**

March 16, 2004 at the Washington Hilton & Towers in Washington, DC. For details and to order tickets, visit their website at [www.aapd-dc.org](http://www.aapd-dc.org).

### **COSD 5TH ANNUAL NATIONAL MEETING**

Motorola, Inc. will host Career Opportunities for Students with Disabilities’ annual meeting May 10 – 11, 2004 at its corporate headquarters in the Chicago, IL area. Visit their website for details at [www.cosdonline.org](http://www.cosdonline.org).

### **FREE ONLINE DISABILITY CUSTOMER SERVICE TRAINING**

This web-based course, self-paced course was developed for the staff of One-Stop centers, but should be easily adapted for customer service training in other sectors. Registration is free and the course can be taken, complete or in part, at any time. <http://www.wiawebcourse.org>

## **Benefits Planning, Assistance and Outreach (BPAO) Program: Social Security Online**

The goal of the BPAO Program is to better enable SSA beneficiaries with disabilities to make informed choices about work. BPAO centers across the U.S. provide individualized information about how work or earned income will affect benefits, housing, and other daily living needs. See their state-by-state contact list for information in your area. <http://www.ssa.gov/work/ServiceProviders/bpaofactsheet.html>

## **Disability Exchange**

At Disability Exchange, individuals with disabilities, their families and support groups can connect, receive the information they need, and become empowered. Disability Exchange is a Community Information Network for Individuals with Disabilities (CINID), an initiative of Spaulding Rehabilitation Hospital. The program partners with 19 institutional and community-based organizations that are committed to serving individuals with disabilities, improving their overall quality of life, and providing support through community-based services. It is a model of information delivery, technical training, and assistive/adapted hardware and software implemented throughout the city of Boston. Check out Disability Exchange at [http://www.ncpad.org/newsletters/january04\\_link.htm](http://www.ncpad.org/newsletters/january04_link.htm).

## **DA VINCI AWARDS COMPETITION ANNOUNCED**

The Engineering Society of Detroit and the National Multiple Sclerosis Society, Michigan Chapter, are accepting nominations for the 2004 nationally recognized da Vinci Awards. These awards recognize individuals, organizations and/or corporations in the engineering, construction and technical realm whose design innovations have enabled people and improved accessibility, regardless of their ability. For details visit <http://www.esd.org/davinci/>

## **Online Databases of Community-Based Transition Programs for Students Ages 18-21 and OSEP Funded Transition Grants from 1996 to Present**

The Transition Coalition at the University of Kansas has created two searchable databases. The 18-21 Programs: Community-Based Special Education Programs database contains descriptions of over 100 community-based transition programs throughout the United States. The Transition Grants: OSEP-funded Projects Related to Secondary Special Education and Transition database contains information regarding transition-related projects administered by the U.S. Department of Education, Office of Special Education Programs. Please access: <http://www.transitioncoalition.org/> and select '18-21 Programs' or 'Transition Grants'.

## **Transition Times (Newsletter)**

The Career and Transition Services winter 2004 issue of the "Transition Times" newsletter, a publication designed to share information and strategies for transitioning students with disabilities to post-school life, is now available online at: <http://www.fcps.edu/DSSSE/careertransition/crtnews.htm>.

## **Supervisors and Job Accommodation** (JAN E-News, Volume 1, Issue 4, First Quarter 2004)

Supervisors and managers play a key role in any work unit and these individuals are instrumental in the implementation and long-term success of an effective accommodation. As we all know, individuals use a variety of different management techniques and styles. This is also true when implementing accommodations.

For example, some managers may allow for flexibility in break time or schedule without formality – as long as there is an assurance the work is being completed in an efficient manner and the position allows for such flexibility. Some companies have policies that managers, supervisors, and individual employees are required to follow when implementing accommodations.

Even with policies, managers and supervisors may have varying styles and understanding of laws. A change in management or supervision has the potential to impact existing accommodations and affect workers with disabilities.

Approximately 70% of contacts (telephone and email) to JAN involve situations where individuals are currently employed. Many employees who call JAN indicate they had been accommodated successfully, but now they

have a new manager or supervisor and the accommodation is either in question or is no longer being implemented.

There can be all kinds of reasons for this change in accommodation. It could be that the accommodation had not been formalized and the new supervisor has no knowledge of the need. Another possibility is that the new manager or supervisor has not been trained or is not experienced and thus is not aware of the potential responsibility to consider accommodation. The new manager may be instituting a change to an existing policy or he or she may simply have a different management style. In almost all situations discussed with JAN, a breakdown in communication usually triggers the breakdown in accommodation.

Successful accommodations may require a "maintenance plan." This maintenance plan should always include a method of informing new managers and supervisors of existing accommodations when they take over the position. Of course, the individual with the disability should be involved in this process.

Proper training on accommodation and ADA issues are vital tools that managers and supervisors need to do their jobs effectively. Education of all workers on company policy related to requesting, implementing, and maintaining an accommodation is just as important.

Managers and supervisors may benefit from visiting JAN's Searchable Online Accommodation Resource (SOAR) to learn more about specific accommodation options at <http://www.jan.wvu.edu/soar/index.htm>. Contact JAN to find out more about possible training options for managers and supervisors (800 526-7234 (Voice/TTY) or [jan@jan.wvu.edu](mailto:jan@jan.wvu.edu)). The Regional Disability and Business Technical Assistance Centers (DBTAC's) also offer training specific to the ADA and employment. <http://www.adata.org/dbtac.html>.

### **What are Personal Assistance Services?** (JAN E-News, Volume 1, Issue 4, First Quarter 2004)

Personal Assistance Services (PAS) means having one or more people assist a person with a disability to accomplish tasks that the individuals would normally do if he or she did not have a disability. Some people with physical, sensory, or cognitive disabilities must seek assistance with routine activities such as dressing, going to the bathroom, preparing meals, and other activities that are easily performed by people without disabilities. Sometimes Personal Assistance Services are needed on a daily basis; other times, they are needed only at specific times of the day.

Personal Assistance Services, however, also may be considered as a reasonable accommodation in the workplace when the task to be accommodated is job-related. As an accommodation in the workplace, PAS usually are provided to assist a person with meeting job-related needs. Some forms of workplace PAS include readers, scribes, job coaches, drivers, and communication access real-time translation (CART). To be effective, a PAS accommodation should give an individual with a disability an opportunity to apply for employment, perform the job functions essential to a particular job, and/or enjoy equal benefits and privileges of employment.

Examples of work-related Personal Assistance Services from JAN cases include:

- An engineering assistant who is paraplegic could not open the entry or exit doors because of the type of security system at the communication company where he worked. The system included a security guard on duty at the door. The guard opened the door for the employee.
- A college professor with physical limitations resulting from a stroke was assigned a student worker to assist with transport of materials to and from classes. The cost was minimal as the worker was already assigned to the department and performed other duties, as well.
- An insurance company program analyst who is deaf had to communicate with others 90 percent of the time. The person worked with a team, but team members rotated throughout various projects. An interpreter was hired to facilitate communication between this worker and other team members.
- A private school employed a counselor who is blind. Accommodations included providing a screen reader and voice synthesizer for computer activities and a part-time support service assistant for completing handwritten paperwork and reading print materials.
- A health care service case manager who is blind was provided a driver to assist in making home visits. The same driver also was used for other driving needs of the health care facility. As often as possible, trips were scheduled so that the driver was transporting this individual and meeting other needs of the agency at the same time.

For further information on PAS in the workplace, contact the Center for Personal Assistance Services located at the University of California, San Francisco at <http://www.PASCenter.org>. This Center is sponsoring a series of teleconferences during the month of February to provide employers with additional information about PAS as well as to obtain information from employers about their experience with personal assistance services accommodations. You can also obtain more information about PAS and communication access real-time translation (CART) from JAN at <http://www.jan.wvu.edu>

*The KYBLN editorial staff wish to thank Maggie Roffee for her periodic updates from Washington, excerpts from which are included in this newsletter.*

*Thanks as well to "Monday Morning in Washington DC", a newsletter published by The Inclusion Research Institute of Washington, DC. from which we have excerpted several announcements.*

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To access past newsletters or sign up for future newsletters please see our newsletter archive at <http://www.kybln.org/news/newsletter/index.html>

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